

THIS CALL IS BEING RECORDED

DHS Provider Briefings

Thursday 6/25/20

Provider Briefings are now held
weekly, on Thursdays.



Agenda

- Announcements
- Health Metrics
- Neighborland Update
- Legislative Update
- DHS Plan
- Program Updates



Phase Guidance Added to Provider Site

GREEN Phase Guidance

<https://dhstraumaresourcelibrary.alleghenycounty.us/covid-19-information-for-dhs-providers/phase-guidelines/>

**COVID-19
Updates for DHS Providers**

COVID-19 Home Program Areas Phase Guidelines Frontline Stories

Phase Guidelines

Per Pennsylvania's phased reopening, Allegheny County moved into the Green Phase on June 5, 2020. In this phase, the stay-at-home order is lifted but physical distancing, workplace safety, and masking guidelines remain in place. Per Governor Wolf, in the Green Phase, telework is to continue where feasible and businesses conducting in-person operations must follow state Department of Health safety orders. The content presented here is to notify the community about the current status of key services and program operations.

Guidance DHS released to support providers is applicable throughout the Green Phase. Follow the links below to access Green Phase guidance tailored to specific issues faced by:

- Providers of 24/7 residential programs
- 24/7 residential providers reporting probable or positive cases of clients or staff
- Daycare and school-age day camp providers
- Providers conducting in-person operations

[View PA State Level Guidelines for the Green Phase](#)

- Area Agency on Aging
- Office of Behavioral Health
- Office of Community Services
- Office of Children, Youth and Families
- Office of Intellectual Disabilities

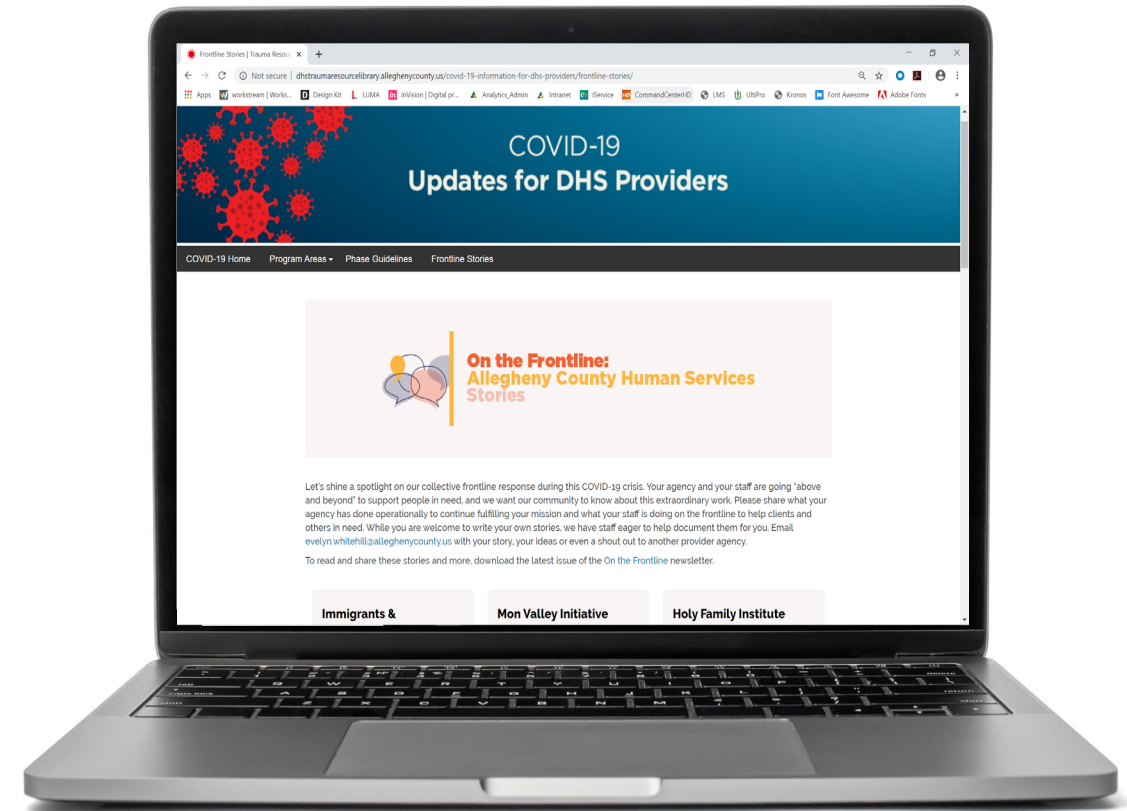
Virtual Human Services Block Grant Public Meetings

Your input will inform the FY 2020-21
Human Services Block Grant Plan

- When: **Monday, June 29th at 4:30pm or Tuesday, June 30th at 4:30pm**
- To hear the live audio, see the live video, and participate in the Q&A, join on your computer, smartphone, or tablet by visiting <https://bit.ly/2N5AVCX>. To hear the live audio only, call (267) 368-7515. The access code for Monday's meeting is 172 596 105# and the access code for Tuesday's meeting is 746 312 327#.
- Send us your questions, comments, and ideas: Via email at DHS-Ideas@AlleghenyCounty.US or via the Q&A feature during the live meeting.
- Information on the Human Services Block Grant Plan is available at <https://bit.ly/3dcqbgo>. To read the previous Block Grant Plans visit <https://bit.ly/3ebyWIR>.

Please share your Frontline stories

- Is someone on your staff going above and beyond? Let us know!
- Please contact Evelyn.Whitehill@AlleghenyCounty.US to get started.



Metric	Source	Current State
Metric #1: Decline in new cases or low number of new cases	The Centers for Disease Control and Prevention (CDC)	Change from last week —
Metric #2: New Cases Below Threshold	Commonwealth of Pennsylvania	✓
Metric #3: Decline in Total Hospitalizations	The Centers for Disease Control and Prevention (CDC)	✓
Metric #4—Decline in Deaths	State of New York	✓
Metric #5: ICU Bed Capacity	Commonwealth of Pennsylvania	✓
Metric #6: Diagnostic Testing Capacity	Metric changed: Washington State Department of Health	✗
Metric #7 Percent positive tests	World Health Organization	✓
Metric #8 Reproduction number of COVID-19 below 1	Children's Hospital of Philadelphia	Change from last week —

Metric 1: Decline in new cases or low new case numbers

Current Status is Yellow: Allegheny County saw a 70% increase in new cases in the last week, though the overall number of new cases remain low

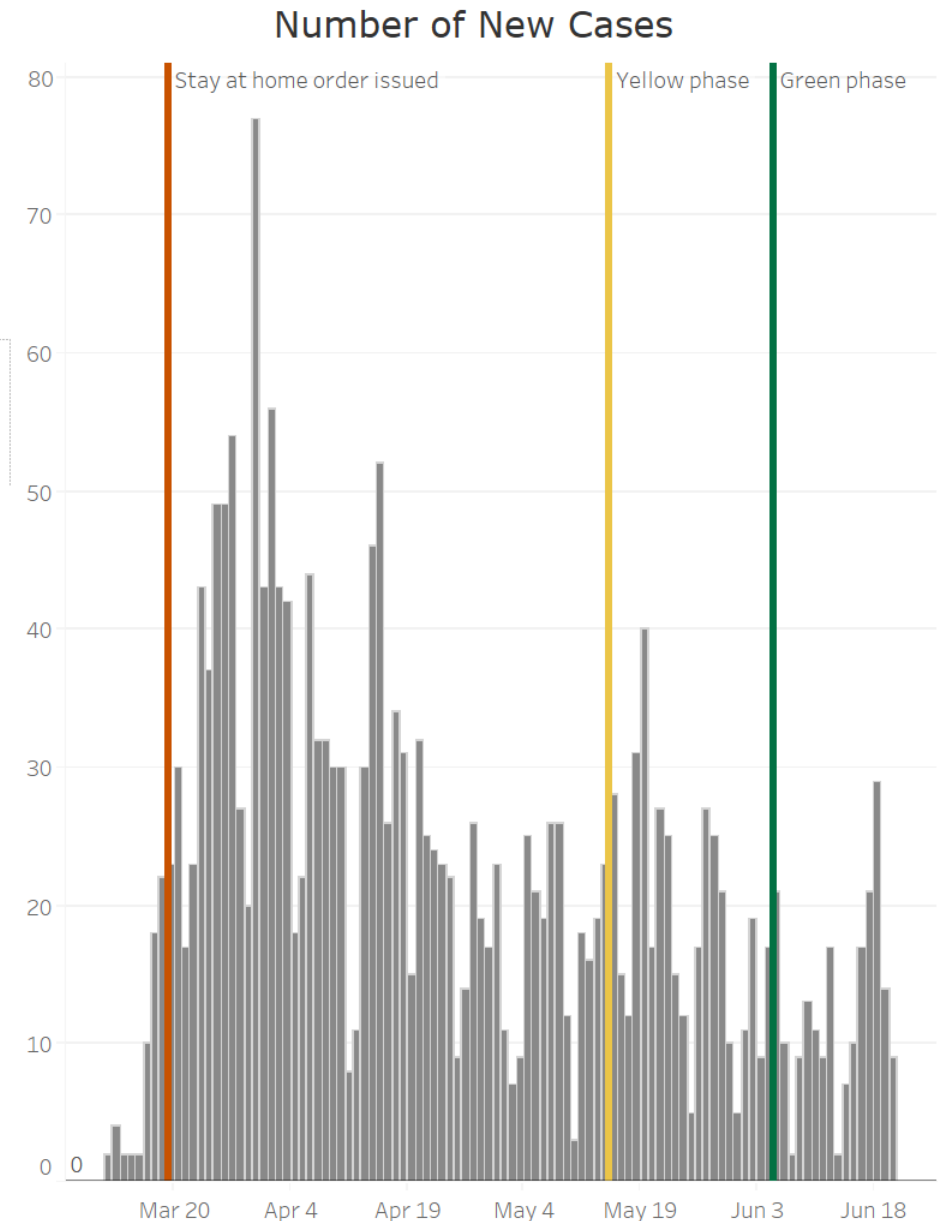
Week beginning on	Number of Cases	% Change from Previous Week	Average Daily Positive Test Rate
5/24/2020	117		2.5%
5/31/2020	92	-21%	1.6%
6/7/2020	63	-32%	1.1%
6/14/2020	107	70%	2.7%

Metric #1—Decline in New Cases or low number of new cases. States, including North Dakota, Kansas, and North Carolina, are looking for a downward trajectory of new cases over a 14-day period to monitor infection spread. Allegheny County is monitoring this as well as monitoring for any large increases in new cases.

Metric Definition: A decline in new cases over the course of a 14-day period and/or continued low number of new cases.

Data source: PA National Electronic Disease Surveillance System (PA-NEDSS)

Citation: National Governors Association (<https://www.nga.org/coronavirus-reopening-plans/>)



Metric 2: New Cases below threshold

Current Status is Green: On June 20th, there were 14 cases per 100,000 residents. There has been a 9% decrease in the last week and we remain well below the 50 cases per 100,000.

Week beginning on	Daily Average Cases over the Last 14 Days per 100,000	% Change in Previous Week
5/24/2020	24	
5/31/2020	19	-19%
6/7/2020	15	-23%
6/14/2020	14	-9%

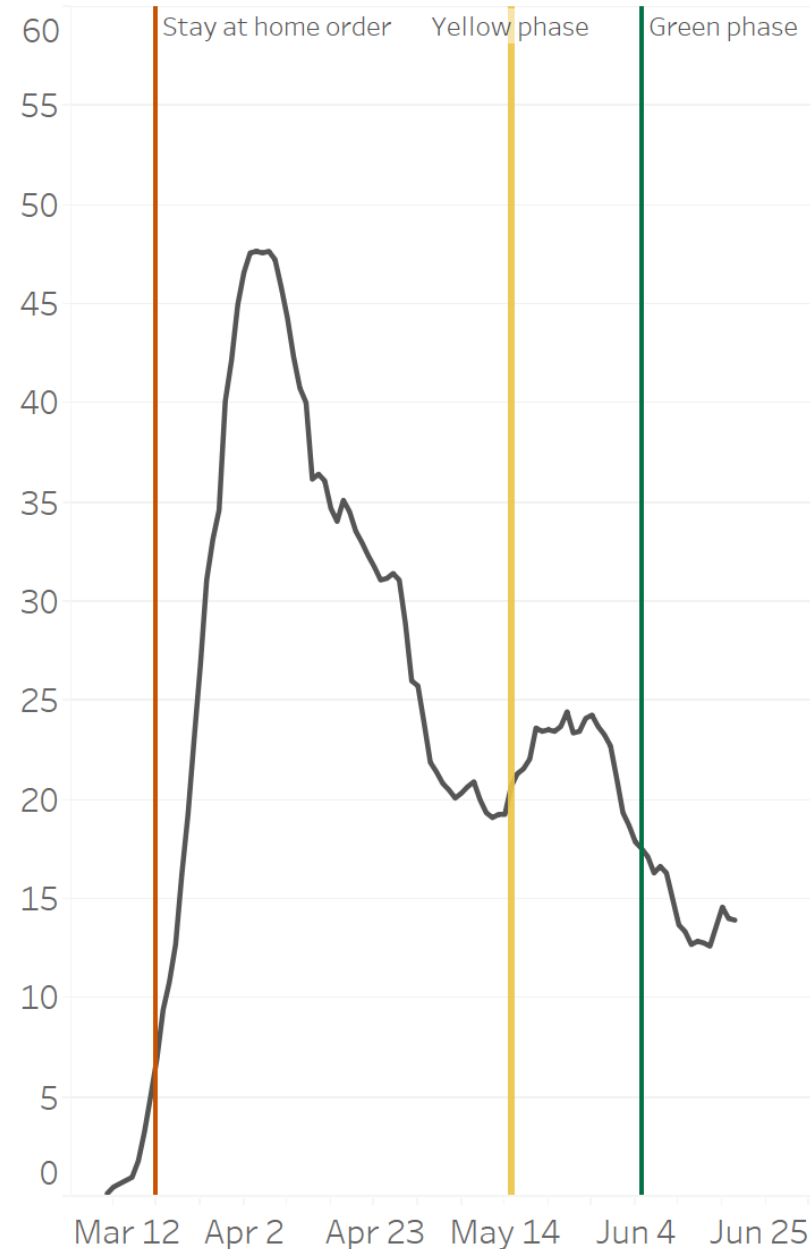
Metric #2—New rate of cases below threshold. The PA Department of Health, in coordination with other stakeholders, developed criteria to guide decisions about reopening that includes sustained positive cases below 50 per 100,000 residents.

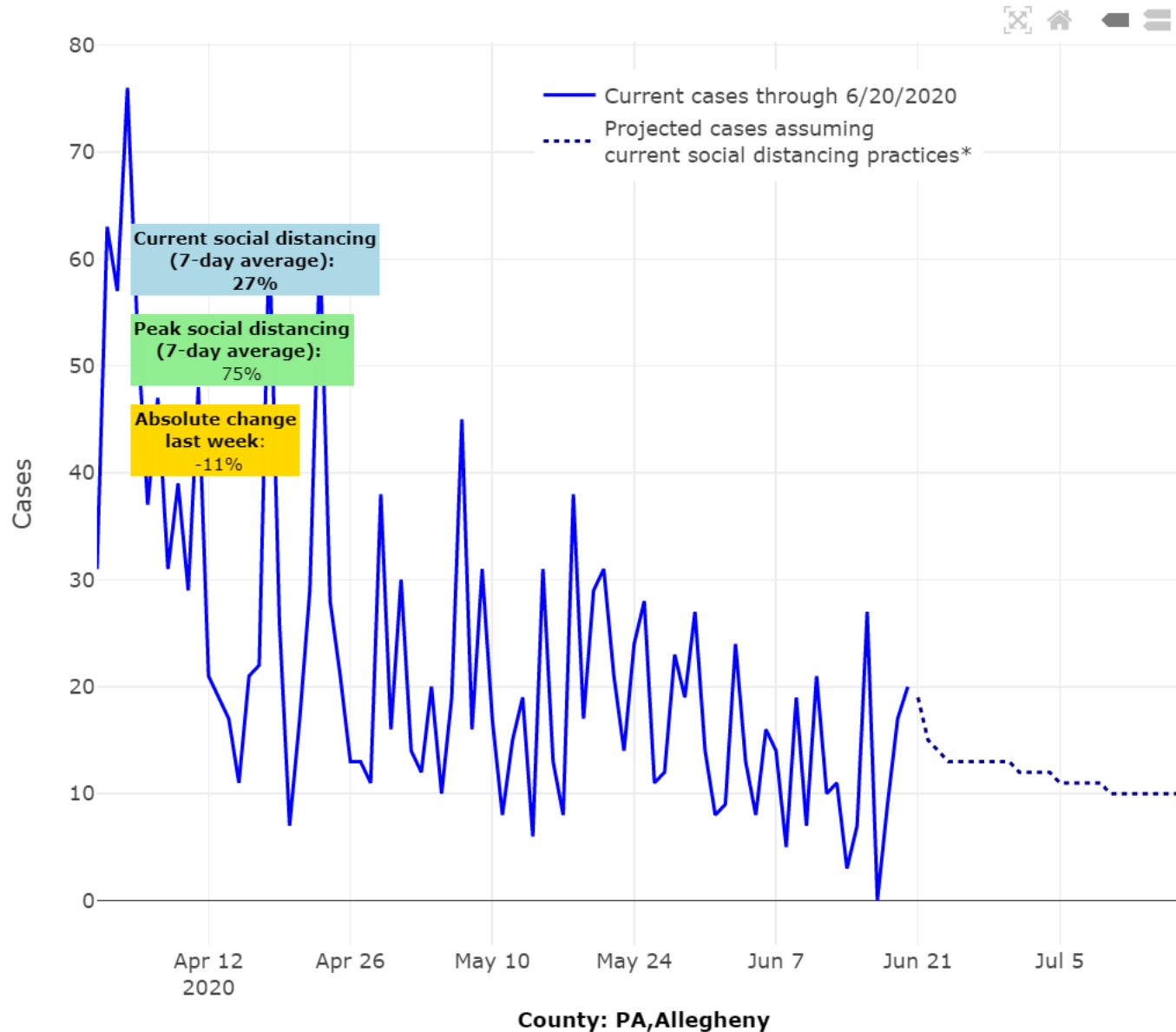
Metric definition: The new positive cases per 100,000 residents is below 50 over the last 14 days.

Data source: PA National Electronic Disease Surveillance System (PA-NEDSS), 2018 US Census Bureau population estimates

Citation: State of Pennsylvania

(<https://www.governor.pa.gov/process-to-reopen-pennsylvania/>)





Metric 3: Decline in Hospitalizations

Current Status is Green

There has been an increase in the number of people in the hospital since June 17th, however the average daily number of people in the hospital declined over the last week.

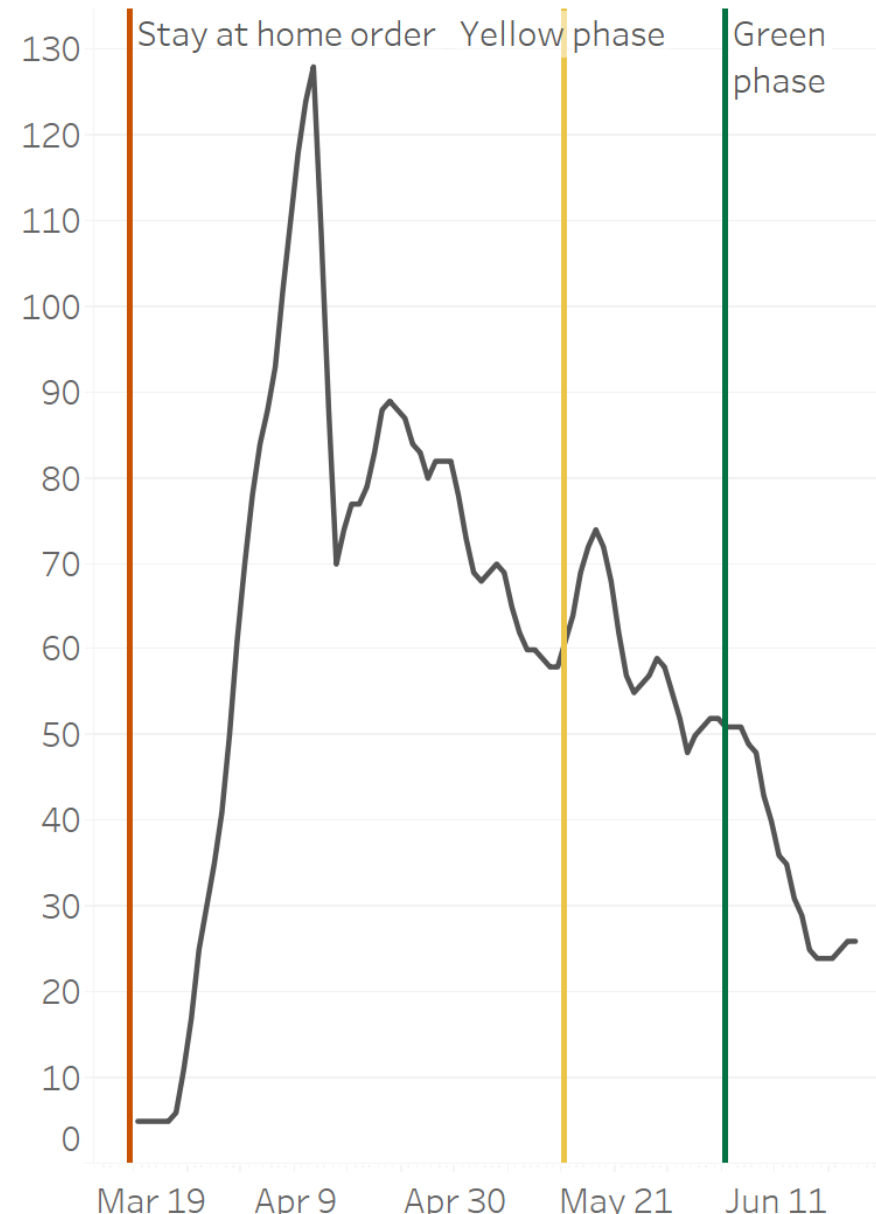
Week beginning on	Average Daily Number of People in the Hospital	% Change from Previous Week
5/26/2020	53	
6/2/2020	50	-5%
6/9/2020	34	-32%
6/16/2020	25	-28%

Disease Control and Prevention (CDC) recommends that reopening be dependent on a downward trajectory of hospitalizations and infections over a 14-day period.

Metric Definition: A decline in the three-day rolling average of total net hospitalizations (defined as the total number of people in the hospital on a given day) over the course of a 14-day period.

Data source: Hospital and Health System Association of Pennsylvania (<https://public.tableau.com/profile/hap.research#!/vizhome/EEIRegion/EEIRegion>)

Citation: CDC



Metric 4: Decline in Deaths

Current Status is Green:

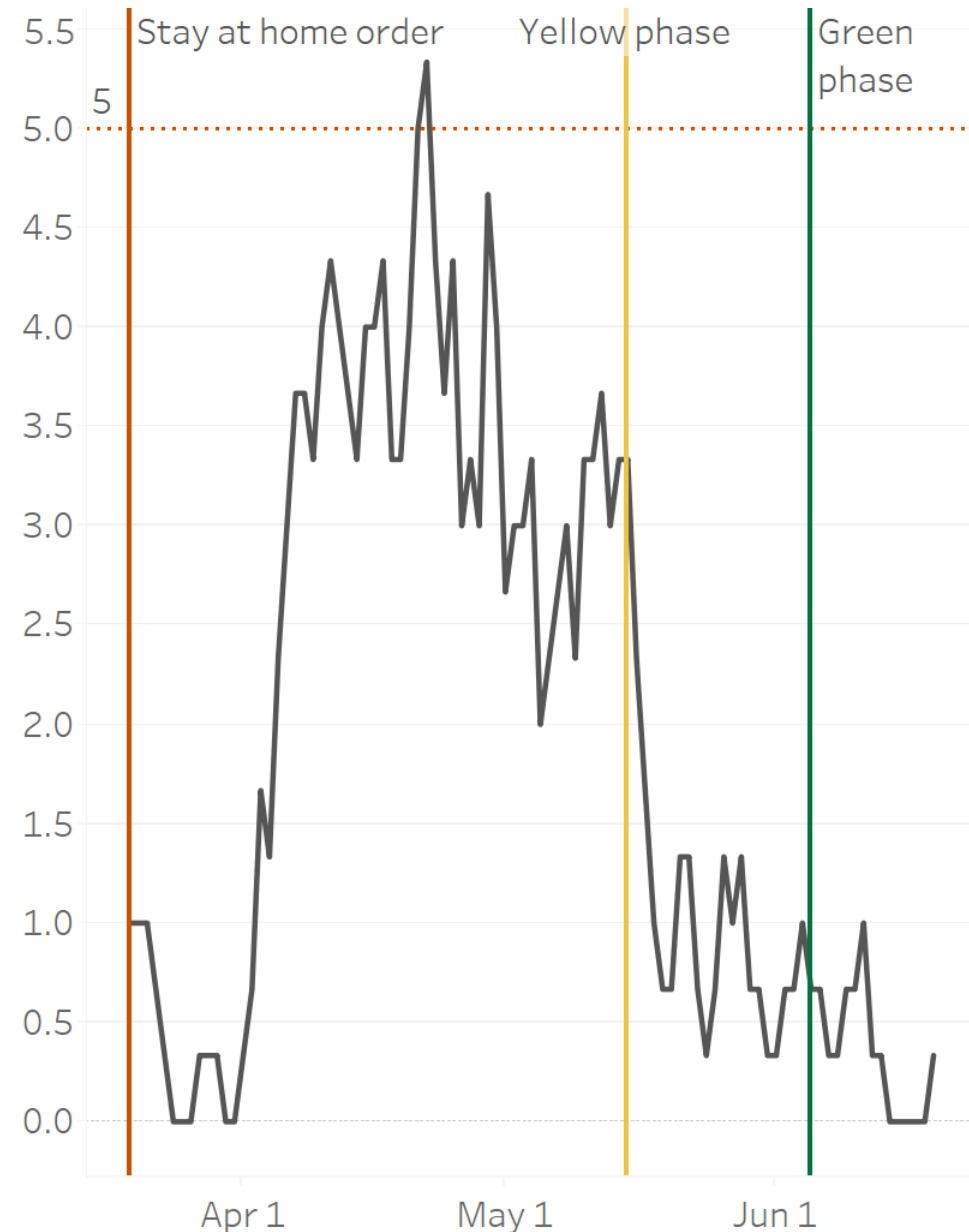
The 3-day average of daily deaths in Allegheny County per day has never exceeded 5 and has also been declining for the last 3 weeks.

Week beginning on	Total number of deaths	% Change From Previous Week
5/24/2020	6	
5/31/2020	5	-17%
6/7/2020	3	-40%
6/14/2020	1	-67%

Metric #4—Decline in Deaths. The number of daily deaths is another metric for monitoring the infection rate.

Metric Definition: A decline in the three-day rolling average of daily deaths/

Data source: Hospital and Health System Association of Pennsylvania (<https://public.tableau.com/profile/hap.research#!/vizhome/EEIRegion/EEIRegion>)
Citation: State of Massachusetts



Metric 5: ICU bed capacity

Current Status is **Green**:

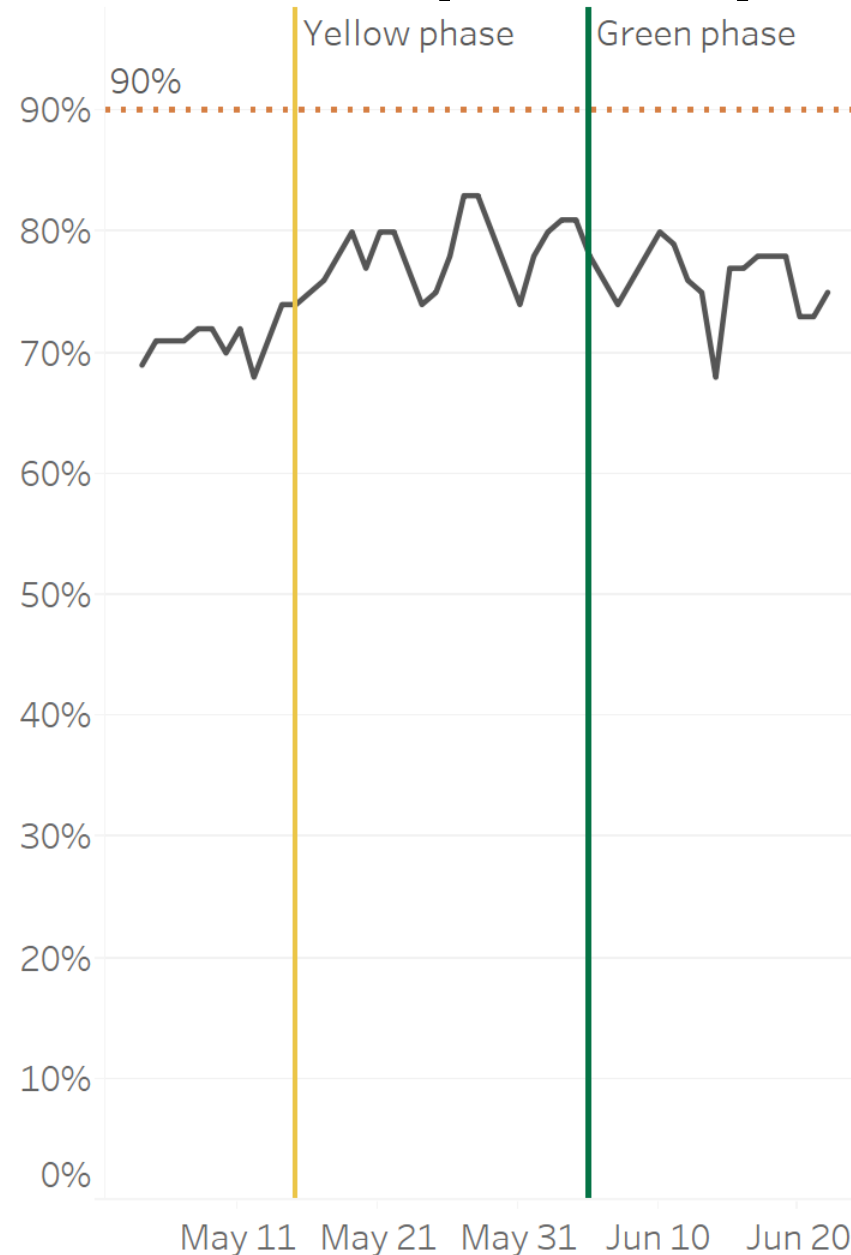
Pennsylvania states that ICU capacity should not exceed 90%. Allegheny County has been below that metric for that last four weeks and capacity remains steady over the last week

Week beginning on	Average ICU Bed Usage	% Change from Previous Week
5/27/2020	79%	
6/3/2020	78%	-2%
6/10/2020	76%	-2%
6/17/2020	76%	0%

Metric #5—ICU Bed Use. Nearly 30% of hospitalizations for COVID-19 ultimately require critical care. Regional health care systems should both maintain sufficient bed capacity for a potential resurgence in cases and have specific ICU bed capacity. Metric definition: Percent of ICU beds that are currently occupied is less than 90%

Data source: Hospital and Health System Association of Pennsylvania (<https://public.tableau.com/profile/hap.research#!/vizhome/EEIRegion/EEIRegion>)

Citation: State of Pennsylvania (<https://www.health.pa.gov/topics/disease/coronavirus/Pages/County-Dashboard.aspx>)



Metric 6: Diagnostic Testing Capacity *(metric changed)*

Current Status is Red:

The ratio of testing to cases was 37 over the last week, which is below the recommendation of 50. Allegheny County has been below 50 since June 17th.

Allegheny County modified the testing metric based on research from other jurisdictions. Washington State Department of Health looks at testing in relationship to the number of cases. They recommend that the ratio of testing to cases should equal or exceed an average of 50 over a 7 day period.

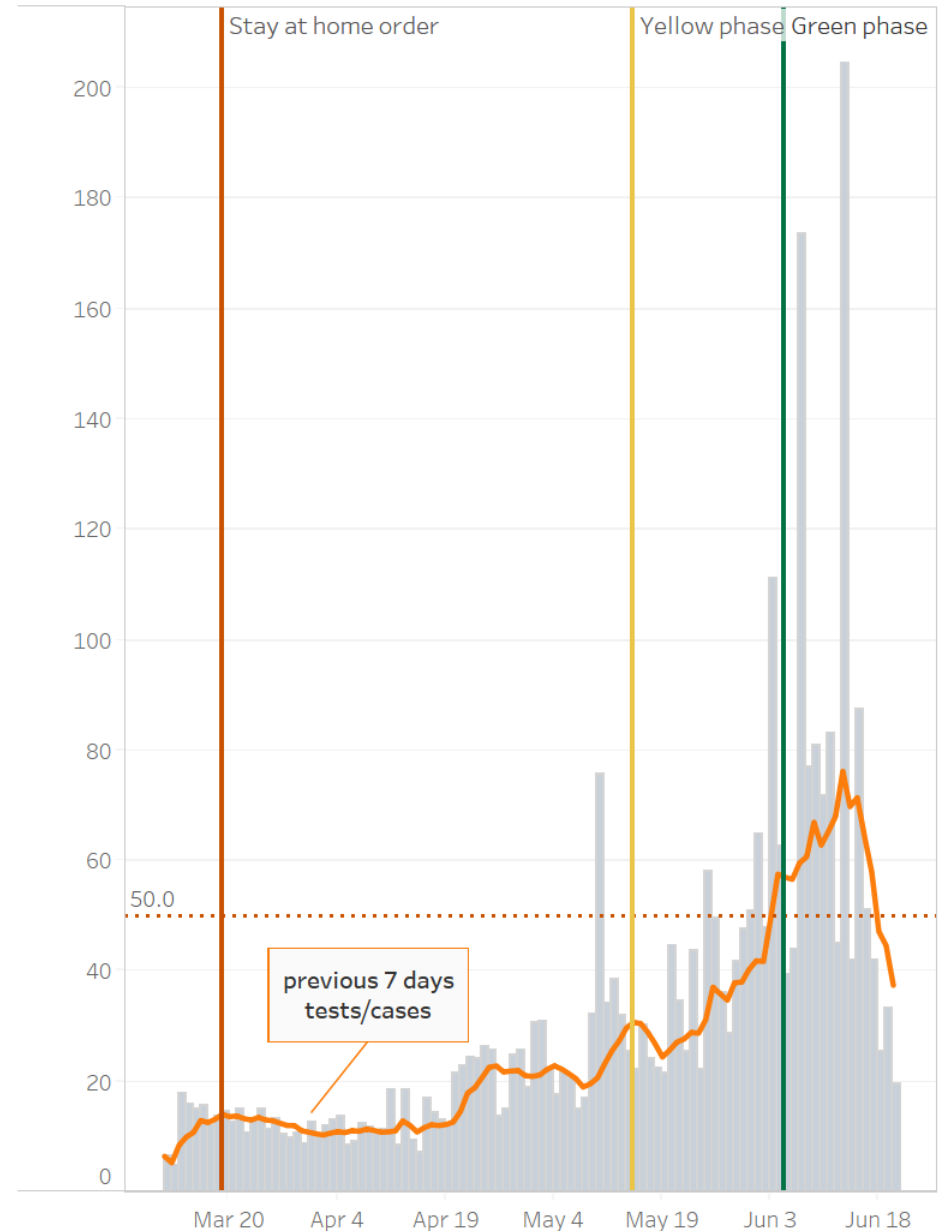
Week beginning on	Average Daily Tests to Cases Ratio	% Change From Previous Week
5/24/2020	38	
5/31/2020	57	49%
6/7/2020	76	34%
6/14/2020	37	-51%

Metric #6—Diagnostic Testing Capacity. A high level of testing is necessary to identify most people who are infected and isolate them from people who are healthy.

Metric definition: Average daily diagnostic testing divided by the number of cases over the past 7 days must equal or exceed 50 tests per 100,000 residents.

Data source: Washington State Department of Health

NOTE: Per the Health Department, there is a data lag of 3-5 days in reported tests and cases. Data through June 20, 2020 was used for this metric.



Metric 7: Percent of Positive Tests

Current Status is Green:

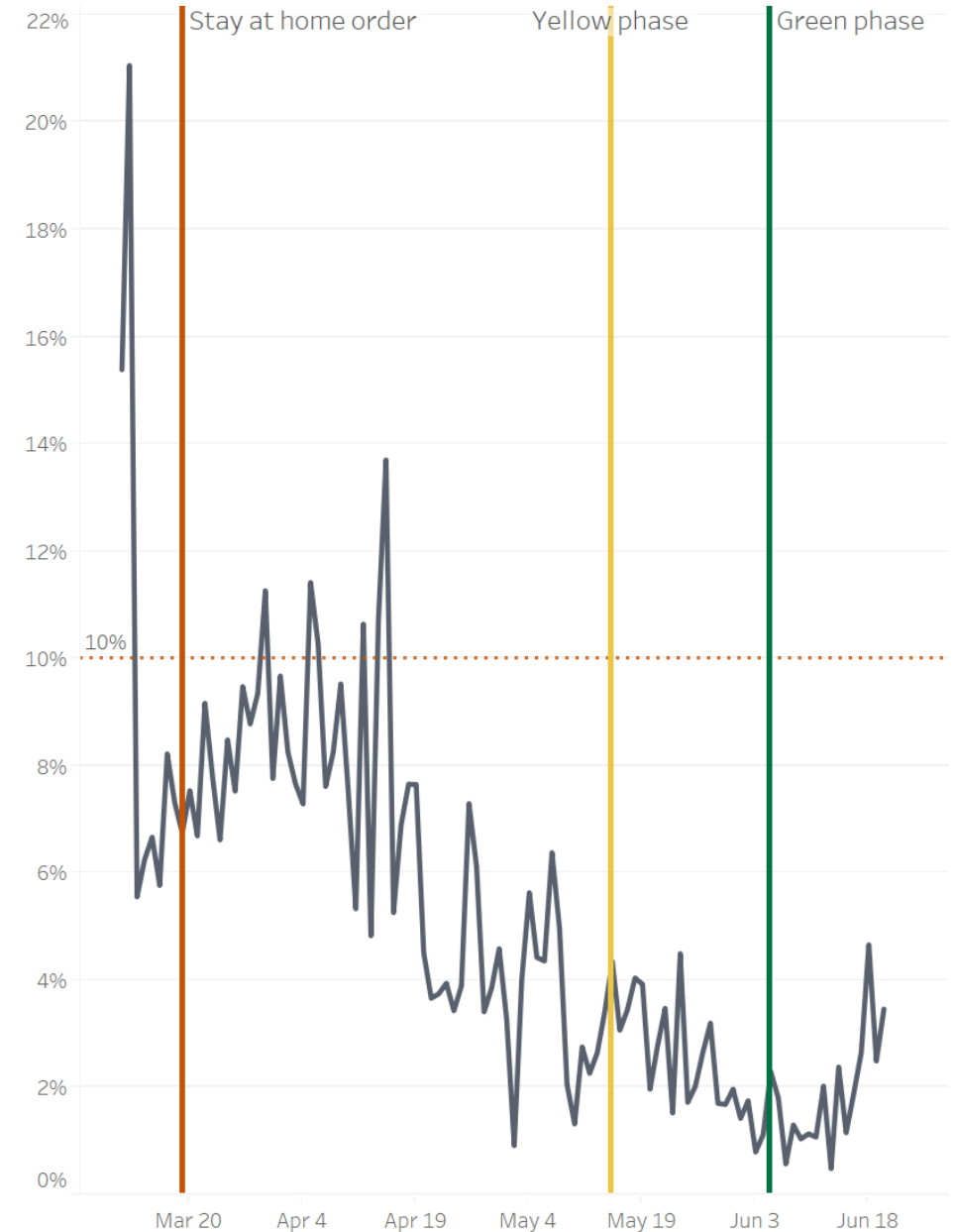
On June 20th, 3% (9 of 260 of tests) were positive. However, the average rate of positivity increased in the last week. Allegheny County remains under 10% since April 16th.

Week beginning on	Average Daily Positivity Rate	% Change from Previous Week
5/24/2020	2.5%	
5/31/2020	1.6%	-36.1%
6/7/2020	1.1%	-31.5%
6/14/2020	2.7%	144.5%

Metric #8— Percent positive cases. According to the World Health Organization, communities that see about 10% or fewer positives among their test results may be testing enough. If the rate is higher, they are likely missing a lot of active infections.

Metric definition: Percent of positive tests is 10% or less.

Citation: World Health Organization



Metric 8: Reproduction number of COVID-19 below 1

Current Status is **Yellow**:

On June 20th, the R_0 value in Allegheny County was 2.4. However, it is projected that the reproduction number will go back to 1 by June 26th

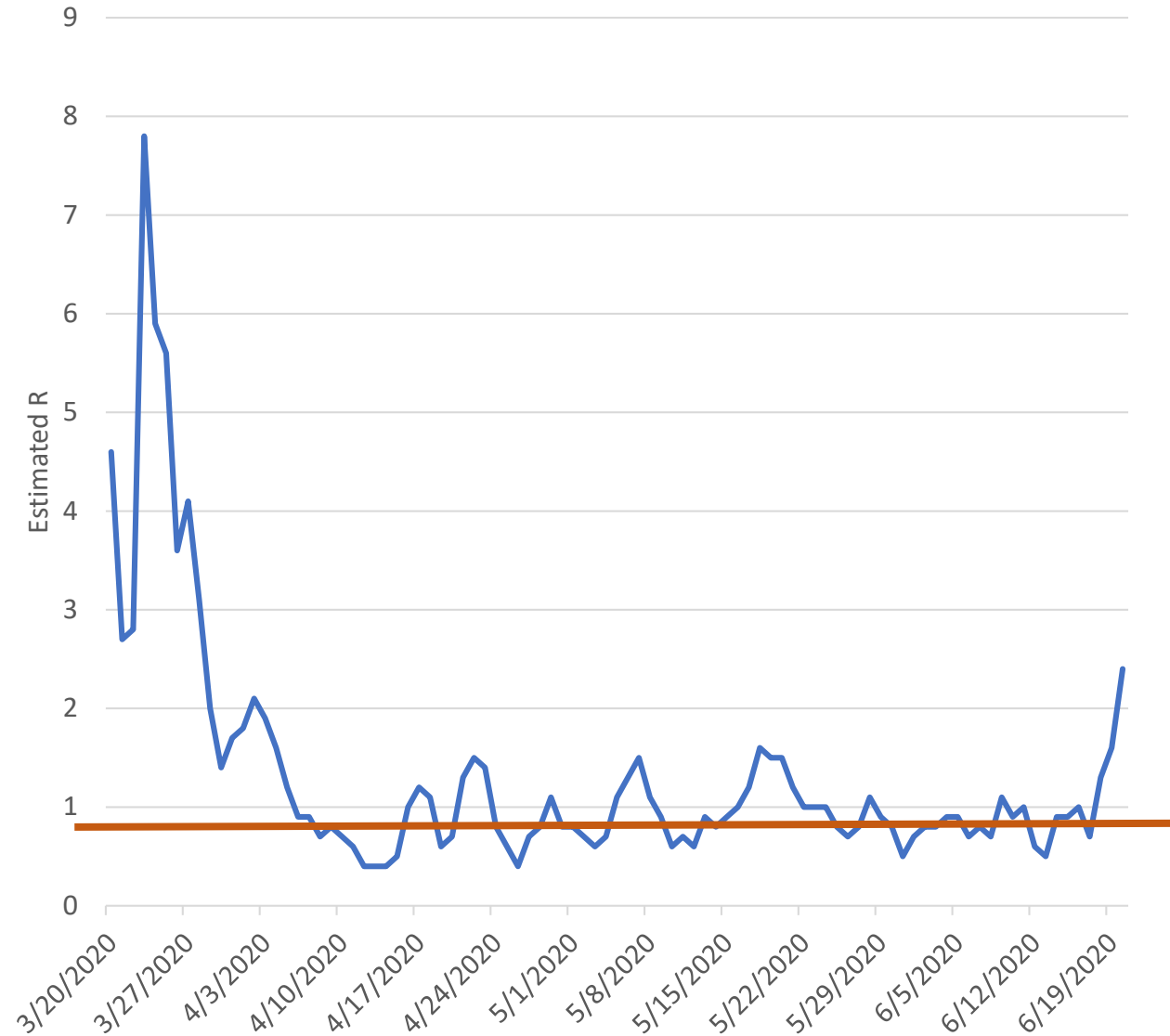
If R_0 is less than 1, each existing infection causes less than one new infection. In this case, the disease will decline and eventually die out.

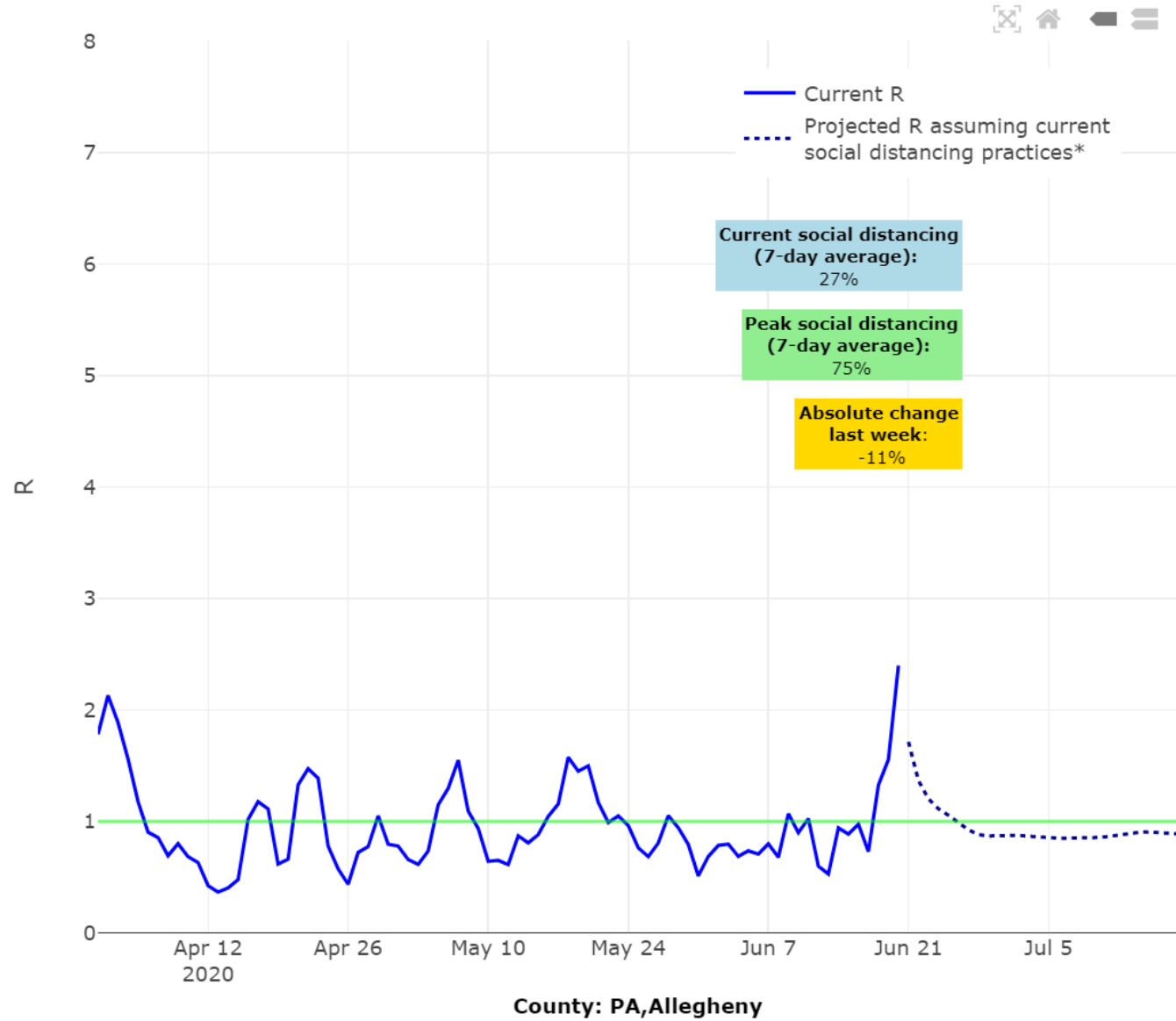
	Average R_0	% change from previous week
Week of 5/24/2020	0.87	
Week of 5/31/2020	0.76	-13%
Week of 6/7/2020	0.80	6%
Week of 6/14/2020	1.26	57%

Metric definition: R_0 is the average number of people who will contract COVID-19 from one person with that disease. This model was developed by the Children's Hospital of Philadelphia Policy Lab.

Citation: Children's Hospital of Philadelphia Policy Lab: <https://policylab.chop.edu/covid-lab-mapping-covid-19-your-community>

Source: Children's Hospital of Philadelphia Policy Lab

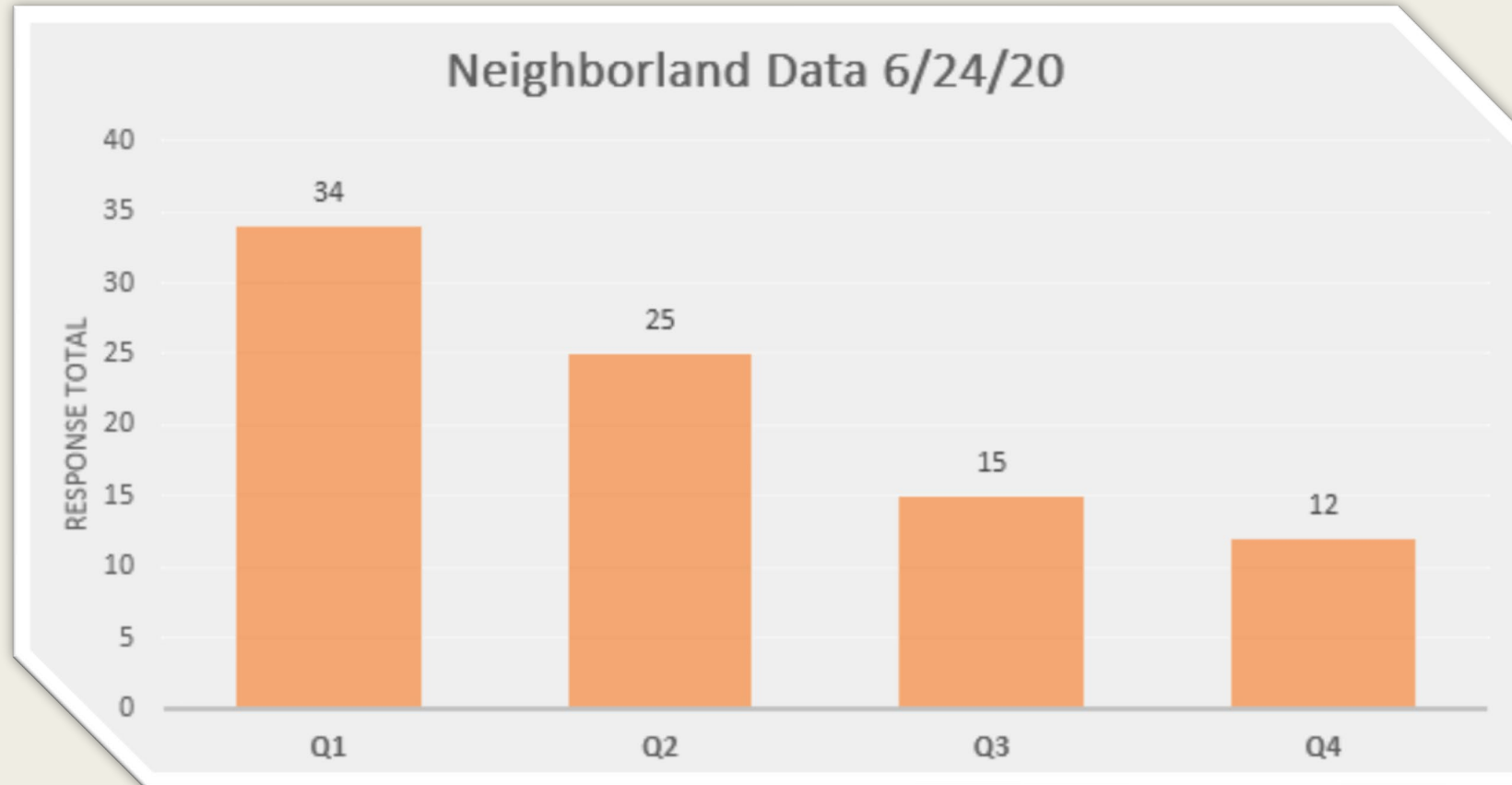




Neighborland Numbers as of June 24, 2020



Neighborland.com/alleghenycounty



Q1: How can we support the fight against racism?

Q2: Are you worried about someone you care about?

Q3: What kind of support is the most helpful to you during this difficult time?

Q4: What's the best way to get the word out about COVID-19 to your community?

Good Ideas - How can we support the fight against racism?

- Address disparate treatment of white and black families in all of your systems
- DHS needs substantive diversity, equity, and inclusion initiatives that are not just relegated to the Equity and Inclusion office.
- Require trainings across all DHS and all providers on diversity, unconscious bias, and inclusion
- Evaluate DHS senior leadership on how much they have increased representation and inclusion of black and brown employees

Don't allow people with the most power and privilege to excuse themselves from conversations about race & then use their power and privilege to shut down solutions they don't like.

Make it mandatory that all job candidates are asked, "Why is racial equity important to the role you're applying for?" If they can't answer it, this isn't a place they should work.

I work with homeless (many POC) and never had training on racial bias, institutionalized racism... All I got was a quick discussion of privilege from the DHS onboarding for new hires.

Good Ideas – Are you worried about someone you care about?

My mother. She lives with us and is definitely vulnerable, with a multitude of health conditions. If she were to contract the virus, I do not believe she would survive it...I'll be required to go back to an office where I know that some of my coworkers believe the virus to be overblown and will not follow precautions, exposing me, and my family to risk.

I'm concerned that people have taken it upon themselves to decide what they will and will not do. We put each other at danger in that type of environment.

New county residents, as they are facing a virus and civil unrest, without being able to communicate their fears and worries due to the language barrier and lack of historical understanding.

- Vulnerable people getting sick because others aren't taking the virus seriously
- People who are isolated, especially the elderly
- Parents—loss of jobs, loss of any savings/"financial wellness", anxiety about the future
- Immigrants, who need information; who need help keeping businesses open

Good Ideas – What kind of support is most helpful to you during this difficult time?

- Rental assistance
- Support for working parents
- Being able to talk with mentors and to have mental health appointments remotely
- Streamlined, consistent information available in one place

We are a two-parent household, both parents working full time (one parent working around 60 hours per week). Working parents are coping, managing, surviving - but we need more support right now.

I appreciate knowing that I have access to mental health providers who can provide teletherapy.

Keep the updated information about C-19 flowing. People want to know information in layman's terms basic –simple. Colored handouts, mass mailings, booklets. And cheerful messages of hope and concern.

Good Ideas – What’s the best way to get the word out about COVID-19 to your community?

- Translate everything
- Facebook, Twitter, Nextdoor, WhatsApp
- Billboards, pamphlets and brochures
- Places of worship, grocery stores, pharmacies, food banks, shelters, schools (via their email, FB)
- Find the “community ambassadors”—people who know small, sometimes private groups
- City council reps, local organizations that are information hubs

I work with refugees and immigrants across Allegheny County and in other counties as well. Facebook and Whats App were the best communication tools.

I would put up billboards on Broadway Ave. in both English and Spanish.

email, text blasts, snail mail, social media, public media, flyers--anything and everything that can help--but it has to be in their language, not just English.

Legislative and Policy Update – Federal, State, Local

- Yesterday, President Trump issued an [Executive Order](#) on "Strengthening the Child Welfare System for America's Children," which aims to: encourage partnerships between state agencies and public, private, faith-based and community organizations; improve access to adequate resources for caregivers and youth; and ensure equality of treatment and access for all families.
 - With deadlines over the next 3 years, the EO requires HHS to collect data, issue reports, and publish guidance.
- Gov. Wolf has sent a [letter](#) to USDA Secretary Perdue urging the extension of SNAP waivers which ensure continuity of benefit administration and eligibility determinations while also prioritizing health and safety.
- Both the PA House and Senate have passed bills to strengthen police hiring practices, record law enforcement's use of force, and other reform measures.
 - None of the four bills have passed both chambers yet, but all received unanimous support and could wind up on the Governor's desk as early as next week.

Legislative and Policy Update – Federal, State, Local

- A state bill (SB 637) aimed at helping people with past criminal records find work in occupations directly regulated by the state, received final passage in the General Assembly and is now headed to Wolf's desk for signature.
 - Addresses 29 job categories for which the state has all-important licensing authority, ranging from cosmetology to nursing to selling real estate or cars.
 - Hiring agencies must consider whether the crime(s) are directly related to the occupation, weigh rehabilitative factors, and consider if issuing a license creates a substantial risk to the public.
- After a contentious vote that defeated a bill requiring COVID-19 testing in Kane and the County Jail, the Public Safety Committee in Allegheny County Council will vote next week on an amended bill presented by Councilwoman Hallam that seeks to expand testing to all County employees.

Safeguarding people at risk, helping those facing hardship

Plan for Covid-19 response
Allegheny County DHS



The reasons for the plan

Our clients have higher risk of getting seriously ill from Covid

- People with chronic conditions are at much greater risk of serious illness or death from Covid
- DHS clients—chronic condition rates
 - Mental health residential clients: 48%
 - People with intellectual disabilities: 47%
 - Older adults (not in nursing homes): 46%
 - People experiencing homelessness and other housing insecurity: 40%
 - Parents involved with child welfare: 43%

Especially concerned about:

People in congregate living

Shelters: study found 25% positive for Covid

In Allegheny County DHS' programs, 94 of 130 positives lived or worked in congregate setting

Older adults

Over 60% of PA deaths were in long-term facilities, personal care homes

Older adults living at home contract virus from loved ones, staff who come into their home

More hardship for more people in the county

- Unemployment (16.3% in April and growing), reduction in hours will increase need in 2020-21
 - Households earning under \$40,000 hit hardest: 65% lost wages vs. 41% for HH earning >\$75,000
- Housing
 - One in five renters not able to pay rent in August
 - Rent, utility assistance calls to 211 up over same quarter of 2019
- Mental health/substance use
 - National survey: 36% say Covid has serious impact on MH; 8% reported increase in alcohol/other drugs
 - New prescription for anxiety: up 18% in one week
 - Deaths due to suicide, overdose go up during recession
- Children
 - Abuse and neglect increases correlated with unemployment
 - Number who are hungry in Allegheny County is estimated to double

All of this affects black people more

Covid-related deaths and hospitalizations

	Deaths		Hospitalizations	
	Expected rate	Actual rate	Expected rate	Actual rate
Black	13%	23%	13%	32%
White	76%	53%	80%	64%
Other race	7%	1%	7%	4%

All of this affects black people more

- Black nursing home residents are more likely to live in a facility with disease Covid cases than white people (national studies)
- Comorbidity:
 - Hypertension is prevalent among 40% of non-Hispanic Blacks compared with 28% of whites and Hispanics.
 - Non-elderly Blacks and native populations are twice as likely as whites to have had a heart attack or heart disease
- Allegheny is one of five PA counties whose black unemployment claims rate exceeds the white rate by 5 percentage points

Therefore--while this is what DHS does in a normal year...

Protects	Prevents	Supports
<p>Children and youth</p> <p>Older Adults</p> <p>Other vulnerable adults</p>	<p>Homelessness</p> <p>Substance abuse, overdose</p> <p>Mental health crises, suicide</p> <p>Abuse and neglect</p> <p>Incarceration</p>	<p>Communities and families</p> <p>Health and Wellness</p> <p>Treatment and Recovery</p>

With Covid, we also need to...

1. Mitigate **spread of virus** to people most at risk of getting seriously ill
2. Ensure access to **life-saving health and human** services, and deliver them safely
3. Help people facing **increased hardship** because of Covid-sparked economic recession

Goal: Reduce
spread to
people at high
risk of serious
illness

1 Sanitizing

Sanitizing/cleaning services: residential, DHS offices

Summer camps/additional expenses for cleaning, Covid

Hygiene stations - homeless and CYF visitation

2 Reduce density in shelters

Winter shelter (2nd), housing

3 Testing

Push for testing at congregate facilities

4 Quarantine and Isolation

Isolation and quarantine facility (Safe Haven Hotel)

CYF quarantine facilities (Teen Healing Center and Family Apts)

5 Older adults living at home

Delivering food, medicine to older adults (community)

Goal: Access to services

6 **Front door**

7 **Warmlines/hotlines**

Expand Link

Expand Senior Line

Expand re:solve, warmlines

8 **Triage**

9 **Community outreach to black, latinx people**

Goal: Services,
basic needs,
delivered
safely

10 **Benefits enrollment**

11 **Digital divide/remote**

Reduce digital divide for clients

Virtual OST program

12 **Homeless prevention**

13 **Health of network**

Coordinate PPE

Resource families, CYF

Support for community-based organizations

Hazard pay, CYF providers on front lines

14 **Crisis response**

Essential Service Status Snapshot

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Aging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	Stable	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	At Risk	Stable	Stable
Early Intervention	Stable	Stable	Unstable	Stable	At Risk
Transportation to essential medical and social services	Stable	Stable	At Risk	Stable	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

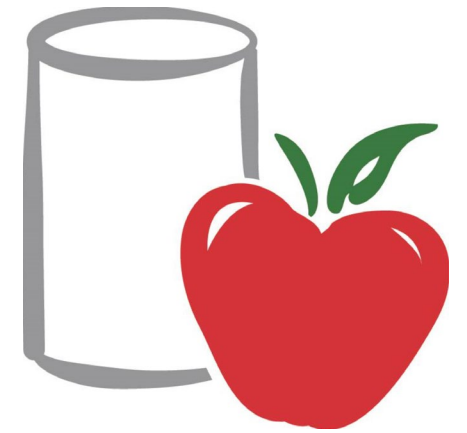
PA Department of Aging Wants Community and Stakeholder Input

Department of Aging Seeks Community and Stakeholder Input

Now through June 26, the Pennsylvania Department of Aging is looking for your input on services and the issues affecting older adults to help build the next state plan. This plan will guide the direction of Pennsylvania's aging services for the next 4 years. You can take the short, 3-5-minute survey in English or Spanish by visiting <https://bit.ly/PAAgingStatePlan>.

The Department of Aging will also host a virtual community conversation **from noon to 1:30 PM on Tuesday, July 7** to discuss its State Plan on Aging for 2020-2024 and invites feedback from the public and community stakeholders throughout Pennsylvania. People interested in participating can be an observer only or can make comments for up to two minutes on aging issues that are important to them. Participants can join the [conversation by WebEx](#) on the internet, or can call 1-855-797-9485 and enter the access code:161 264 3439 when prompted.

Food Bank Drive-Up Distribution



- **WHAT:** Drive-Up Food Distribution
- **WHEN:** Saturday, June 27 (11 a.m. – 1 p.m.)
- **WHERE:** Intersection of Penn Avenue & N. Trenton Ave., Wilkinsburg, PA 15221

Details:

- **The Food Bank will be able to serve up to 600 vehicles at this distribution.**
- For the safety of the staff and volunteers working to set-up the event, those attending the event are **asked to arrive no earlier than when the event starts at 11 a.m.** Those who arrive prior to 11 a.m. may be asked to return at that time. **The distribution will end promptly at 1 p.m.** Drive-up service will be discontinued at that time.
- Attendees will not be required to fill out a registration form in order to receive food.

Services for persons who are experiencing homelessness and/or are in supportive housing

Family Quarantine/Isolation space:

- 2- and 3-bedroom apartments for families
- For more information, please contact Remy Harris: Remy.Harris@alleghenycounty.us

Individual Quarantine/Isolation space:

For more information, please contact:

Homeless referrals: Jessica.McKown@alleghenycounty.us

Office of Behavioral Health referrals: Diane.Johnson@alleghenycounty.us

Allegheny County Jail referrals: Jennifer.Batterton@alleghenycounty.us

Immigrants and Internationals referrals: bgreen@jfcspgh.org

Client Cell Phones

- DHS is out of cell phones
- Organizations can use HUD funds (within specific parameters) to pay for client cell phones
- Please contact Gabe Krivosh (Gabriel.Krivosh@alleghenycounty.us) for additional information

Services for persons who are experiencing homelessness and/or are in supportive housing

Homelessness Provider Network COVID-19 Working Group:

- Every other Tuesday at 9:30 AM (next one is July 7)
- All homelessness service providers invited and encouraged to participate
- Call in information:
 - Phone number: 1-267-368-7515***
 - Conference ID #: 883 836 652***

Family is Essential

Administration for Children
& Families
Children's Bureau

<https://cbexpress.acf.hhs.gov/index.cfm?event=website.viewSection&issueID=217&subsectionID=97>



2019 & 20 Exits from CYF Placement:
Descriptive Stats around Reunification



OCYF 2019

- 1086 children exited from CYF out-of-home placement – about **91% of which exited to permanency.**
- **603 (56%)** of these exits were **children returning home (i.e., reunification).**

Note: If a child had more than one exit during 2019, their last exit was considered for this analysis

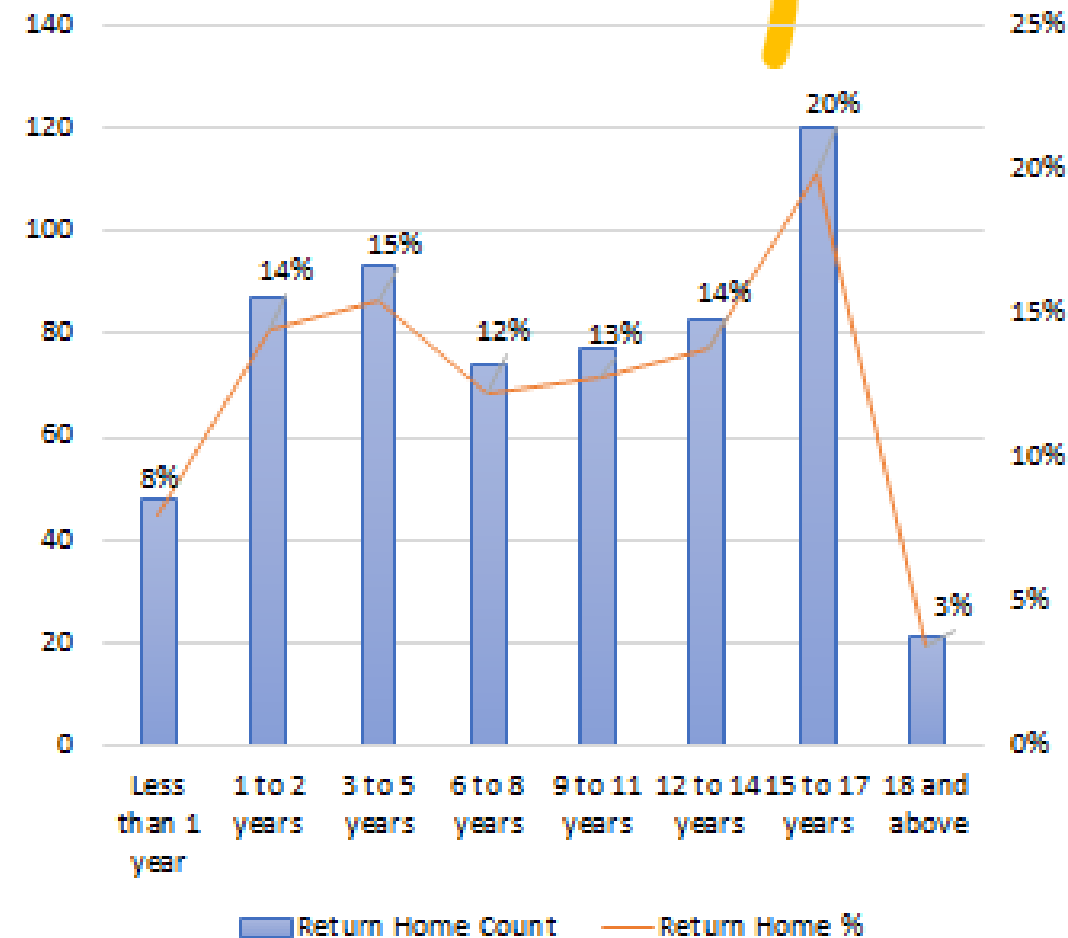


Reunification Exits by Age

- Children ages 15-17 comprised 20% of all reunifications.
 - They are one of the most likely groups to reunify (with about 72% of exits reunifying).
- Children ages 6-8 make up a relatively smaller share (12%) of reunification exits
 - one of the least-likely age ranges to reunify (with roughly half of exits being to adoption or legal custodianship).

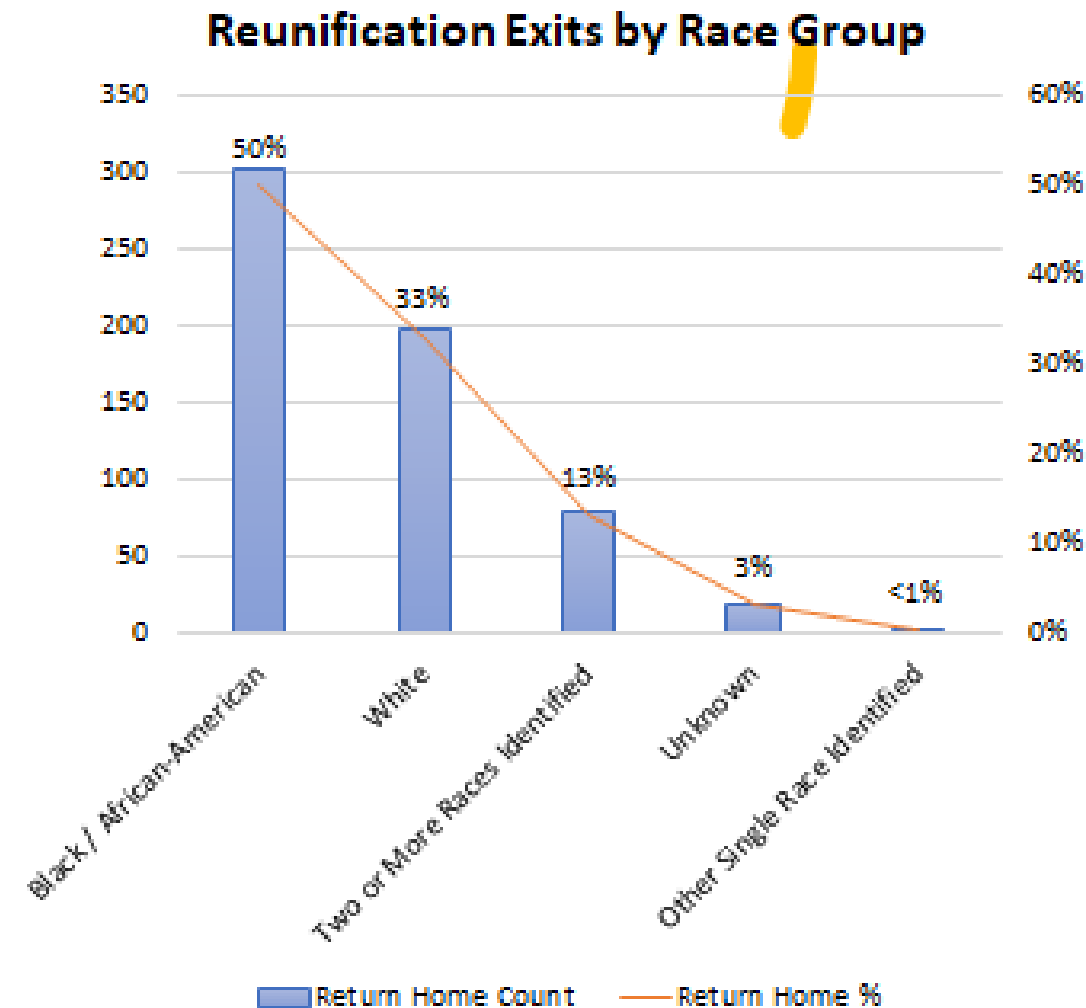


Reunification Exits by Exit Age



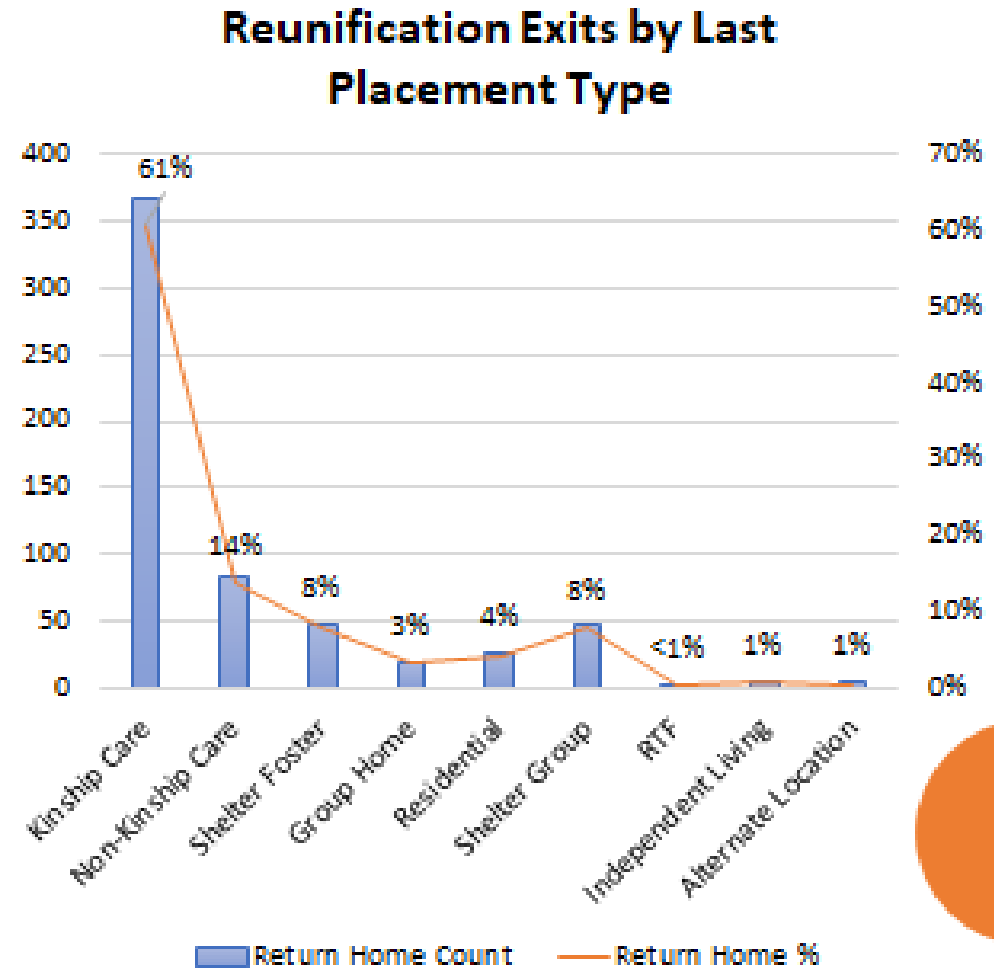
Return Home by Race and Sex

- Black children represent about **half of children reunifying** (and about 45% of all exits from care overall).
- A **slight majority (53% vs. 47%)** of reunification exits were **males**.



Return Home by Last Placement Type

- About **six-in-ten** children reunified were leaving a **Kinship Care** placement setting, while more than **eight-in-ten** were from a **family** setting overall.
- Family is essential!



Exits in 2020 (year to date)

- Since January 1, 2020, 444 children exited from CYF out-of-home placement – about **92% of which exited to permanency.**
- **231 (52%)** of these exits were children returning home



REMINDER

- PA Fingerprinting & Clearances
- You must pre-enroll and schedule an appointment with **IdentoGo** to have your fingerprints taken by going to their website prior to going to an available location.
- The **IdentoGo** website currently shows all locations as operating
 - 84 now open.
- Individuals should call IDEMIA Customer Service using the toll-free number **1-844-321-2101** to confirm a location's operating status.
 - Masks must be worn while visiting the site.
- *If your clearances require renewal in the fall, please renew this summer to avert backlogs!*

Key Contacts

- Provider questions for Allegheny County Health Department
 - DHS-COVID19Planning@alleghenycounty.us
 - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
 - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- Key DHS staff
 - Payment inquiries: Dan Evancho Dan.Evancho@alleghenycounty.us
 - Contract inquiries: Kathy Heinz Kathy.Heinz@alleghenycounty.us
Laura Brigido Laura.Brigido@alleghenycounty.us
- United Way 2-1-1
 - For basic needs assistance or general COVID-19 inquiries call the 24/7 COVID-19 Hotline at 1-888-856-2774. Language services are available.

