

THIS CALL IS BEING RECORDED

DHS Provider Briefings

Thursday 8/13/20

Provider Briefings are now held
weekly, on Thursdays.



Agenda

- Announcements/updates
- Provider staffing shortages (?) and what might be done to help...
- Census: Get Counted, Please
- Health metrics
- Updated guidance
- AccessmyInfo
- Program updates



Reporting Uncovered COVID Expenses

Reminder: Please report uncovered expenses to DHS!

Uncovered expenses are expenses incurred due to COVID-19 for which an agency has neither received an allocation from DHS, nor anticipates reimbursement from other sources. All DHS providers have the opportunity to report and document uncovered expenses incurred through June 30th and this reporting is requested by August 31st.

If you need a refresher on the reporting process, please access the recorded training [here](#) and information is located on the COVID-19 Communications and Planning website in the DHS Guidance and Operations section.

Also, please review the below for more information and you can reach out to your Fiscal Lead or contact the DHSPROVIDERRESOURCEHUB@ALLEGHENYCOUNTY.US with any questions.

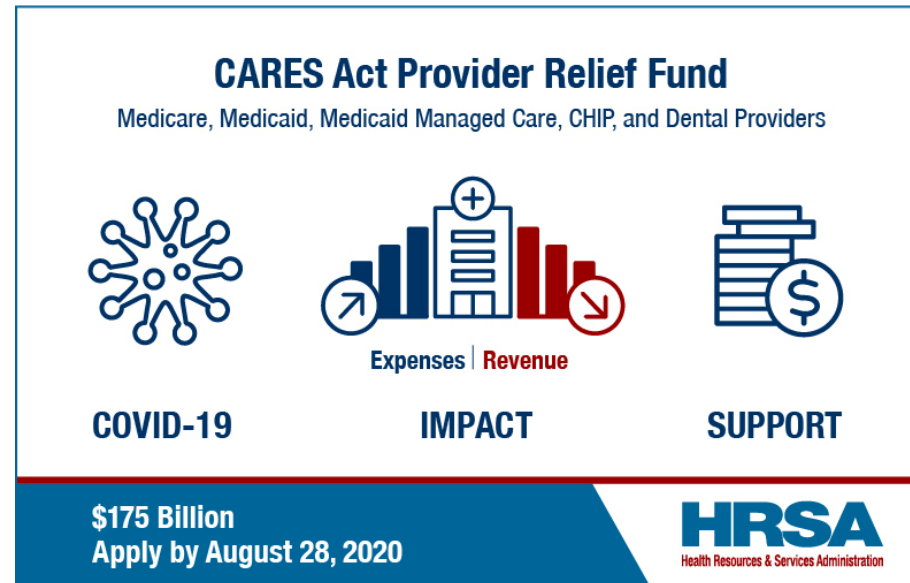
[Guidance Document](#)

[E-Learning](#)

8/13/2020

FINANCIAL SUPPORT FOR MILLIONS OF HEALTH CARE PROVIDERS NATIONWIDE

Up to 2% of patient revenue regardless of a previous disbursement



The latest phase of funding is now available through August 28, 2020.

Visit hhs.gov/providerrelief to learn more and get started with the application.

To apply:

- [Follow the 6-Step Application Process](#)
- [Provider Relief Fund Application and Attestation Portal](#)
- If you encounter challenges with the application, call the Provider Support Line at (866) 569-3522; for TTY, dial 711



POLL WORKERS **NEEDED**

Your help is needed now more than ever.

- Serve your community
 - Support elections
- Be a champion of democracy

Get involved today



VotesPA.com/GetInvolved

- [Poll worker application](#)
- [Become a Poll Worker](#) video
- [Election Officers](#): Serve as a Judge, Inspector or Clerk of Election. Election Officers earn from \$115 to \$140 for the day. New Election Officers receive paid training

Voter resources

- Allegheny County Elections Division E-newsletter: [Sign-up](#) to receive information on preparations for the November general election
- [Overview of vote by mail process in Allegheny County](#)
- [Register to vote](#)
- [Check voter registration status](#)
- [Absentee Ballot Application](#): The last day to apply for an absentee ballot for the November 3, 2020 election is October 27th. The application must be received in the Elections office by that date.

Policy & Legislative Update – Federal, State

- In the face of stimulus gridlock with Congress, President Trump issued an executive order making way for an additional \$400 a week in unemployment compensation (UC) if states contribute a share.
 - Order requires states to pay \$100 of the \$400 weekly benefit.
 - Gov. Wolf is seeking clarification from the feds and has indicated a separate state UC program would have to be created to distribute these payments.
- In addition to confusion over the executive order and the additional payment, PA has begun borrowing money from federal government in order to continue UC payments, highlighting the problem with executive order match requirements.
 - Borrowing \$800 million for August, \$1 billion for September and \$1 billion for October.

Policy & Legislative Update – State

- The Pennsylvania Utility Commission Chairwoman has issued a [letter](#) soliciting comments on how to transition out of the PA moratorium on utility shut-offs.
 - Commission has been unable to break voting deadlock twice on ending the moratorium.
 - Comments must be emailed directly to Secretary of the Commission at rchiavetta@pa.gov and submitted on the [PUC website](#) by August 18th.
- Dems in PA House introducing a bill next week ahead of impending eviction moratorium end date of August 31.
 - The legislation would create a Tenant Mitigation Program requiring that landlords create a payment plan option for tenants who have lost income, while prohibiting landlords from charging late fees for those tenants and creating a landlord-tenant mediation and counseling program.

Policy & Legislative Update – Local

- Allegheny County announced the spending plan for the Coronavirus Relief Funds (CRF) received through the CARES Act.
 - Allegheny received a total of \$212 million which must be spent on eligible costs related to the COVID-19 public health emergency that were unbudgeted and occurred between March 1 and December 30 of this year.
 - Vulnerable Populations (includes DHS & Economic Development): \$58m
 - Medical: \$52m
 - County Operations: \$42m
 - Agency Support: \$24m
 - Regional Assets: \$12m
 - Local Governments: \$25m
- https://tableau.alleghenycounty.us/t/PublicSite/views/AlleghenyCountyCARESActFunding/Intro?iframeSizedToWindow=true&:embed=y&:showAppBanner=false&:display_count=no&:showVizHome=no&:origin=viz_share_link
-

Eviction Order

- On August 7, President Judge Clark issued an order **prohibiting the commencement of new residential landlord tenant actions** where the eviction is based solely on non-payment of rent or on a tenant holding over or exceeding the term of a lease **whether or not the lease includes a waiver of a “notice to quit” provision.**
- The temporary prohibition is **in effect through Aug. 31** while the court remains in emergency status. Read the full order from Aug. 7 [here](#).
- *This Order was made in recognition that Governor Wolf’s July 9th Order did not affect those residential leases containing a waiver of the “notice to quit” provisions.*

Active Solicitations

- Request for Comments on Foster Care Concept Paper
 - Submit Comments by **August 14** - tomorrow!
- RFP for Trauma-Informed Care Training and Consultation
 - Proposals Due August 21
- RFQ for Forensic Psychological and/or Psychiatric Evaluators
 - Proposals Due Sept 1 (RFQ is ongoing; proposals due Sept 1 and March 1)
- RFP for Inpatient Program for Victims of Commercial Sexual Exploitation of Children
 - Proposals Due September 16
- RFP for a Latinx Community Needs Assessment
 - Proposals due September 18
- All available on [DHS Solicitations Page](#), along with form to sign up to receive email notifications when we post new solicitations



Recruitment Platform *for* Essential Human Service Workers



Recruiting Platform Registration

If you are an agency that would like to gain access to this recruitment platform and these potential candidates, request access via the below link:

https://bit.ly/SWPA_HHSprovider



Candidate Application

Candidates can learn more and indicate their interest in open positions via the link below:

https://bit.ly/SWPA_HHSopportunities



Training

Training & support site:
<https://bit.ly/swpa-support>

Participate in our Live Poll Now!

Click this link in the Chat or Scan the QR Code

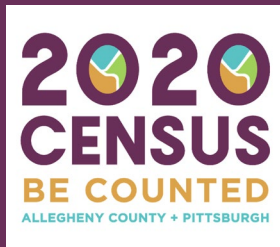
<https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNVdKRk1NU1o2Q1IHTjJTQjVJT1I1TUhFMC4u>

- Responses are anonymous.
- Results will be reviewed at the end of today's meeting.
- Have you experienced a staffing shortage related to Covid-19? (Y/N)
- Do you have a need, or have you had a need since March, for temporary workers to fill Covid-19-related gaps (Y/N)
- What Covid-19-related staffing challenges are you facing or do you anticipate facing? (open ended)
- What can DHS do to help with your staffing needs? (open ended)



HAVE YOU FILLED OUT YOUR CENSUS YET?

Please help your community
get the resources it needs, by
filling out your census today!



*There are three ways to fill out the census even
while practicing physical distancing:*



VISIT [2020CENSUS.GOV](https://2020census.gov)



SPEAK TO A REPRESENTATIVE BY CALLING
1-844-330-2020



FILL OUT A PAPER COPY SENT TO
YOUR HOME

Updated Timeline for Census Bureau Operations

April 2 nd – September 3 rd	Group Quarters (E-Response & Paper Enumeration) Many group quarters have already begun responding through the Census Bureau's e-Response enumeration option.
August 11 th – September 30 th (previously October 31 st)	Early Nonresponse Follow-up Census takers will interview households in person.
Needs further review and coordination with outside partners and stakeholders.	Count of People Experiencing Homelessness Outdoors Census takers count people under bridges, in parks, in all-night businesses, etc. Service Based Enumeration The Census Bureau is working with service providers at soup kitchens, shelters, and regularly scheduled food vans to count the people they serve.
September 30th	The deadline for self response online, by phone or by returning the paper question has been reduced to September 30, 2020 (after a previous extension until October 31, 2020.

SHOW INFO FOR: **COUNTIES** ▼

■ PENNSYLVANIA



ALLEGHENY COUNTY

🔍 ZOOM TO

CENSUS DETAILS FOR ALLEGHENY COUNTY ▼

</> SHARE YOUR MAP

Allegheny County response rate:

68.8%

0.1%

When NRFU Began (8/09)

Since NRFU Began

68.9%

71.3%

Cumulative as of 8/12

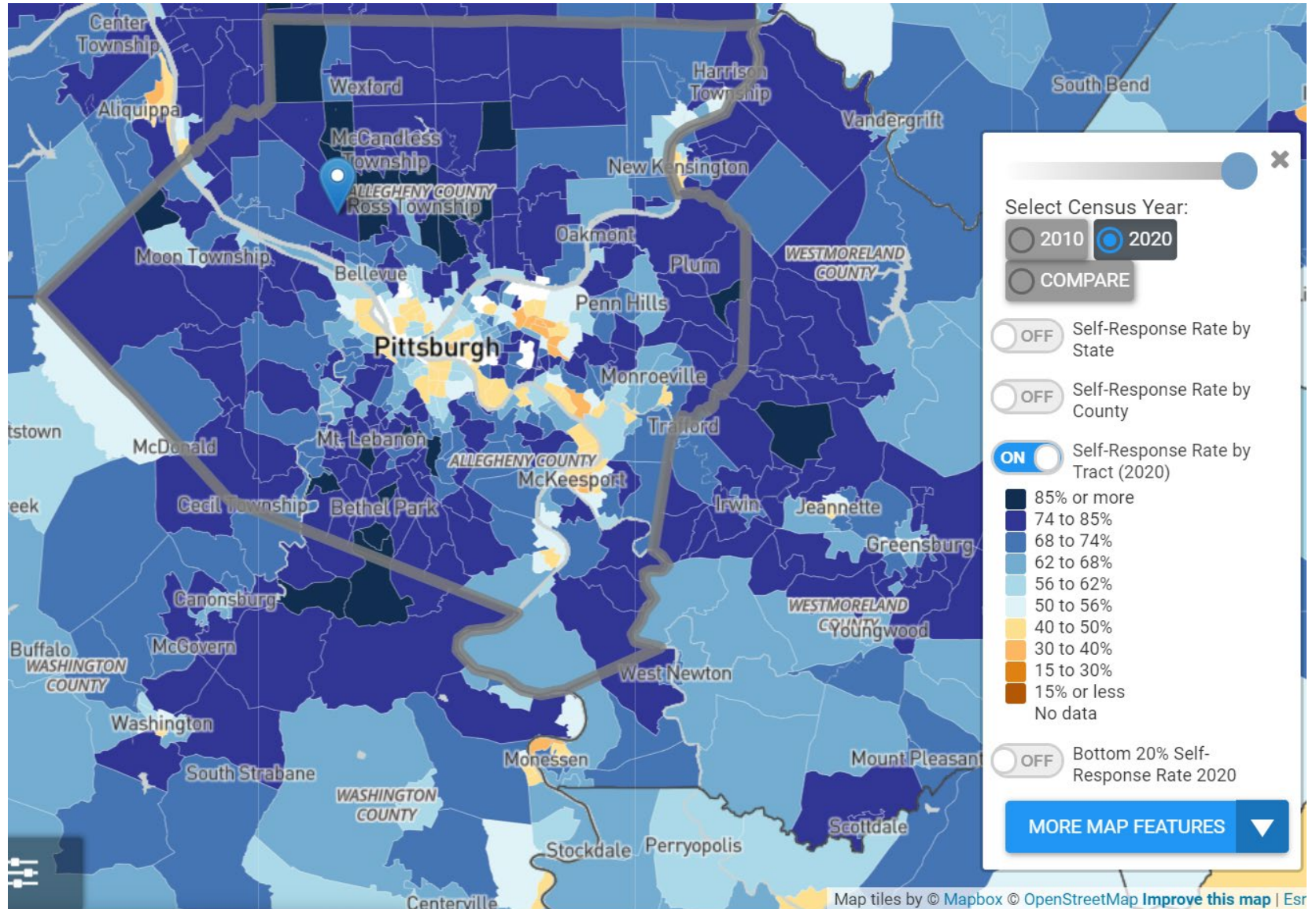
2010 final self-response

When door-knocking follow-up began on 8/09 to count non-responding households in-person, **Allegheny County's self-response rate was 2.5 points behind its final 2010 rate.** That means a greater share of non-responding homes will need to be visited by census takers — an especially challenging task now that the Census Bureau has shortened the door-knocking timeframe by 4 weeks.

This "nonresponse followup" (NRFU) will take place until Sept. 30 instead of Oct. 31. But during this time you can still [fill out the form on your own](#) so a census taker won't need to knock on your door.

Visit the Census Bureau's website for information on how to [identify a census taker](#), how to [report suspected fraud](#), and [a description of the Nonresponse Follow-up \(door-knocking\) operation](#).

Allegheny County Census Response Rates by Census Tract (as of 8/12/2020)



City of Pittsburgh Census Response Rates by Census Tract

(as of 8/12/2020)

HTC 2020 [Share](#) [Print](#) [Data Tree](#)

SHOW INFO FOR: **CITIES/LOCALITY** ▼

■ PENNSYLVANIA



PITTSBURGH, PA

🔍 ZOOM TO

</> SHARE YOUR MAP

Pittsburgh response rate:

59.4%

0.1%

When NRFU Began (8/09)

Since NRFU Began

59.5%

66.1%

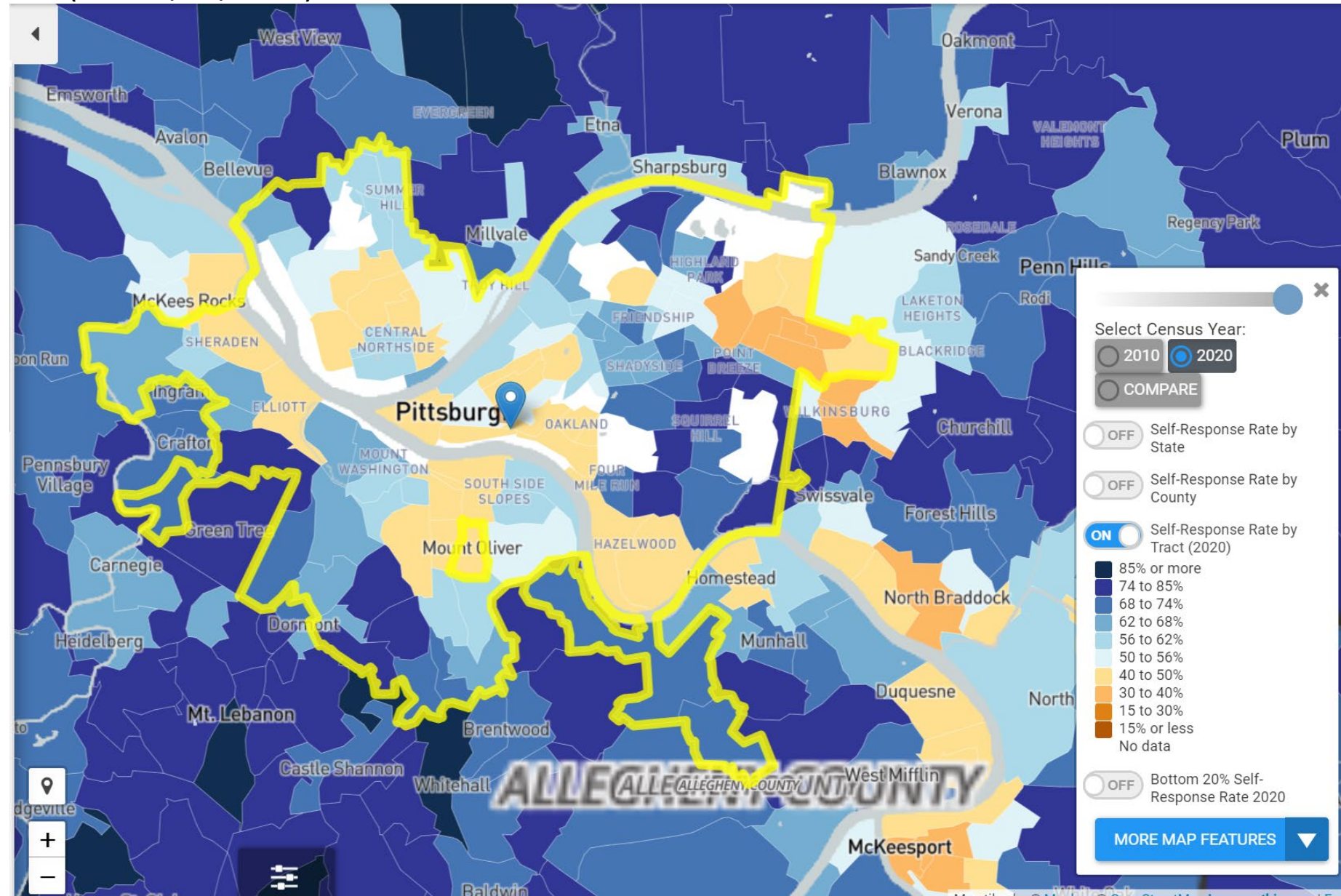
Cumulative as of 8/12

2010 final self-response

When door-knocking follow-up began on 8/09 to count non-responding households in-person, **Pittsburgh's self-response rate was 6.7 points behind its final 2010 rate.** That means a greater share of non-responding homes will need to be visited by census takers — an especially challenging task now that the Census Bureau has shortened the door-knocking timeframe by 4 weeks.

This "nonresponse followup" (NRFU) will take place until Sept. 30 instead of Oct. 31. But during this time you can still [fill out the form on your own](#) so a census taker won't need to knock on your door.

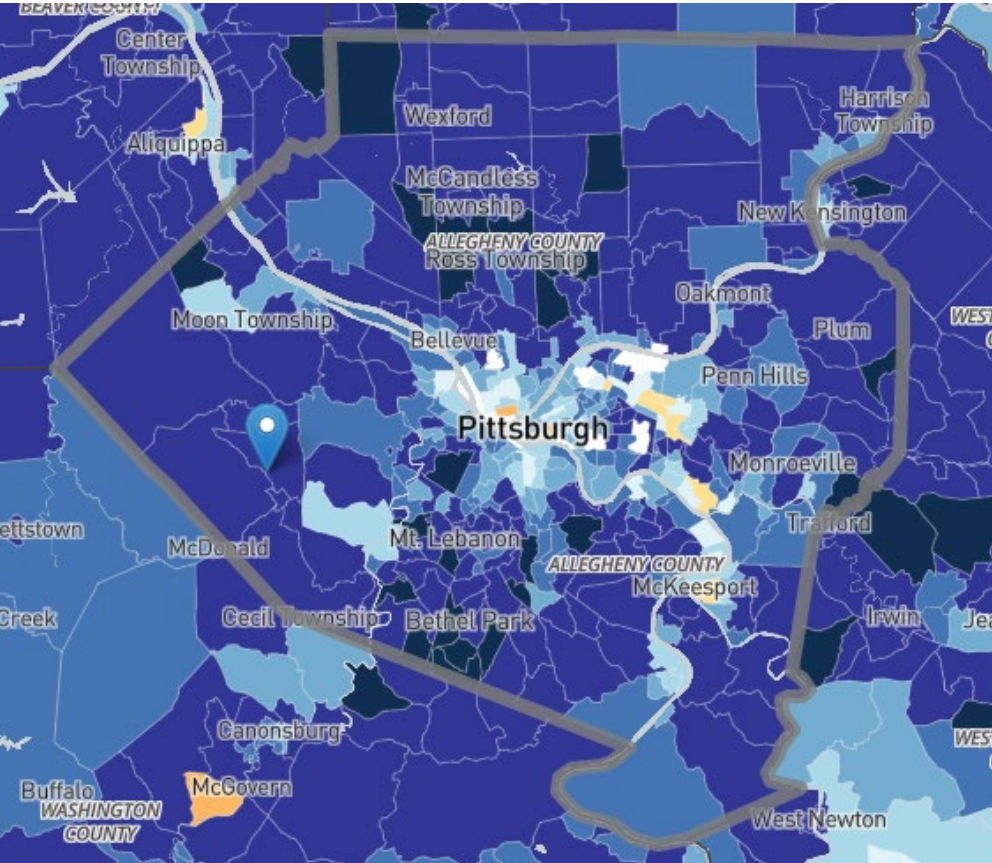
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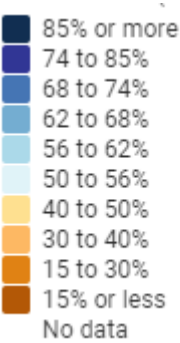
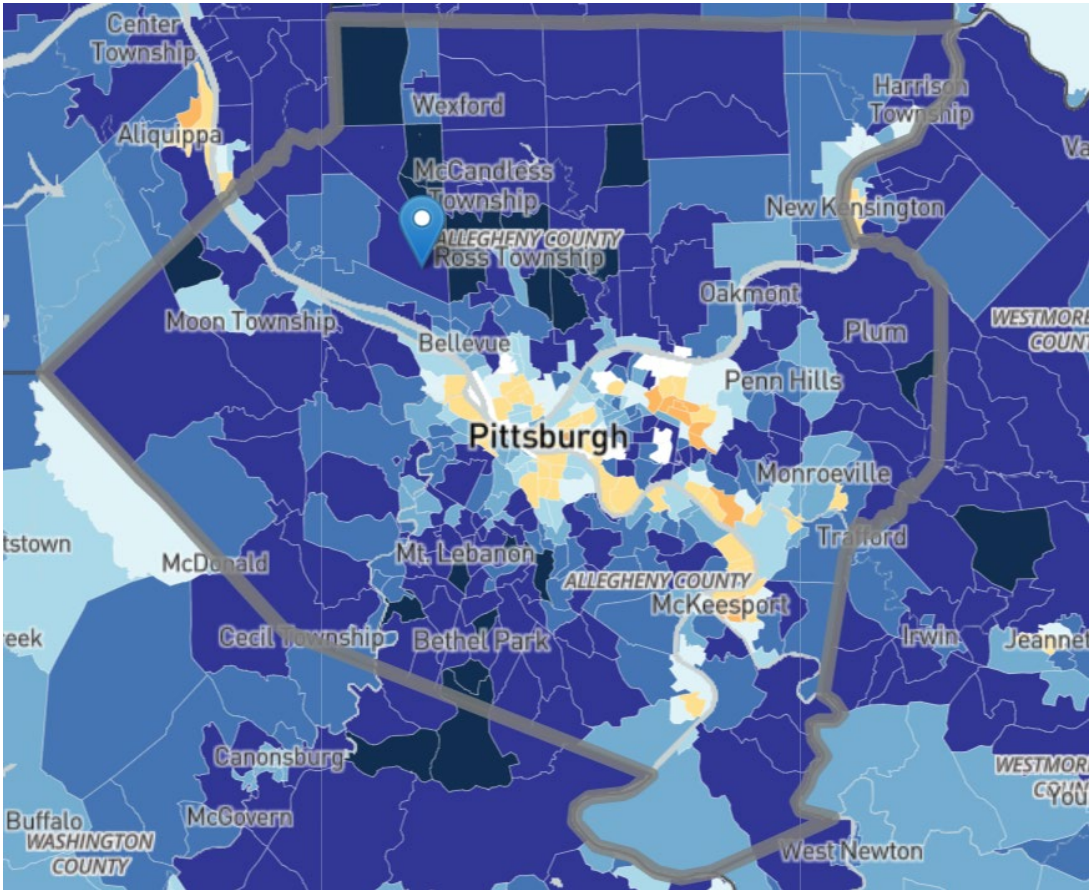
Allegheny County Census Response Rates by Census Tract

Comparison 2010 to 2020*

2010



2020

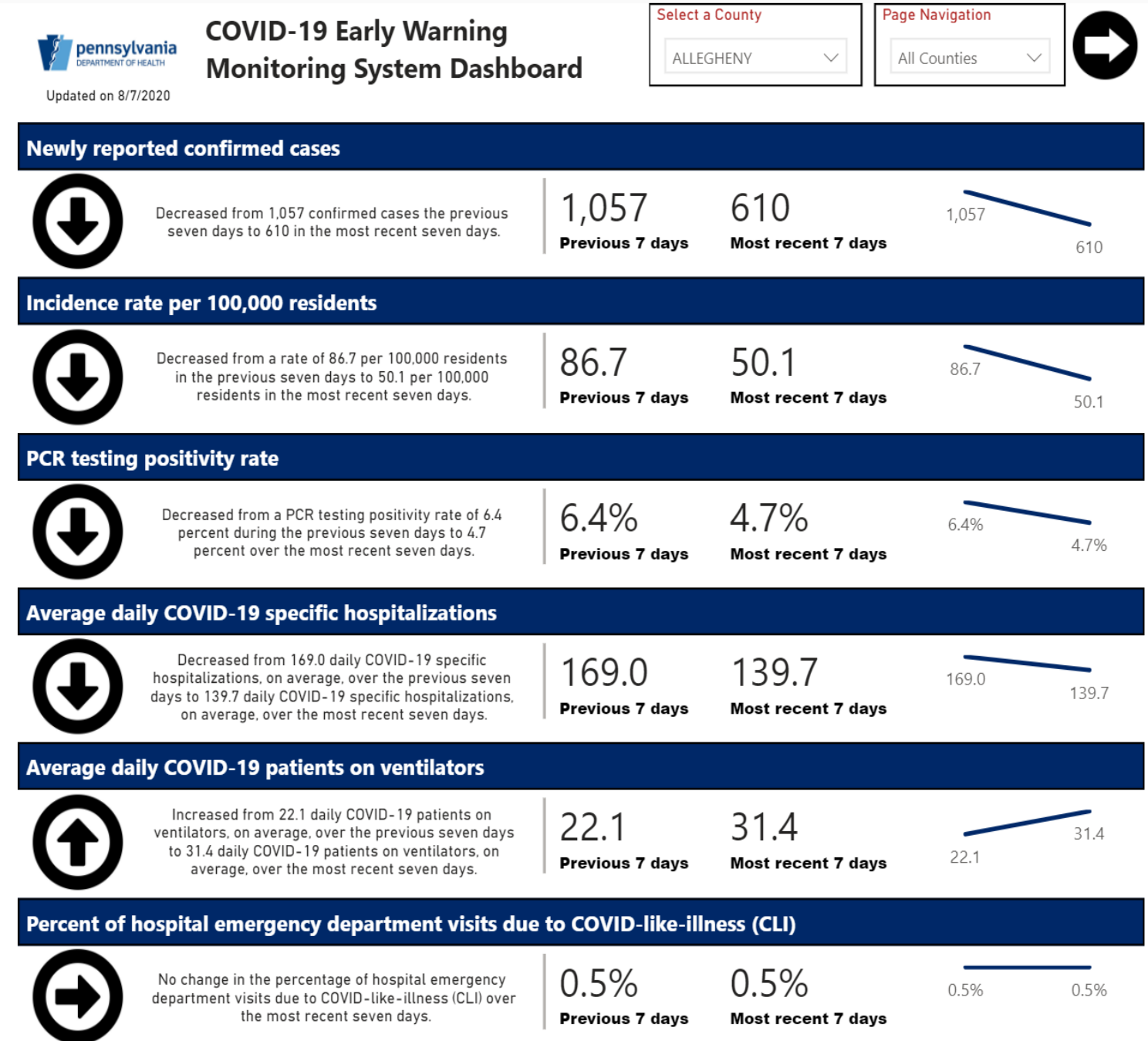


*2020 data is only current through April 28, while 2010 data is final | Source: Census 2020 Hard to Count Map

PA State Metrics

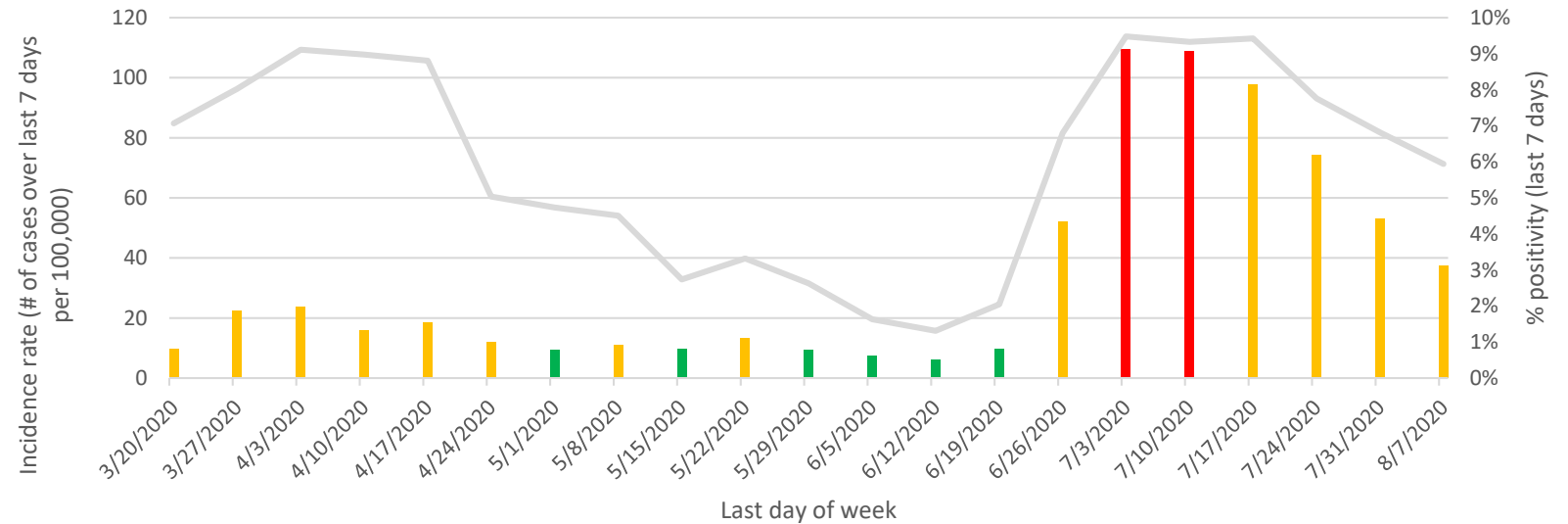
- 6 metrics on the state's early warning system dashboard (<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Monitoring-Dashboard.aspx>).
- Compares this week (July 31-August 6) to previous week (July 24-July 30). Data is updated weekly (on Fridays).
- All metrics except patients on ventilators are decreasing. New cases decreased by 42% over the last week.

Note: There are differences in the way in which the state calculates the metrics and what has been presented here. In addition, some data are not currently available to DHS or ACHD (ED visits for COVID-like illness)



PA state school guidelines

- If we were following the PA guidelines over the last 6 months, the state recommendation would have changed **8 times**



Legend	Definition	PA State recommendation
Gray line	% positivity rate over last 7 days	
Bar	Incidence rate per 100,000 over last 7 days	
Low (green)	County incidence rate is <10 AND positivity rate is <5%	Recommendation: Full in-person OR Blended learning model
Moderate (yellow)	County incidence rate is 10 to <100 OR positivity rate is 5% to <10%	Recommendation: Blended learning model OR Full remove learning model
Substantial (red)	County incidence rate is >=100 OR positivity rate >=10%	Recommendation: Full remote learning model



COVID-19 in Allegheny County

Key Metrics

Allegheny County is monitoring trends in key metrics to help identify areas of concern in real time. These metrics are based on guidance from the Centers for Disease Control and Prevention, the World Health Organization, the PA Governor's Office, and other public health experts. Key metric data comes from the National Electronic Disease Surveillance System (NEDSS). Metric status and data are updated weekly.

METRIC	SOURCE	CURRENT STATE
1. Percent Positive Tests	World Health Organization (WHO)	✓
2. Number of People Tested per New Case	State of Washington	✗
3. Decline in New Cases or Low Number of New Cases	The Centers for Disease Control and Prevention (CDC)	✗
4. New Cases Below Threshold	Commonwealth of Pennsylvania	✓ ✗
5. Decline in Total Hospitalizations	The Centers for Disease Control and Prevention (CDC)	✗
6. ICU Bed Usage	Commonwealth of Pennsylvania	✓
7. Decline in Deaths	State of New York	✗

Current Status is Green:

On August 8th, 6% (44 of 740) of tests were positive. The average rate of positivity for the week was below 10% and has been decreasing for the last three weeks.



COVID-19 in Allegheny County

Metric #1: Percent Positive Tests

METRIC
1

METRIC DEFINITION: Percent of positive tests is 10% or less.

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.

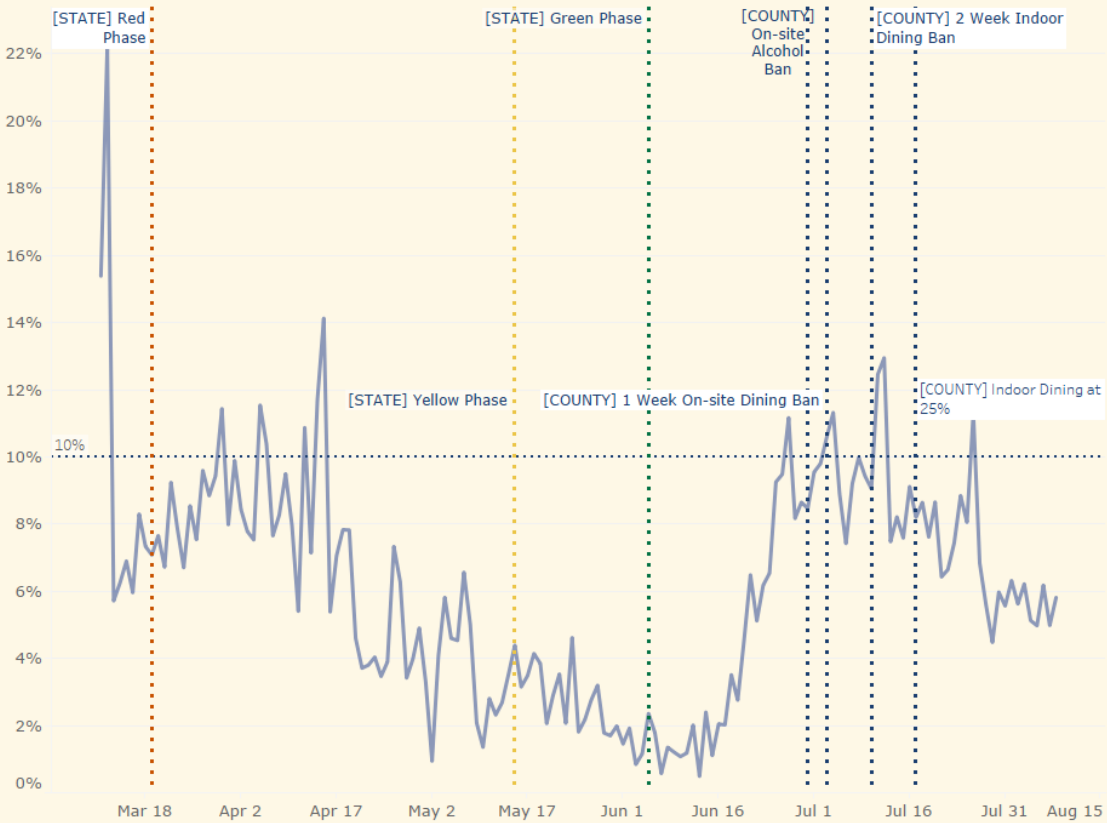
WEEK BEGINNING ON	PERCENT POSITIVE TEST RATE	% CHANGE FROM PREVIOUS WEEK	METRIC MET
8/2/2020	5.6%	-15.5%	✓
7/26/2020	6.6%	-14.2%	✓
7/19/2020	7.7%	-13.7%	✓
7/12/2020	8.9%		✓

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

Citation: World Health Organization

Note: Per the Health Department, there is a data lag in reported cases and tests.

Data through August 8, 2020 was used for this metric.



Current Status is

Red:

The ratio of testing to cases increased slightly over the last three weeks. This remains well below the recommendation of 50. The average number of tests per day has been decreasing since July 10th.



COVID-19 in Allegheny County

Metric #2: Number of People Tested Per New Case

METRIC 2

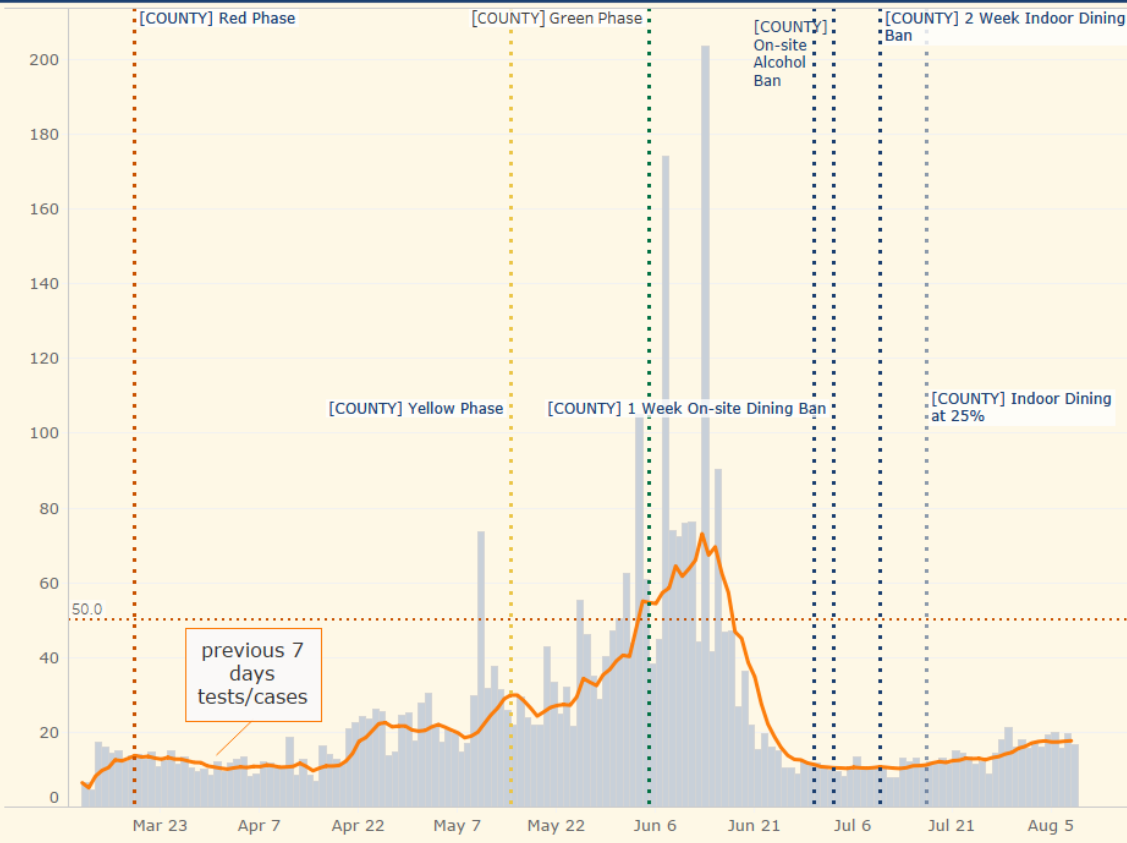
METRIC DEFINITION: Total diagnostic tests divided by total cases over the last 7 days must equal or exceed 50.

A high level of testing is necessary to identify most people who are infected and isolate them from people who are healthy.

WEEK BEGINNING ON	NUMBER OF TESTS DIVIDED BY NUMBER OF CASES	% CHANGE FROM PREVIOUS WEEK	METRIC MET
8/2/2020	18	9%	x
7/26/2020	16	25%	x
7/19/2020	13	10%	x
7/12/2020	12		x

Data Source: PA National Electronic Disease Surveillance System (PA-NEDSS)
Citation: Washington State Department of Health
Note: Per the Health Department, there is a data lag in reported cases and tests.

Data through August 8, 2020 was used for this metric.



Current Status is **Green:** Allegheny County saw a 23% decrease in new cases in the last week, following a 30% decrease the previous week.



COVID-19 in Allegheny County

Metric #3: Decline in New Cases

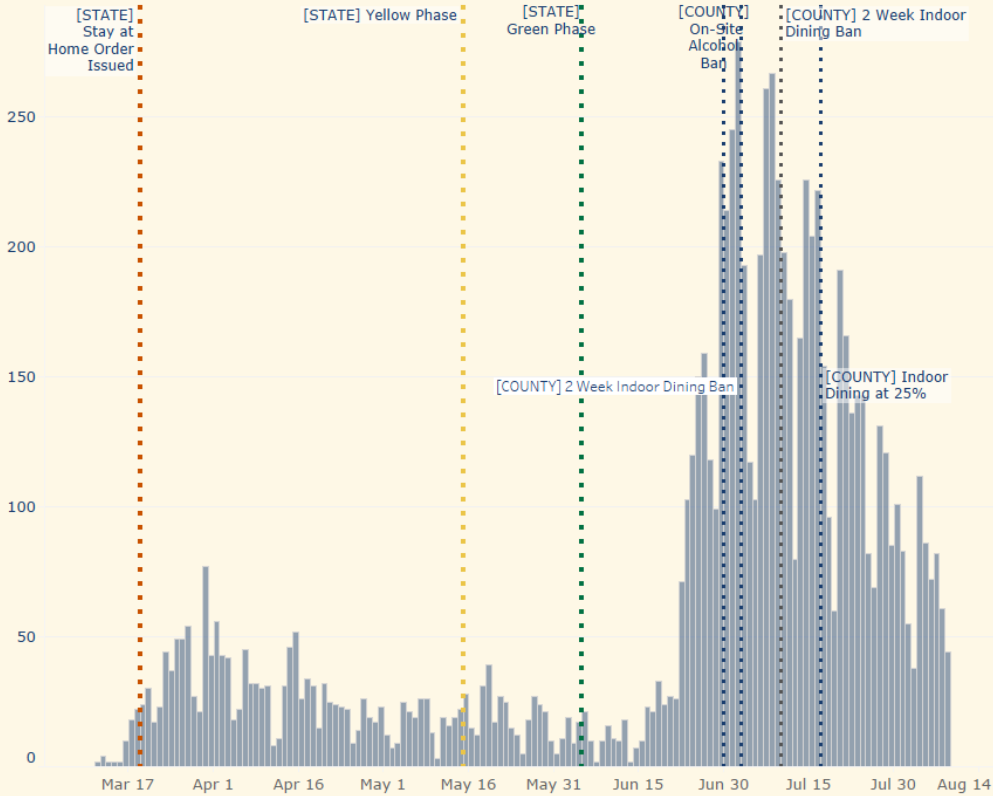
METRIC
3

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

States including North Dakota, Kansas, and North Carolina are looking for a downward trajectory in 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.

WEEK BEGINNING ON	NUMBER OF CASES DURING WEEK	% CHANGE FROM PREVIOUS WEEK	AVERAGE DAILY POSITIVE TEST RATE	METRIC MET
8/2/2020	495	-23%	5.6%	X
7/26/2020	645	-30%	6.6%	X
7/19/2020	921	-20%	7.7%	X
7/12/2020	1,147		8.9%	X

Data Source: PA National Electronic Disease Surveillance System (PA-NEDSS)
Citation: National Governors Association
Note: Per the Health Department, there is a data lag in reported cases and tests. Data through August 8, 2020 was used for this metric.



Current Status is

Red: Allegheny County had new positive cases per 100,000 residents above 50 over the last 14 days. The daily average decreased by 27% over the last week and has been trending downwards since July 11th.



COVID-19 in Allegheny County

Metric #4: New Cases Below Threshold

METRIC
4

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

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.

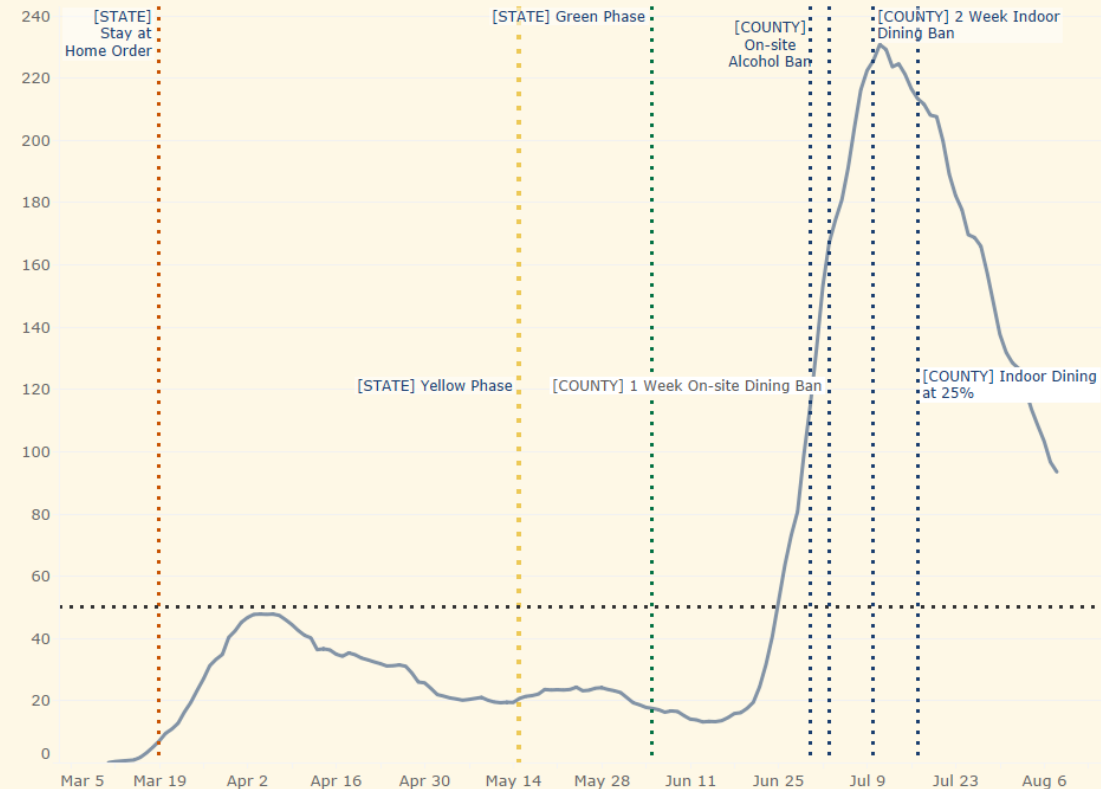
WEEK BEGINNING ON	NUMBER OF CASES PER 100,000 DURING WEEK	% CHANGE FROM PREVIOUS WEEK	METRIC MET
8/2/2020	109	-27%	X
7/26/2020	148	-22%	X
7/19/2020	191	-13%	X
7/12/2020	220		X

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/>)

Note: Per the Health Department, there is a data lag in reported cases and tests.

Data through August 8, 2020 was used for this metric.



Current Status is Red:

Over the last week, there was an average of 141 daily people in the hospital. This was a 2% decrease from the previous week.



COVID-19 in Allegheny County

Metric #5: Decline in Hospitalizations

METRIC
5

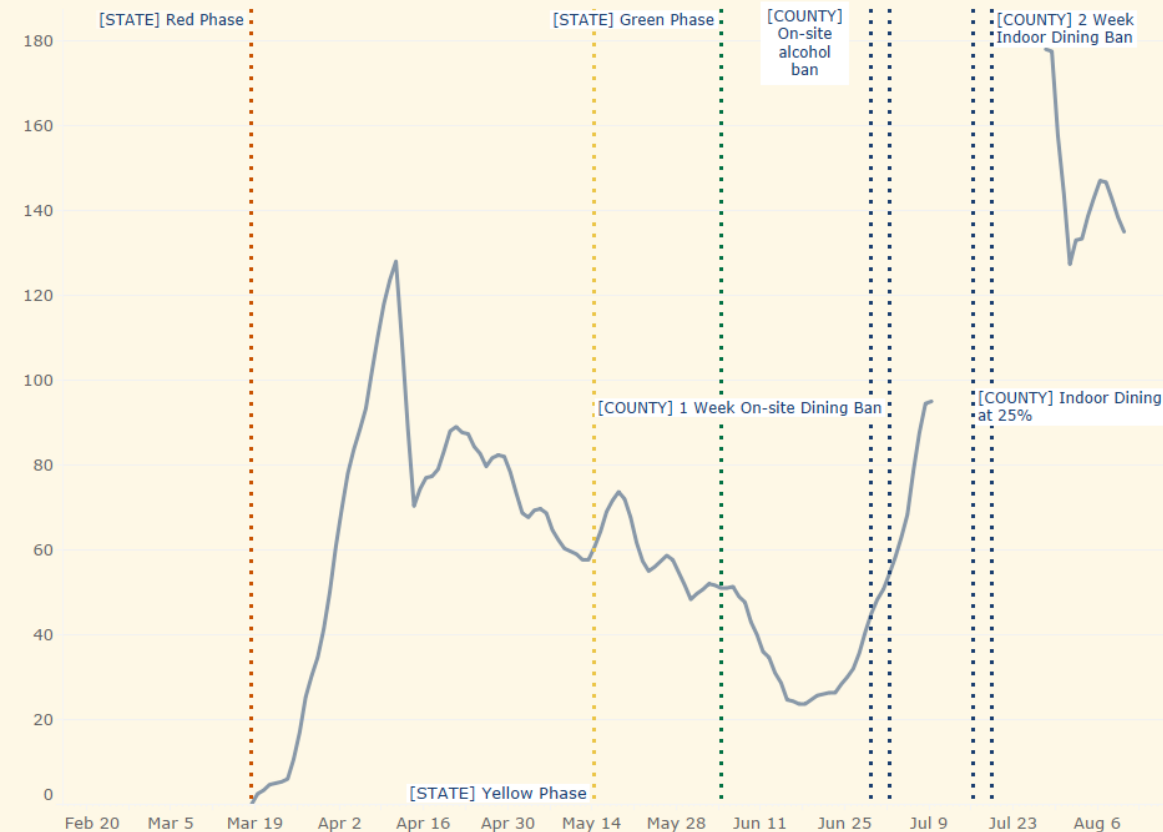
METRIC DEFINITION: A decline in the three-day rolling average of total net hospitalizations (defined as the total number of people in the hospital on a given day) over the course of a 14-day period.

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

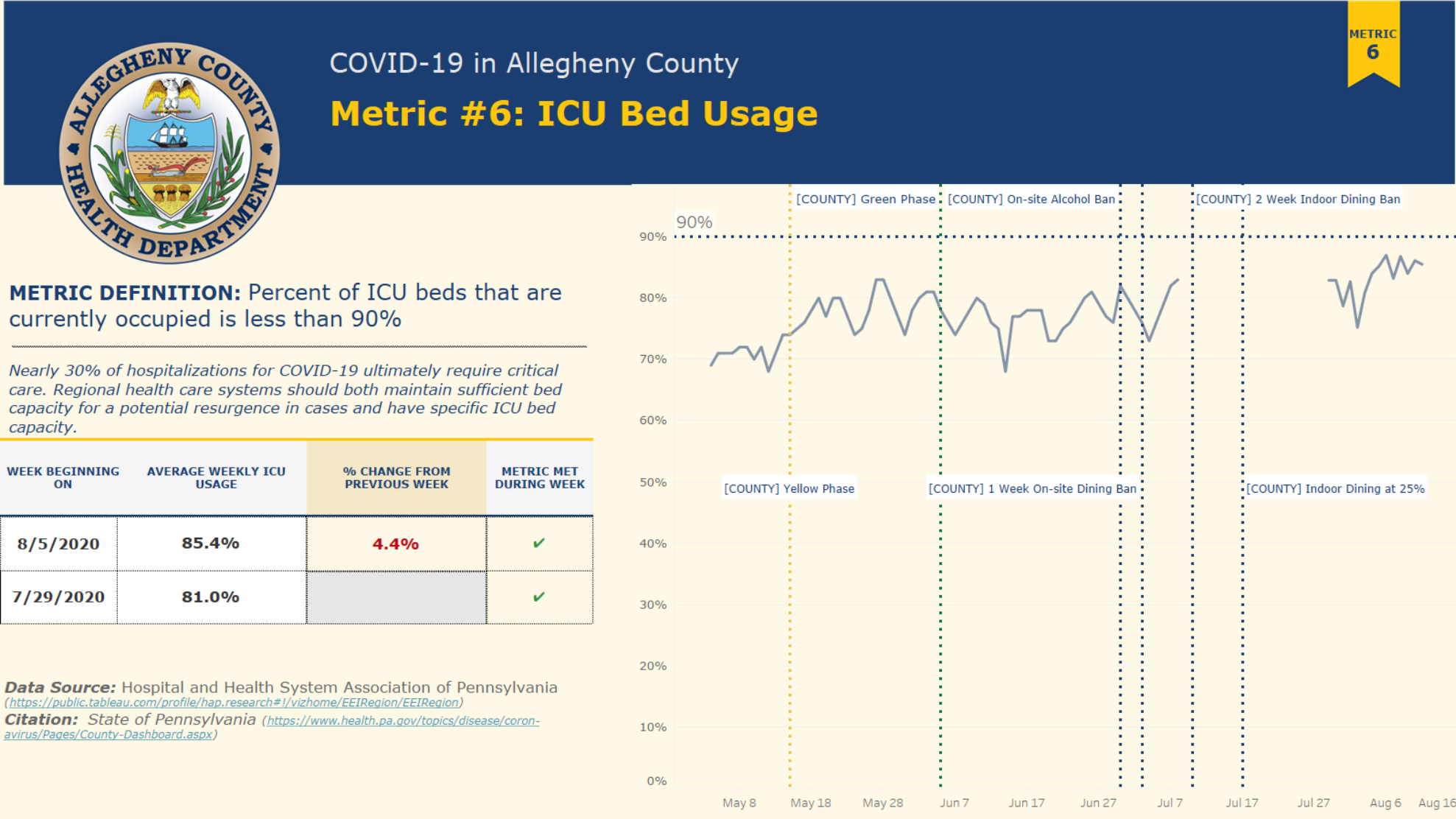
WEEK BEGINNING ON	AVERAGE WEEKLY NUMBER OF PATIENTS	% CHANGE FROM PREVIOUS WEEK	METRIC MET ON LAST DAY OF WEEK
8/5/2020	141	-2%	✗
7/29/2020	144		✗

Data Source: Hospital and Health System Association of Pennsylvania
(<https://public.tableau.com/profile/hap.research#1/vizhome/EEIRegion/EEIRegion>)

Citation: Centers for Disease Control and Prevention



Current Status is **Green**: Pennsylvania states that ICU bed availability should be 10% or greater. On August 11th, **14%** of ICU beds were available in Allegheny County. ICU bed usage has been increasing and is approaching 90%.



Current Status is Green:

Th 3-day average of daily deaths in Allegheny County per day has not exceeded 5 and remains low. Total deaths did increase in July.



COVID-19 in Allegheny County

Metric #7: Decline in Deaths

METRIC
7

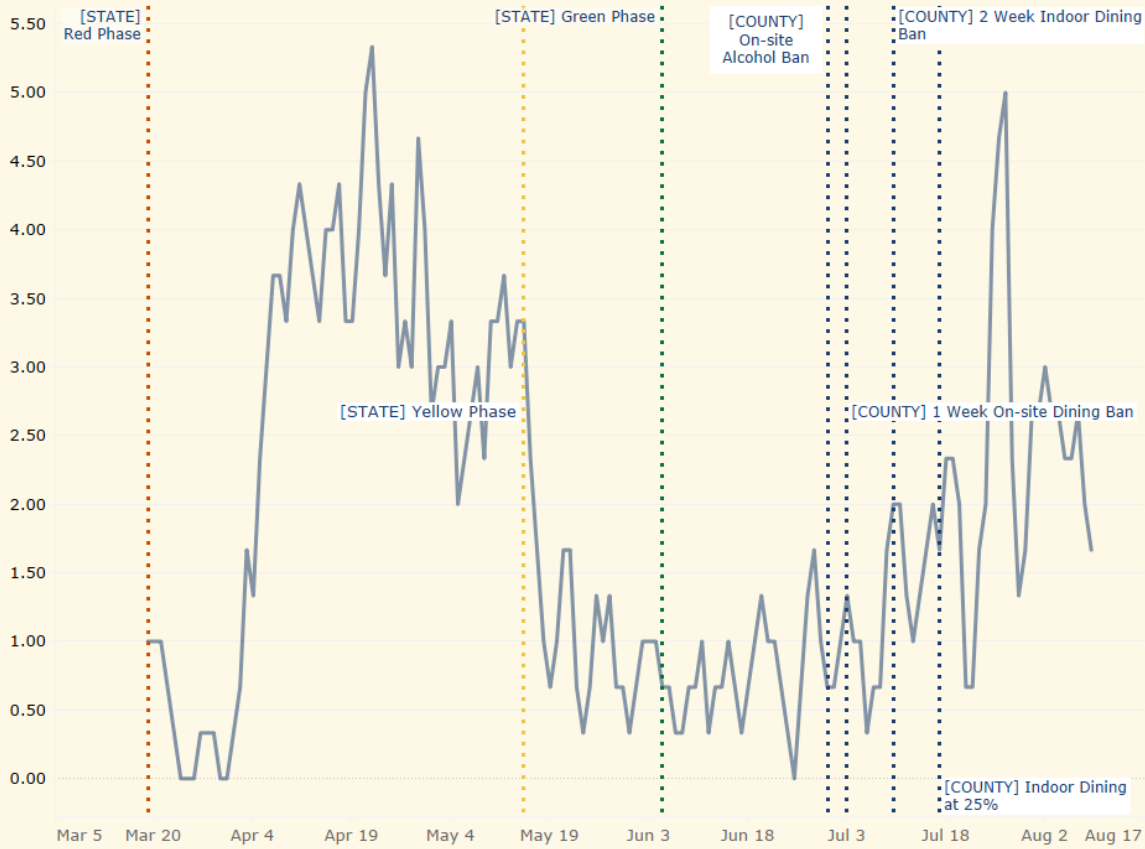
METRIC DEFINITION: A decline in the three-day rolling average of daily deaths

The number of daily deaths is another metric for monitoring the infection rate.

WEEK BEGINNING ON	NUMBER OF DEATHS DURING WEEK	% CHANGE FROM PREVIOUS WEEK	METRIC MET ON LAST DAY OF WEEK
8/2/2020	17	0%	x
7/26/2020	17	6%	x
7/19/2020	16	23%	x
7/12/2020	13		x

Data Source: Hospital and Health System Association of Pennsylvania (<https://public.tableau.com/profile/hap.research#1/vizhome/EEIRegion/EEIRegion>)
Citation: State of Massachusetts
Note: Per the Health Department, there is a data lag in reported cases and tests.

Data through August 8, 2020 was used for this metric.



Reproduction number of COVID-19 below 1

Current Status is Green:

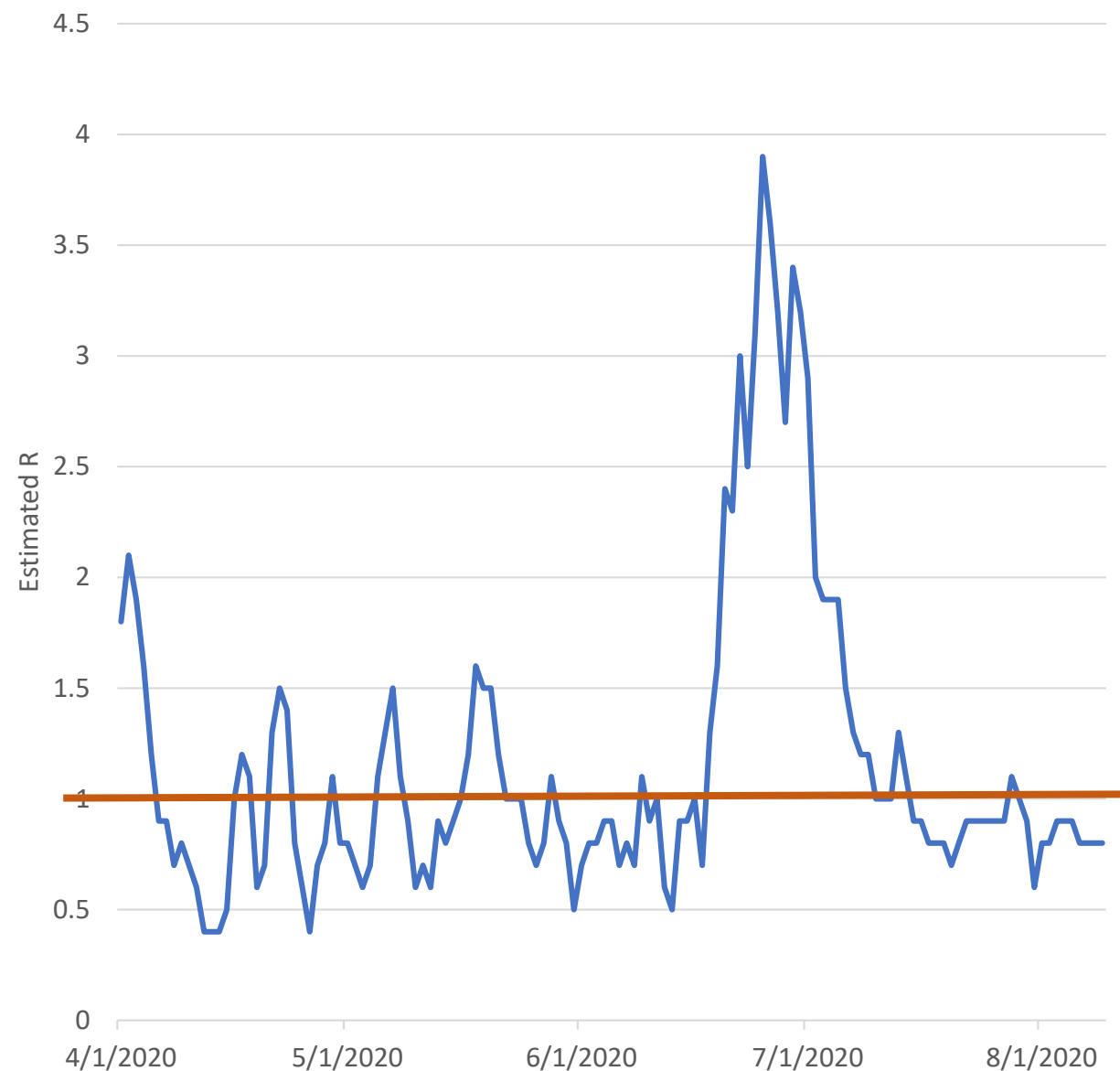
On August 9th, the R_0 value in Allegheny County was .8, and the average is below 1 for the most recent week. The reproduction number increased slightly over the last week, but remains below 1.

		Average R_0	% change from previous week
Week of	8/3/2020	0.84	5%
Week of	7/27/2020	0.80	-7%
Week of	7/20/2020	0.86	-9%
Week of	7/13/2020	0.94	

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



New Guidance Now Posted on Website

- Suggested procedure for notifying exposed clients if a staff member tests positive for COVID-19
- Follows ACHD's contact tracing process, which minimizes the risk of identifying the infected individual
- https://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/08/DHS_COVID-19-Guidance.pdf

Guidance document (continued)

- This is the minimum level of action to be taken
- We have yet to find definitive guidance about reconciling ADA requirements with our commitment to client safety
- Therefore, providers may choose to pursue more immediate notification methods at the discretion/direction of their legal and leadership teams

If a staff member is getting tested...

What should they do?

- Stay home while awaiting results.
- If test is positive, isolate for 10 days

Contact tracing process

- All COVID-19 test results are reported to the state
- Positive results trigger a case investigation
- Health department will contact positive individuals to ask for list of close contacts
- Being prepared with list of contacts will facilitate the process
- List of contacts will be given to team of contact tracers who will...
 - Inform them of
 - The fact they were exposed
 - Date of exposure
 - Provide guidance for quarantining safely

What defines a “contact”?

- A COVID-19 positive individual is in the presence of another person
- **When:** Up to *48 hours before* symptom onset or *after* symptom onset
- **Distance:** Within 6 feet of each other
- **Length of time:** Contact for *at least* 15 minutes
- Regardless of whether either person was wearing a mask

What info is needed about contacts?

- Name
- Phone number or email
- Date of exposure
- Whether the exposure is ongoing (i.e. household member vs. friend exposed once at a gathering)

What if a staff member is identified as a contact?

- Staff member should quarantine for 14 days from date of exposure
- Nobody that the staff member was exposed to is considered a contact (they would be a contact of a contact), so no action is needed



Allegheny County Department of Human Services

Rollout of the first phase of a redesigned social services record system (formerly Client View) designed to provide better, easier access to personal social services information for residents of Allegheny County, so that DHS clients (and/or the family members that care for them)...

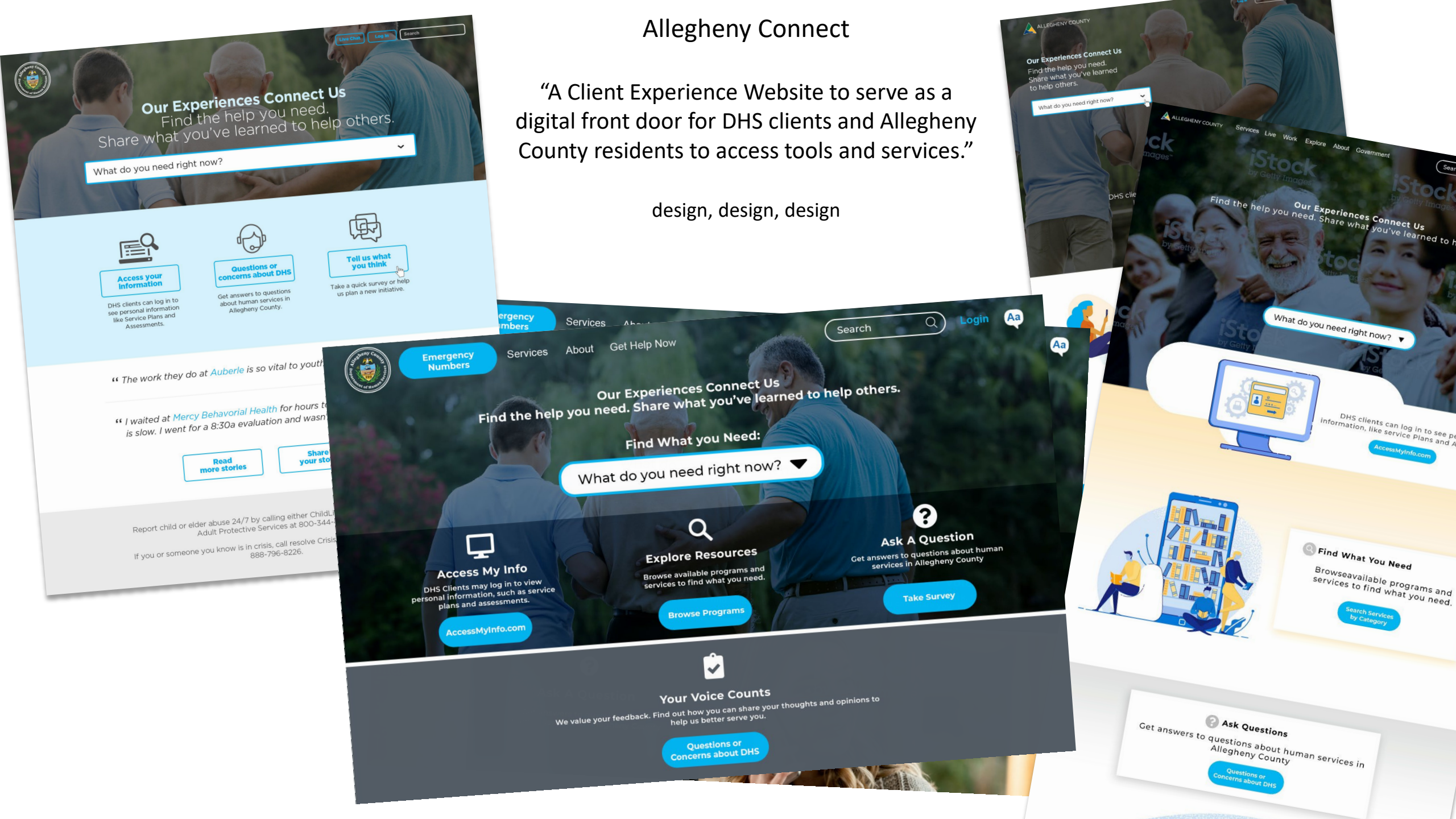
1. Can view and better understand the information collected about them and,
2. Better track and coordinate their own treatment and care.

This will be part of a broader initiative to create a client experience website that serves as a digital front door for DHS clients and Allegheny County residents to access tools and services.

Allegheny Connect

“A Client Experience Website to serve as a digital front door for DHS clients and Allegheny County residents to access tools and services.”

design, design, design



AccessMyInfo

Allegheny County Department of Human Services

- The name and web address has changed for client users

<https://accessmyinfo.alleghenycounty.us/>

- For Providers and staff the name of the application (Client View) and web location will not change.
- Clients no longer need a state COMPASS account/ Keystone ID to gain access. They are now using DHS's own identity management system (OKTA) for verification.
- An access code is being automatically generated for all adult clients when a Service Decision letter or Adult Needs and Strengths Assessment (ANSA) report is generated.
- If residents don't have an access code or experience issues logging in, the Directors Action Line (DAL) will verify their identity and help them gain access.

The screenshot shows the AccessMyInfo login interface. At the top, the logo 'AccessMyInfo' is displayed with the tagline 'Allegheny County Department of Human Services'. Below this, a white login box contains the following elements: a 'Sign In' heading, a 'User Id' label above a text input field, a 'Password' label above another text input field, a 'Remember me' checkbox, a blue 'Log In' button, a 'Need help signing in?' link, and a 'Don't have an account? Sign up' link. At the bottom of the page, there is an 'About Allegheny County AccessMyInfo' section with a paragraph explaining that the system provides insight into DHS clients and their involvement within DHS, with information made available to help better service clients through integrated service delivery.

AccessMyInfo
Allegheny County Department of Human Services

Sign In

User Id

Password

☐ Remember me

Log In

Need help signing in?

Don't have an account? [Sign up](#)

About Allegheny County AccessMyInfo
Allegheny County AccessMyInfo provides insight into DHS Clients and their involvement within DHS. Information such as client demographic information and services provided across multiple DHS Program Offices are all made available in order to help better service our clients through integrated service delivery.

AccessMyInfo

Allegheny County Department of Human Services

- An access code is automatically generated for all adult clients when a Service Decision letter or Adult Needs and Strengths Assessment (ANSA) report is generated.
- If residents don't have an access code or experience issues logging in, specialist at the Directors Action Line (DHS's question and concern support unit) will verify their identity and help them gain access.

The screenshot shows the 'AccessMyInfo' login page for the Allegheny County Department of Human Services. The page has a dark blue header with the logo and a 'Test Client' button. The main section is titled 'Your Personal Information' and includes a note: 'Please fill in the following information. Any field(s) with a red asterisk(*) are mandatory.' The form contains several input fields: 'Legal First Name *', 'Middle Initial', 'Legal Last Name *' (with a dropdown menu showing 'Client'), 'Legal Sex *' (a dropdown menu showing '-Select-'), 'Gender Identity' (a dropdown menu showing '-Select-'), 'SSN *' (three separate boxes for the digits), and 'Date Of Birth(mm/dd/yyyy) *' (a single box). At the bottom, there are 'Back' and 'Next' buttons. A disclaimer at the very bottom states: 'The information above will be used to find your unique social services records and accurately link them to your account, so that you can access and view them.'

AccessMyInfo

Allegheny County Department of Human Services

How do clients get an access code?

- Flyer attached to:
 - Accept for Service Letter (311) in KIDS system
 - Closing Letter (311) in KIDS system
 - Common Assessment Tool ANSA summary report
 - Self Sufficiency ANSA report
- Resident learns of AccessMyInfo through Connect.AlleghenyCounty.us (new Client Experience Website)
- DHS Staff and Providers can generate an access code (and flyer) out of Client View



Allegheny County
Department of
Human Services

Your information. All in one place.

Name: Example Name

You can already access your medical records from your doctor or hospital. At AccessMyInfo, you can get information about other services you've received like:



Get access to the information you need to participate in your own care!

How to Set Up Your Account

1. Go to: <https://accessmyinfo.alleghenycounty.us>
2. Use access code: 49851
3. Your access code will expire on : 9/20/2020

You may not have enough information to set up the account on your own. That's ok!
Call 1-800-862-6783 and someone will help.

A screenshot of a web form titled "Access Code". It asks "Do you have an Access Code?" with radio buttons for "Yes" and "No". Below it is a text input field labeled "Access Code Number".

The Allegheny County Department of Human Services (sometimes called DHS) is not a direct care provider. It supports and coordinates human services care in Allegheny County.

AccessMyInfo

Allegheny County Department of Human Services

What records can a client access?

- Clients will only be able to access their own records.
- Parents can access their own record as well as the records of children under 14 years of age.

AccessMyInfo

Allegheny County Department of Human Services

Home

Test Client

The request to access your record in AccessMyInfo is pending. You will receive a call during the preferred time slot you selected to complete your request.


My Family

Add Member

Request ID	Name	Record Type	Access Status	Access Granted On	Remove Access
8	Test Client	My Own	Pending Authorization Call		
9	Test Child	My Child	Pending Authorization Call		


Show 10 entries

FirstPrevious1NextLast



Request Other Information

[Request Other Data](#)
Can't find what you are looking for? Let us know how we can help



Other Resources

More resources coming soon!

Additional Enhancements

We are planning additional enhancements over the next year that will improve the overall look and feel of the system for all users.

- We are utilizing a user experience design process to ensure the functionality of both sites meet the needs of DHS staff, Provider users, and clients.
- Our goal is to improve navigation and design a better visual layout.
- In AccessMyInfo, we are creating meaningful service categories using language tailored toward clients.
- Users will still be able to view all services, but this allows for a more organized layout and easier filtering.
- There will be a link to AccessMyInfo on the client experience website, and clients can request an account without an access code.

The screenshot displays the 'Allegheny County Client View' interface for a user named Jane Doe. The top navigation bar includes the Allegheny County logo, the text 'Allegheny County Client View', and links for 'Home' and 'Details'. The user's name 'Jane Doe' and a profile icon are in the top right corner.

The main section is titled 'Jane Doe Details' and features three action buttons: 'View My Case Workers', 'My Addresses', and 'Update My Info'. Below this, the 'Basic Info' section is organized into two columns. The left column contains fields for Social Security #, Date of Birth, County MCI #, MA Recipient #, State MCI #, Race, Ethnicity, Marital Status, and Living Assignment. The right column contains fields for Contact information, including Home Address, Cell phone number, and Email.

The 'Services & Documents' section is a grid of 12 service categories, each with a title, a count of services and documents, and an icon:

- All Records**: 14 Services, 08 Documents (Icon: Document)
- Child Welfare**: 01 Case Worker, 02 Services, 02 Documents (Icon: Family)
- Early Childhood & Education Services**: 01 Case Worker, 03 Services (Icon: Teacher and student)
- State and County Public Benefits**: 03 Services, 02 Documents (Icon: Car, Apple, Plus, Shopping cart)
- Housing & Shelter**: 02 Services (Icon: House)
- Mental Health**: (Icon: Head with gears)
- Physical Health**: 04 Services, 04 Documents (Icon: Person with apple)
- Drug and Alcohol**: (Icon: Pill bottle)
- Criminal And Juvenile Justice**: (Icon: Scales of justice)
- Senior Care**: (Icon: Hands holding a person)
- 911 Calls**: (Icon: Phone handset)
- Life Events**: (Icon: Shopping cart, Bicycle, Person, Person with cart)

Provide Feedback

If you would like to help provide guidance and feedback from the professional perspective (for Client View) or help connect us with clients to provide their perspectives (for AccessMyInfo) please contact Samantha Loaney @

Email: CVAdmin@alleghenycounty.us

Phone: 412-350-7092

CV

Allegheny County
Client View

Home / Details

Jane Doe

Jane Doe Details

View My Case Workers

My Addresses

Update My Info

Basic Info

SOCIAL SECURITY #
###-##-9879

DATE OF BIRTH
09/01/1982

COUNTY MCI #
234595958

MA RECIPIENT #
010928374

STATE MCI #
98178378928

RACE
Black/African American

ETHNICITY
Not Hispanic

MARITAL STATUS
Single - Never Married

LIVING ASSIGNMENT
Living Alone

Contact

HOME ADDRESS
255 South 18th Street # 304,
Pittsburgh PA, 15203

CELL
1 (412) -123-2934

EMAIL
JaneDoe25@gmail.com

Services & Documents

All Records

14 Services
08 Documents

Child Welfare

01 Case Worker
02 Services
02 Documents

Early Childhood & Education Services

01 Case Worker
03 Services

State and County Public Benefits

03 Services
02 Documents

Housing & Shelter

02 Services

Mental Health

Physical Health

04 Services
04 Documents

Drug and Alcohol

Criminal And Juvenile Justice

Senior Care

911 Calls

Life Events

SCHOOL AGE PROGRAMMING FUNDING OPPORTUNITY



- With many Allegheny County schools starting the year full or partially remote, families with school age children will face several challenges this fall.
- The Allegheny County Department of Human Services, Trying Together, and United Way's Allegheny County Partners for Out of School Time (APOST) have joined forces to help programs that can support this effort.
- Funding is available to support both in-person Community Learning Hubs for children grades K-5, as well as Virtual Pods and Programming.
- Application can be found here and is due tomorrow - Friday, August 14: <https://tryingtogether.org/school-age-funding-opportunity-in-allegheny-county/>

Unified message from DHS Deputies to staff and contracted provider agencies serving families with children and young adults in k-12 schooling:

"We expect that ***one of the most important conversations*** that you have is about the opening of the school year, addressing worries and fears, and identifying additional needs."

- Conversation starters
- Tips for human services professionals
- Key questions to ask
- Universal resources everyone can use to be helpful
- Integrated response "if more help is needed...."

Link to all school reopening plans:
<https://tinyurl.com/allegHENYSchools>



ENCOURAGING SCHOOL ENGAGEMENT

If the student or family:

- experiences difficulty with school-engagement whether in the classroom, in a hybrid model or virtually learning
- is in need of access to a device through DHS
- has concerns about special education
- struggles with schoolwork and might be interested in tutoring support
- needs help with planning for a learning-compatible space for the student while virtually learning
- asks for connections to mental health or substance use disorder resources
- needs help connecting to homeless/education or foster care/education specific supports
- has basic needs like food, utilities, housing, or needs help with accessing insurance benefits, etc
- is in need of general support or someone to talk with during these challenging times
- has a need you are not sure how to address

Focus Attendance@
alleghenycounty.us

412-918-9206

***strengthening our
professional network**

DHS COVID SCHOOL-HELP RESOURCE CENTER



PPS COMPUTER DEVICE EXCHANGE AND NEED-BASED DISTRIBUTION SCHEDULE

The Pittsburgh Public Schools is in the process of exchanging computer devices distributed during the 2019-2020 school year. Updated devices are needed to support students' participation in E-Learning during the 2020-2021 school year. Current devices will be shut off and will not work until they receive the necessary update.

To receive an updated device, families need to exchange devices on specific days. Families of students in the grades noted below, who do not have access to a computer device or are new to the District, may also pick up a device according to the schedule below. **Families with access to a personal device at home are asked to continue to use that device until all of the District's devices arrive to support a full 1:1 model.** To receive an updated device, guardians must bring their child's current computer and charger. Guardians will be asked to show their ID, bring their child's student ID # and sign an acceptable use form. Devices will only be distributed to the primary guardian of the child.

Device distribution will take place between 9:00 AM and 4:00 PM at the following locations:

- Pittsburgh Classical Academy, West End, 1463 Chartiers Avenue, 15220
- Pittsburgh Oliver Citywide Academy, Northside, 2323 Brighton Road, 15212
- Pittsburgh Westinghouse High Academy, Homewood, 101 N. Murtland Ave, 15208
- Pittsburgh SciTech, Oakland, 107 Thackeray Ave, 15260

Grade	Distribution Date	Location
12th	Thursday, August 6	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
11th	Monday, August 10	Classical Academy, Oliver City-Wide Westinghouse and Sci-Tech
10th	Wednesday, August 12	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
9th	Friday, August 14	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
2nd	Monday, August 17	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
8th	Tuesday, August 18	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
3rd	Wednesday, August 19	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
7th	Thursday, August 20	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
4th & 6th	Monday, August 24	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
5th	Tuesday, August 25	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
"Make-Up Days"	Wednesday, August 26, Thursday, August 27, and Friday, August 28	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech
Kindergarten & PreKindergarten	Monday, August 31	Classical Academy, Oliver City-Wide, Westinghouse and Sci-Tech

FOOD DISTRIBUTIONS

FARMERS TO FAMILIES Food Distribution

Fresh produce & dairy boxes for anyone in need!

Friday, August 14, 1 - 3pm

Drive-up or walk-up,
no-contact pickup



Penn Hills High School

309 Collins Drive

Penn Hills, PA 15235



August 15



McKeesport

WHAT: Drive-Up Food Distribution WHEN: Saturday,
August 15 (10 a.m. – noon) WHERE: 1960 Eden Park
Blvd., McKeesport, PA 15132

Make a reservation

here: <https://www.pittsburghfoodbank.org/get-help/drive-up/>

ALLEGHENY COUNTY RENT RELIEF PROGRAM

Renter/Leasee - CORE ELIGIBILITY

- Must be under 100% Area Median Income for household size **AND**
- Be unemployed, verified by the PA Dept of Labor and Industry after March 1, 2020 **OR**
- Have lost more than 30% of Lessee income after March 1, 2020
- Must also be at least 30 days late in rental payments

Household Size	1	2	3	4	5	6
Gross Income	\$58,100	\$66,400	\$74,700	\$83,000	\$89,700	\$96,300

PROGRAM STATUS

- After five weeks of processing applications for the CARES Rent Relief Program, the total number of Allegheny County applications received is more than 4,100.
- Applications are being processed and CHECKS ARE GOING OUT!
- Over 20 agencies are available to assist with filling out applications for RRP and other public benefits. To be connected with assistance, applicants should be directed to the Allegheny Link for referral: 866-730-2368

WINTER SHELTER

- Winter shelter at Smithfield United Church will open on November 15.
- Pittsburgh Mercy will again be operating partner.
- Due to COVID space restrictions, anticipate being able to shelter significantly fewer people in the Smithfield space.
- We are exploring alternative locations to shelter up to 100 individuals each night.
- We expect to be able to shelter at least 120 individuals per night when needed.
- If you have space or know of space, please contact Cynthia Shields @ cynthia.shields@alleghenycounty.us.

ISOLATION AND QUARANTINE FACILITY CONTACTS

FOR INDIVIDUALS AND COUPLES WITHOUT CHILDREN

Homelessness System referrals:

Jessica.McKown@alleghenycounty.us

Office of Behavioral Health referrals:

Diane.Johnson@alleghenycounty.us

Allegheny County Jail/CJ referrals:

Jennifer.Batterton@alleghenycounty.us

**Immigrant and International
program referrals:** bgreen@jfcspgh.org

FOR FAMILIES

Remy Harris:

Remy.Harris@alleghenycounty.us

HOMELESSNESS PROVIDER NETWORK CALLS

Every other Tuesday at 9:30 AM (next one is August 18)

All homelessness service providers invited and encouraged to participate

Call in information:

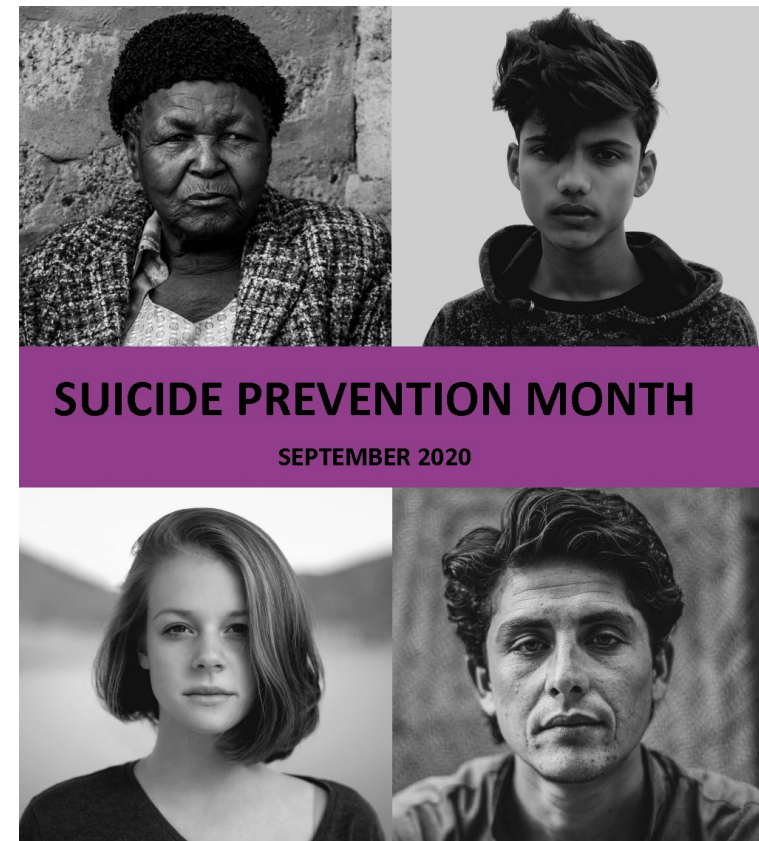
Phone number: 1-267-368-7515

Conference ID #: 883 836 652

There will be no call on September 1

Suicide Prevention Month, September: Resources

This [resource guide](#) provides examples of activities that you can implement in your community to raise awareness of the importance of suicide prevention. This includes ideas for training, social media posts, virtual backgrounds, and more.



5th Annual Pittsburgh Recovery Walk – September 19th

To ensure safety, this year's walk will be semi-virtual

- Register in advance to receive a t-shirt in the mail
- Walk anywhere on or before September 19 – wearing your Recovery Walk t-shirt
- Tag your photos and videos with #MyRoadPGH
- Tune in to our livestream on the evening of September 19 for photos and videos from the morning's walk, inspiring recovery speakers, our annual recovery award ceremony, and more!
- Register Here: <https://pghrecoverywalk.org/>



NAMI Walks: October 10th, 2020



SATURDAY, OCTOBER 10, 2020

virtual walk benefitting

NAMI KEYSTONE PA

More information to come, but for now, visit: <https://www.namikeystonepa.org/nami-events/namiwalks/>

Motivational Interviewing Trainings for COEs & PCMHs

- In partnership with the Pennsylvania Department of Drug and Alcohol Programs (DDAP), the COE and PCMH Learning Networks are pleased to announce virtual Motivational Interviewing trainings for the OUD Centers of Excellence (COE) and HealthChoices Patient-Centered Medical Homes (PCMH).
- If you would like to attend the series of virtual Motivational Interviewing trainings for your region via Zoom, please save ALL the dates and times listed below for the region in which your COE or PCMH is located.
- The registration links and next steps will be announced soon.
- *Save all the following dates for the virtual training series:*
 - Tuesday, 9/1 from 2:00 p.m. to 4:00 p.m.
 - Thursday, 9/3 from 2:00 p.m. to 4:00 p.m.
 - Tuesday, 9/8 from 2:00 p.m. to 4:00 p.m.
 - Thursday, 9/10 from 2:00 p.m. to 4:00 p.m.
 - Tuesday, 9/15 from 2:00 p.m. to 4:00 p.m.
 - Thursday, 9/17 from 2:00 p.m. to 4:00 p.m.

CPA Summer Learning Series Videos

- The Commonwealth Prevention Alliance (CPA) announced the release of the 2020 E-Learning Summer Series, consisting of 9 videos (approximately 30 minutes each). Visit the [CPA website](#) for full details.
- The first two video releases are **free** for everyone and include a LIVE Q&A. Please see the dates below and register at the links provided:
- Session I (Available now): "[Tech It or Leave It](#)" | [Register for live Q&A](#)
- Session II (Available 8/24): "Do I Really Understand What My PA Youth Survey (PAYS) Data Is Saying" | [Register for live Q&A](#)

Free COVID Frontline Support Groups

Registration Link for Physicians:

<https://us02web.zoom.us/join/88051518905?pwd=V3c1Rk1kUjdRSTZkdG44VWVleGV6QT09>

Registration Link for Nurses:

<https://us02web.zoom.us/join/88051518905?pwd=V3c1Rk1kUjdRSTZkdG44VWVleGV6QT09>

"Helping the Helpers" COVID Frontline Support Group

Attention Physicians

You are invited to a weekly video conference support group.

Facilitators: Ellen Decker PsyD, LPC & Chris Famiglietti LCSW

Thursday, July 23, July 30, August 6, August 13
7:00 PM – 8: 15 PM

To attend, we ask you to please register at this zoom link:

<https://us02web.zoom.us/j/88051518905?pwd=V3c1Rk1kUjdRSTZkdG44VWVleGV6QT09>
Meeting ID: 880 5151 8905 Password: 869500

Registration questions, contact Valerie Ferri at Vferri@pmhcc.org

Goals:

- To provide free emotional support, encouragement and compassionate self-care strategies to medical providers who are on the "front lines" of this unprecedented crisis.
- To be united in solidarity during this time of global crisis.
- Provide an opportunity for medical providers to explore and share feelings regarding the COVID-19 pandemic.
- Provide strategies that promote Self-Care.
- Cultivate a Supportive & Non-judgmental atmosphere.

Note: This is a **support group only** and is not intended to provide professional therapy.

Supported by the following organizations:

- Chester County Medical Society • Coalition for the CommonHealth • Springfield Psychological
- Pennsylvania Psychiatric Leadership Council • Philadelphia County Medical Society

Program is made possible by a grant from **The Foundation for Delaware County**

"Helping the Helpers" COVID Frontline Support Group

Attention Nurses

You are invited to a weekly video conference support group.

Facilitators: Ellen Decker PsyD, LPC & Lavanya Devdas PhD

Wednesday, July 22, July 29, August 5, August 12
7:00 PM – 8: 15 PM

To attend, we ask you to please register at this zoom link:

<https://us02web.zoom.us/join/88051518905?pwd=V3c1Rk1kUjdRSTZkdG44VWVleGV6QT09>
Meeting ID: 880 5151 8905 Password: 869500

Registration questions, contact Valerie Ferri at Vferri@pmhcc.org

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- To provide free emotional support, encouragement and compassionate self-care strategies to medical providers who are on the "front lines" of this unprecedented crisis.
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Program is made possible by a grant from **The Foundation for Delaware County**



September is Black Girls Equity Month in Pittsburgh and Allegheny County! Gwen's Girls and the Black Girls Equity Alliance are seeking to highlight Black girls and young women who have demonstrated exceptional leadership and advocacy skills, especially related to social justice. We will feature them across the organization's digital platforms for the entire month of September (and possibly beyond). Help us recognize and celebrate our young leaders!

Please click [HERE](#) to complete the form to nominate a young person up to age 24 years old. All responses are due by August 14, 2020.

TAY College Students:

New students: 19

Returning students: 21

As the youth that we serve head back to school (either in person, virtually, or a hybrid program), we felt it was the perfect time to share resources on the topic. Below are some resource from the Child Mind Institute on the topic.

- Back to School Resources - <https://childmind.org/backtoschool/>
- How to Set Priorities - <https://childmind.org/article/how-to-set-priorities-this-school-year/>
- Tips for Partnering with Teachers - <https://childmind.org/article/tips-for-partnering-with-teachers-in-the-new-school-year/>
- Supporting Learning at Home - <https://childmind.org/remote-learning-resources-for-families/>
- Tips for Children who are struggling - <https://childmind.org/article/back-to-school-tips-for-kids-who-are-struggling/>



Rising Scholars

Rising Scholars Seminar is to provide information to first time post – secondary students that will promote a smooth transition into college. The seminar was comprised of the following: former foster youth who are college alumni or currently in school, representatives from local colleges to speak about college supports, motivational speaker (foster youth alum), KidsVoice and college prep in the form of a Jeopardy game. In addition to the above action pack agenda, the youth also received a packet of information with goodies.



Dorm Kits

This is a kit for all first - time college students living on campus. The kit include the following:

- Bed in a bag, bed risers, desk lamp, coat hangers, over the door hangers, alarm clock, air freshner
- Storage bin, laundry bag, shower caddy, towels, plate, cup, eating utensils, suitcase
- COVID – 19 kits (reusable mask, spray cleaner w/refill, paper towels, gloves and hand sanitizer)



Backpacks

This is for any first -time college student.
The backpacks were stuffed with:

Binders, paper, planners, post It, folders, dividers, wire bound notebooks, index cards, mechanical pencils, pens, staples, staplers, staple remover, scientific calculator, reusable mask, hand sanitizer, paper clips and binder clips

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.

