

THIS CALL IS BEING RECORDED

# DHS Provider Briefings

Thursday 9/10/20

Provider Briefings are held  
**weekly, on Thursdays.**



# Agenda

- Announcements/updates
- Legislative updates
- Health Metrics
- MacArthur Foundation Safety and Justice Grant
- Program updates



- CMU & Voter Protection Corps: [Voting Risk Assessment](#) for Allegheny: "Recruit Immediately"

## Election Poll Workers Needed

- Allegheny County continues to recruit poll workers for the November 3rd election. Poll workers will be provided with "infection prevention kits" for election day that includes a face shield, mask, gloves, disinfectant wipes, and hand sanitizer.
- Serve as a Judge, Inspector or Clerk of Election. Election Officers/poll workers earn from \$115 to \$140 for the day. New Election Officers receive paid training. County website [link](#) for more information.
- [Application for Allegheny County Election Poll Worker](#)
- [Student Poll Worker Program](#) (not yet updated for November election)
- [Become a Poll Worker](#) video

## 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](#): October 27th is the last day to apply for an absentee ballot for the November 3, 2020 election. The application must be received in the Elections office by that date.



# Additional Help Needed in Elections Division Now

- Allegheny County is currently looking for temporary election processing assistants (primarily data processing and clerical work) at \$20/hour for various shifts
- If interested, call **412-350-6109**

# 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:*

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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

# COVID-19 Test Site in McKeesport



- Testing site opens to the public on Tuesday, September 15, 2020 at 10 AM
- Address: 455 Industry Road, McKeesport
- Free COVID-19 Testing for all ages. Made possible by CARES Act funding.
- Testing by **Appointment Only**. This is a drive-thru site with self-administered tests.
- **If you are unable to drive, contact the COVID-19 Hotline at 1-888-856-2774 for additional options & resources.**
- Learn more on the Allegheny County News: <https://www.alleghenycounty.us/news/index.aspx>

# COVID-19 Mobile Testing Schedule

## Squirrel Hill Health Center

register at <http://alleghenycovidtesting.com>

- Tuesday, Sept. 8 varies  
9 am to 10:30 am walk-ups for Forest Hills residents  
10:30 am to 12 pm appts online and walk-ups  
Westinghouse Lodge Parking Lot  
799 Barclay Ave. \*\*Parking lot entrance located on Perry  
Pittsburgh, PA 15221 (Forest Hills)
- Wednesday, Sept. 9 9 am to 12 pm  
Allegheny County Children Youth & Families  
10700 Frankstown Road  
Penn Hills, PA 15235 (Penn Hills)
- Thursday, Sept. 10 9 am to 12 pm  
Concord Presbyterian Church  
1907 Brownsville Rd  
Pittsburgh, PA 15210 (Carrick)
- Friday, Sept. 11 9 am to 12 pm  
Jewish Association on Aging  
100 JHF Drive, Lower Level  
Pittsburgh, PA 15217 (Squirrel Hill)



***Schedule announced***

***Mondays on***

*Allegheny County Health Dept*

*Facebook & Twitter*

## Allegheny Health Network

walk-ins welcome; physicians' orders are not required

- Friday, September 4 10:30am to 4pm  
Duquesne Elementary  
300 Kennedy Avenue (Duquesne)
- Wednesday, September 9 10:30am to 4pm  
Hazelwood Family Health Center  
4915 Second Avenue  
Pittsburgh, PA 15207 (Hazelwood)
- Thursday, September 10 10:30am to 4pm  
Alma Illery Medical Center  
7227 Hamilton Avenue  
Pittsburgh, PA 15208 (Homewood)

9/9/2020

## Narcan Giveaway & Resource Fair



During the challenges of the coronavirus pandemic, the [Allegheny County Health Department](#) is collaborating with local organizations throughout the county to **provide tools so that communities are safely prepared to respond to the overdose epidemic.**

Resources include:

- Narcan to reverse an opioid overdose
- Substance Use Resources
- Harm Reduction Materials/Information
- Face Masks & Hand Sanitizer



\*At some events, HIV/Hep C testing will be offered onsite in partnership with [Central Outreach Wellness Center](#) and [Allies for Health + Wellbeing](#)\*

### 9/9/2020 - Braddock\*

For Good Pgh.  
910 Braddock Ave.  
5-7 PM

### 9/11/2020 - Homewood\*

Ukombozi, Dignity Act of PA & Coach Blue  
Homewood & Frankstown Ave.  
4-7 PM

### 9/15/2020 - East Liberty\*

Message Carriers & Three Rivers Youth  
6117 Broad St.  
5-8 PM

### 9/16/2020 - McKeesport\*

UPMC-WBH @ Mon Yough  
6th & Walnut St. - Kelly Park  
3-6 PM

### 9/17/2020 - Sharpsburg\*

Sharpsburg Neighborhood Organization  
8th & Clay St. - Roots of Faith  
3-7 PM

### 9/18/2020 - McKees Rocks\*

Focus on Renewal  
500 Chartiers Ave.  
3-6 PM

### 9/21/2020 - South Side/West End\*

Onala Recovery Center  
1625 W. Carson St.  
4-6 PM

### 9/24/2020 - Hill District\*

Central Outreach Resource Center  
1860 Centre Ave.  
3-6 PM

### 9/25/2020 - Brookline

Tree of Life Open Bible Church  
1036 Brookline Blvd.  
11 AM - 1 PM

### 9/29/2020 - Beechview\*

Casa San Jose  
2116 Broadway Ave.  
3-6 PM

### 9/30/2020 - North Side\*

Central Outreach Wellness Center  
127 Anderson St.  
5-7 PM

### 10/7/2020 - Mt. Oliver\*

Hilltop Family Care Connection  
1630 Arlington Ave.  
12-3 PM

\*At these events, HIV/Hep C testing will be offered onsite by [Central Outreach Wellness Center](#) or [Allies for Health + Wellbeing](#)

CDC recommendations for face masks, physical distancing, and cleaning/disinfecting hands and surfaces will be followed

9/10/2020





## September is National Preparedness Month

- National Preparedness Month helps to promote family & community disaster planning.
- FEMA has resources, social media graphics, videos and more available
- Weekly Themes:
  - Week 1: Make a Plan
  - Week 2: Build a Kit
  - Week 3: Prepare for Disasters
  - Week 4: Teach Youth About Preparedness

Ready to learn more? Visit:

<https://www.ready.gov/september>

9/10/2020

# Child Passenger Safety Week 2020

- **September 20-26, 2020**  
**“Buckle Up- Every Age, Every Stage”**

- **Child Passenger Safety Week** is designed to increase awareness about the importance of securing children as safely as possible - every trip, every time.

PA Traffic Injury Prevention Project offers many resources related to Child Passenger Safety.

- Car Seat Safety Resources:  
<http://pakidstravelsafe.org/car-seats>
- Find a Car Seat Loan Program:  
<http://pakidstravelsafe.org/resources/car-seat-loan-programs?view=Profiles&layout=search>

**Traffic Injury  
Prevention  
Project**



# Active Solicitations

- RFP for Inpatient Program for Victims of Commercial Sexual Exploitation of Children
  - Proposals Due ~~September 16~~ September 30
  - RFP was amended on 8/28! New requirement added and deadline extended
- RFP for Latinx Community Needs Assessment
  - Proposals Due **September 18** – next Friday!
- Available on [DHS Solicitations Page](#), along with form to sign up to receive email notifications when we post new solicitations

# Policy & Legislative Update – Federal and State

- Chances for larger 5th Federal stimulus bill unlikely before October government-funding deadline.
  - A "skinny" Republican-backed stimulus bill was blocked today in the Senate.
- PA Senate Appropriations Committee on Wednesday advanced COVID-19 funding-related bills on a bipartisan basis:
  - \$150 million to assist residential and small business customers with utility payments.
  - \$200 million to create the Nonprofit Economic Emergency Delivery Systems Grants Program, a statewide competitive grant program to be run by the Commonwealth Financing Authority for eligible community-based, human service nonprofit organizations (e.g. childcare centers, domestic violence centers, food banks) impacted by the COVID-19 pandemic. Maximum grants will be \$500,000 per eligible nonprofit.

# Policy & Legislative Update – State and Local

- PA Office of Unemployment Compensation has begun distributing the additional \$300/week through the [Lost Wages Assistance \(LWA\) Program](#).
  - The additional payments are available for 6 weeks with eligibility based on unemployment (or partial unemployment) due to COVID-19, with other details and criteria available online.
  - Unemployment Compensation recipients must complete a Certification to receive the additional funding and are advised to do so as soon as possible. Individuals currently receiving benefits thru the Pandemic Unemployment Assistance are automatically eligible and do not need to apply. Information on completing Certification [here](#).
- Pittsburgh's URA Board expected to approve small business rental assistance today.
  - Would provide up to \$333/month for a maximum of three months to help offset rent paid by small businesses with less than 30 employees in Community Development Block Grant-eligible neighborhoods.
  - The program would match any landlord rent reduction – for example, if the landlord drops the rent by \$200, URA will then give an additional \$200 to the small business.
  - URA earmarking \$40,000 for this program, with a max of \$1,000 per business.

# Court update

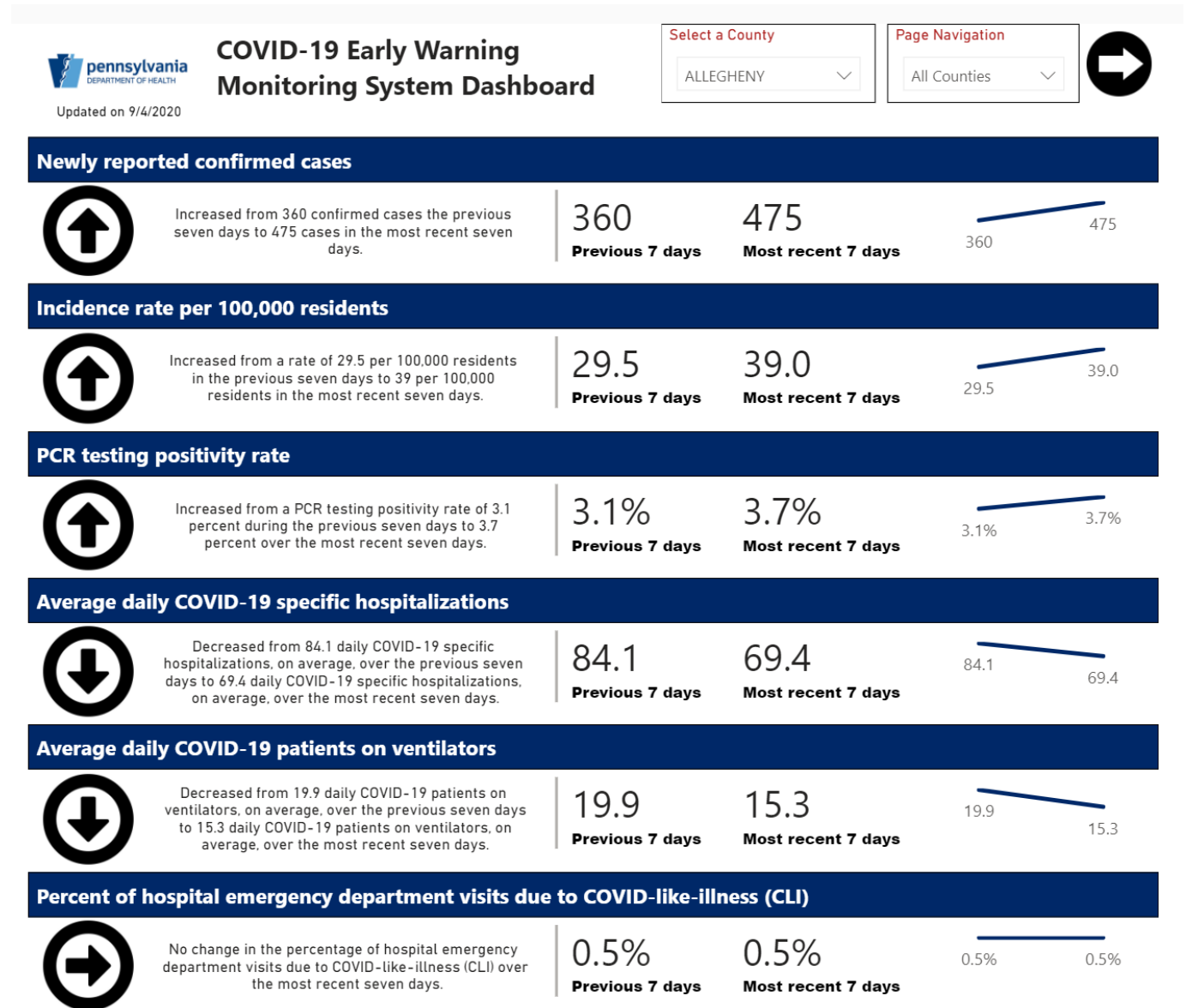
- President Judge Clark issued a [court order](#) clarifying implementation of the CDC order to temporarily halt certain evictions nationwide (Sept 4 – Dec 31).
- The court order includes applicable procedures for instances when the CDC order does not apply, and procedures for when it does.
- In general, the CDC order requires a tenant to submit a CDC Declaration form:
  - Proof from residents that they are using best efforts to obtain government assistance, pay rent to best of ability, and have endured substantial financial loss.
  - CDC Declaration Form can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/covid-eviction-declaration.html>.
- The [CDC order](#) contains detailed information about who is considered a “covered person” under the order.

# PA State Metrics

- Compares this week (August 28<sup>th</sup>-September 3rd) to previous week (August 21<sup>st</sup>-August 27<sup>th</sup>). Data is updated every Friday.
- New cases, incidence rate and positivity rate are all increasing.
  - There was a 32% increase in new cases reported over the last week.
  - There was a 34% increase in the incidence rate per 100,000 residents over the last week
  - There was a 19% increase in positivity rate over the last week.

PA state's early warning system dashboard

(<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Monitoring-Dashboard.aspx>).



# Update on PPE Supply Availability



**GLOBAL LINKS**  
*Sharing Surplus. Saving Lives.*

- DHS is continuing its partnership with **Global Links** to provide PPE and other supplies for our provider network.
- We're pleased to announce that we have applied **\$1M of CARES funding** to the purchase of these supplies as a "safety net" for a possible resurgence of the virus.
- DHS providers can receive these critical supplies **at no cost**.



# Update on PPE Supply Availability

- There is a **NEW REQUEST FORM!**  
<https://www.tfaforms.com/4848830>
- You will need to select “Yes” to indicate that you are a DHS-contracted provider, then select the DHS program office with which you’re most closely affiliated.

## Organizational Affiliations

Are you a contracted provider of the Allegheny County Department of Human Services? \*

- Yes  
 No

Please select the DHS Program Office with which you're most closely affiliated. \*

Office of Children, Youth, and Familie

Please select...

Area Agency on Aging (AAA)

Office of Behavioral Health (OBH)

Office of Children, Youth, and Families (CYF)

Office of Community Services (OCS)

Office of Equity and Inclusion (OEI)

Office of Intellectual Disability (OID)

Other (Please specify)

(check all that apply) \*

# Update on PPE Supply Availability

- You will see a special note (shown right) to DHS providers.
- We encourage providers to request what they need while being mindful of a finite quantity available of all items.
- On the next page, you'll see a special menu of items you can select.



**GLOBAL LINKS**  
*Sharing Surplus. Saving Lives.*

Save my progress and resume later | [Resume a previously saved form](#)

**A note to DHS providers**

Items for DHS providers are supplied through funding from DHS and the CARES act. We encourage providers to request what they need while being mindful of a finite quantity available of all items.

[Previous Page](#) [Next Page](#)

[Save my progress and resume later](#) | [Resume a previously saved form](#)

# Supply Offerings

- Emergency facemasks (reusable, not intended for clinical use)
- Full-face shields
- Non-Contact Infrared Thermometers (Limit 2 per order)
- Hand Sanitizer (8oz and 64oz options)
- Clorox Clean-Up Disinfectant
- Limited supplies of baby, incontinence, & personal care items.

*Image of emergency facemask*



*Limit of 2 per order*



*64 oz size*



*8 oz size*



*Image of full-face shield*

# What to Expect



1. Submit your application.
  2. Global Links will contact you in 1-2 days regarding availability of inventory.
  3. Global Links will prepare your order and arrange delivery within 48 hours.
  4. On delivery day unless requested otherwise, delivery is typically in the morning. Drivers will arrive and can unload material outside the building but cannot enter any facility.
- Please note this is a request and not a guarantee of materials. Depending on approval and availability, Global Links aims to distribute materials 3-5 days after the request is approved.
  - **NEW REQUEST FORM:** <https://www.tfaforms.com/4848830>

# REMINDER! — INTERNET ACCESS REQUESTS!

- Request in-home, portable internet access for your clients in need.
- Available options include a mobile hotspot (available now) or in-home internet (available in ~6 weeks).
- Link below:

[DHS Device Request Form](#)





# **Allegheny County's Safety & Justice Challenge Project**

# Project Goals



**ACJ population at or below COVID-19 levels**



**Reduce racial and ethnic disparities in the criminal justice system.**

# Allegheny County Jail Population





# Strategies



## **CRISIS RESPONSE**

DHS, 911, providers, and law enforcement develop ways to get people in crisis help sooner and avoid criminal justice involvement.



## **EARLY REPRESENTATION**

Providing representation at first appearance reduces use of monetary bond and lowers disparity in bail decisions



## **PRETRIAL ASSESSMENT**

Pretrial Services implements a revalidated assessment that is used during bail hearings and partners with Harvard on study of racial disparity in bail decisions



## **EXPEDITE COURT PROCESSING**

Reduce the amount of time people spend awaiting trial by moving two separate hearings to one day and shifting timeline for preparatory work



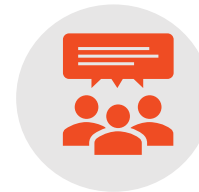
## **REDUCE THE NUMBER AND LENGTH OF DETAINERS**

Only detain people who pose a public safety risk in the jail for probation violations and resolve probation violations and new charges together.



## **JAIL REDESIGN**

Obtain community input to develop a new design for the physical structure of the jail to increase safety and improve rehabilitation.



## **COMMUNITY ENGAGEMENT**

Engage community in solutions to reduce the jail population and racial disparities.



## **RACIAL EQUITY**

Review impact of all strategies by race, build shared understanding of racial equity through training, and implement recommendations of independent study

# Getting Feedback

Share your ideas




**Safely reducing our jail population**

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How should Allegheny County continue to safely reduce its jail population?

[Answer](#)




**Supporting community-based public safety**

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How can we keep people safe without using the jail?

[Answer](#)



**Improving criminal justice experiences**

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If you or a family member were involved in the criminal justice system, what do you wish ...

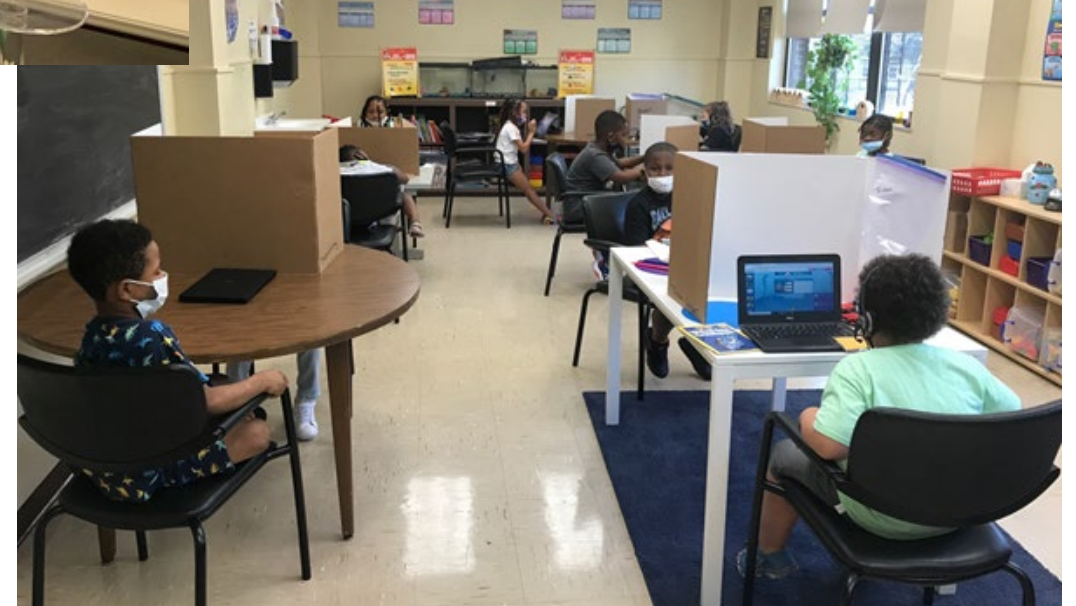
[Answer](#)

<https://neighborland.com/allegheycounty>

# Community Learning Hubs launched!



<https://tryingtogether.org/community-learning-hubs/>



# FOOD DISTRIBUTIONS

September 14

**Duquesne**

WHAT: Drive-Up Food Distribution WHEN: Monday, September 14 (5 p.m. – 7 p.m.) WHERE: Greater Pittsburgh Community Food Bank; 1 N Linden Street, Duquesne, PA 15110

September 15

**Allegheny Valley**

WHAT: Drive-Up Food Distribution WHEN: Tuesday, September 15 (5 p.m. – 7 p.m.) WHERE: Pittsburgh Mills Galleria; 590 Pittsburgh Mills Blvd., Tarentum, PA 15084

September 19

**McKeesport**

WHAT: Drive-Up Food Distribution WHEN: Saturday, September 19 (10 a.m. – noon) WHERE: 1960 Eden Park Blvd., McKeesport, PA 15132

September 26

**Wilkinsburg**

WHAT: Drive-Up Food Distribution WHEN: Saturday, September 26 (11 a.m. – 1 p.m.) WHERE: Enter at 333 Lincoln Highway (Intersection of N Trenton and Penn Ave), Pittsburgh, PA 15221

September 28

**Duquesne**

WHAT: Drive-Up Food Distribution WHEN: Monday, September 28 (12 p.m. – 2 p.m.) WHERE: Greater Pittsburgh Community Food Bank; 1 N Linden Street, Duquesne, PA 15110

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

# DOORSTEP DELIVERY PROGRAM

**Who qualifies?** Doorstep Delivery is for individuals who cannot access food assistance through a pantry or direct distribution site because they do not have access to a vehicle and/or are unable to attend distributions due to health concerns or other sensitive factors.

**When can I expect the boxes to be delivered?** This service is NOT same-day guaranteed. As they build out this program, the Food Bank will be serving requests in the order they are received.

**How do I schedule a delivery?** Individuals in need of home delivery food assistance should call the Food Bank at **412-460-3663 ext. 655**. The Food Bank's COVID-19 concierge team is fielding calls from 8 a.m. – 4:30 p.m.



doorstep delivery

GREATER PITTSBURGH COMMUNITY FOOD BANK

# CSBG CARES Act Funds to Support Individual/Family Supports/Emergency Assistance Services

The CSBG CARES Act supplemental funds are being used to support eligible persons to meet basic and urgent needs that eligible persons are not able to meet on their own due to loss of income, reduced income, or insufficient income due to the coronavirus pandemic.

Services are available beginning September 4, 2020 by contacting and applying for assistance with one of these community agencies:

- **Allegheny Valley Association of Churches**, 724-226-0606 ext. 10
  - (Contact Beth Kendra, [beth@avac.org](mailto:beth@avac.org))
- **Human Services Center Corporation**, 412-436-9537
  - (Contact Ann Hudson, [ahudson@hcss-mvpc.org](mailto:ahudson@hcss-mvpc.org))
- **North Hills Community Outreach**, 412-408-3210
  - (Contact Stephanie Kobert, [sdkobert@nhco.org](mailto:sdkobert@nhco.org))
- **South Hills Interfaith Movement**, 412-854-9120 ext. 104
  - (Contact Elizabeth Henninger, [ehenninger@shimcares.org](mailto:ehenninger@shimcares.org))

# CSBG CARES Act Funds to Support Individual/Family Supports/Emergency Assistance Services

## Eligibility for assistance includes:

- Allegheny County resident outside City of Pittsburgh
- 18 years or age or older
- Eligible household income for assistance does not exceed 200% Federal Poverty Level for a 30-day period prior to the application.

## Assistance can be provided for:

- Rent or mortgage
- Utilities
- Transportation
- Home repairs
- Food
- Childcare
- Household supplies
- And other needs as identified by the individual/family

# HEALTH DEPARTMENT GUIDANCE

Recommending that congregate settings quarantine new residents for 2 weeks if they are coming from a high-risk state.

Alabama

Arkansas

Florida

Georgia

Hawaii

Idaho

Illinois

Iowa

Kansas

Louisiana

Mississippi

Missouri

Nevada

North Carolina

North Dakota

Oklahoma

South Carolina

South Dakota

Tennessee

Texas



# THE CENSUS

September 22-24: Targeted outreach to people experiencing homelessness in Allegheny County.

Enumerators will be wearing bright orange vests and approaching people at locations within the community including shelters, soup kitchens, possibly camps if locations are known.



# HOMELESSNESS PROVIDER NETWORK CALLS

Every other Tuesday at 9:30 AM

- Next call is September 15th.

**Topic: Peer Support & psych rehab services - WPH**

All homelessness service providers invited and encouraged to participate

Call in information:

**Phone number: 1-267-368-7515**

**Conference ID #: 883 836 652**

## **Ask a Navigator! Office Hours**

Every Tuesday from 10:30-11:00AM

**1-267-368-7515**

**Conference ID #: 947 434 365**



COVID-19 CRISIS COUNSELING PROGRAM

GET CONNECTED WITH A  
**FREE** CRISIS COUNSELOR



 **CALL 1-855-284-2494**



*Do you feel...*

*Stressed?*

*Overwhelmed?*

*Alone?*

*Afraid?*

*Anxiety?*

*During these uncertain  
times, you are not alone.  
We are here to listen.*

**Please call our Pennsylvania Support and Referral Line**

**1-855-284-2494 TTY: 724-631-5600**

There are trained professionals available 24/7 ready to help you navigate these unprecedented challenges.

These services are FREE & CONFIDENTIAL.

# CRISIS COUNSELING MANAGEMENT

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# 5th Annual Pittsburgh Recovery Walk – September 19th

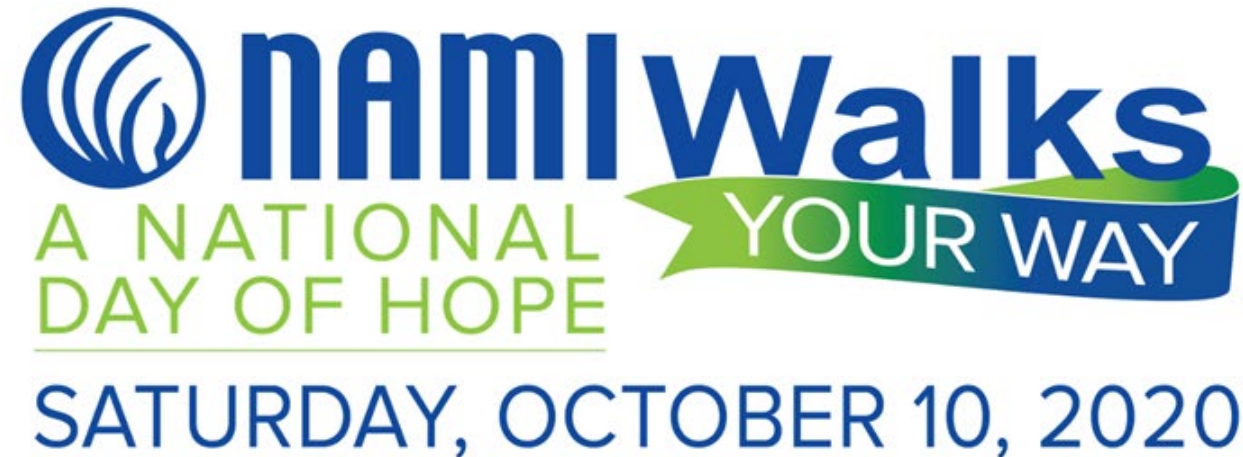
**To ensure safety, this year's walk will be semi-virtual**

- 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/>

9/10/2020



# NAMI Walks: October 10th, 2020



virtual walk benefitting

**NAMI KEYSTONE PA**

Visit: <https://www.namikeystonepa.org/nami-events/namiwalks/>

# OUT OF THE DARKNESS PITTSBURGH EXPERIENCE

**Date:** 10/04/2020

**Location:** Online – Details TBA

**Program Begins:** 11:00am

**Program Ends:** 12:00pm

**Contact:** Leila Bouabdellaoui at  
[westernpa@afsp.org](mailto:westernpa@afsp.org)

<https://afsp.org/pittsburgh>



**American  
Foundation  
for Suicide  
Prevention**





Light a candle near a window at 8pm on Thursday  
September 10<sup>th</sup>, 2020 to show your support for suicide  
prevention, to remember a lost loved one, and in support of  
the survivors of suicide.

**World Suicide Prevention Day**

**September 10, 2020**



# World Suicide Prevention Day

# WHY THE WORKFORCE MATTERS

September 2020

## CELEBRATE WORKFORCE DEVELOPMENT MONTH

#CWworkforce

NCWWI.org/CWworkforce



### CHILD WELFARE WORK ISN'T EASY

- ✓ Demanding caseloads
- ✓ A high degree of uncertainty
- ✓ Life and death decisions
- ✓ Trauma for children and families
- ✓ Traumatic stress
- ✓ Bureaucratic system
- ✓ External oversight and scrutiny

The child welfare workforce provides services and supports to keep vulnerable children, youth, and families safe, stable, and healthy.



### TURNOVER IS COSTLY

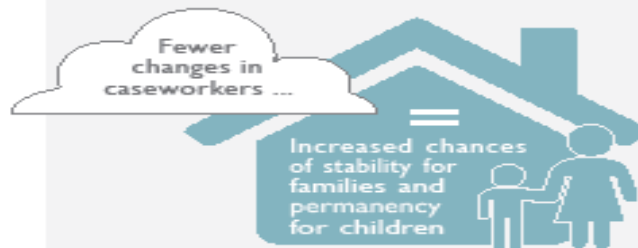
Cost for each worker leaving an agency:

**\$54,000<sup>1</sup>**



### REDUCED TURNOVER MEANS

- ✓ Timely investigations
- ✓ More contacts/visits with children, families, and resource families
- ✓ Better service delivery
- ✓ Improved safety, permanency, and well-being



### WORKFORCE DEVELOPMENT EFFORTS MATTER

Address workforce issues with multiple strategies based on principles of equity, tolerance, respect, and diversity.



CLICK HERE to view NCWWI's Workforce Development Framework

Job analysis & position requirements

Education & professional preparation

Recruitment, screening & selection

Incentives & work conditions

Professional development & training

Organizational environment

Community context

Supervision & performance management

EFFECTIVE PRACTICE

+ EFFECTIVE WORKFORCE

= POSITIVE OUTCOMES



<sup>1</sup>Complete reference list: [https://ncwwi.org/files/Why\\_the\\_Workforce\\_Matters\\_References.pdf](https://ncwwi.org/files/Why_the_Workforce_Matters_References.pdf)







# Child Welfare WORKFORCE DEVELOPMENT MONTH

## Worker Appreciation Week & Recognition Event



During **Child Welfare Worker Appreciation Week September 14-18, 2020**, we celebrate you - the people who do so much to empower children, youth, and families facing a variety of life challenges and obstacles. Your hard work and dedication positively impacts and transforms lives, and we can't thank you enough for tackling this challenging work.

**DETAILS:** Join co-hosts NCWWI and the Children's Bureau for a **one-hour virtual recognition event on September 15 at 3 pm ET**. It's an opportunity to get inspired and refocused on the heart work. Hear from child welfare leaders and service recipients expressing their appreciation for how you've adjusted your practice to serve families and children under such unprecedented and challenging conditions.

Register to attend at [NCWWI.org/CWworkforce](https://NCWWI.org/CWworkforce).



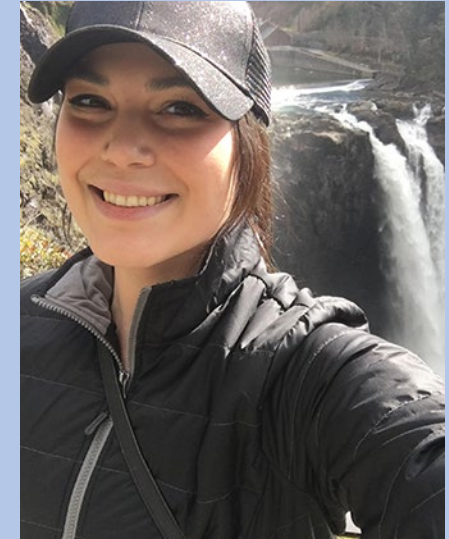
Jerry Milner, D.S.W., is the Associate Commissioner at the Children's Bureau. He brings 43 years of practice, management, and technical assistance experience in child welfare at the local, state, and federal levels. Dr. Milner will speak about these unprecedented times, and the positive impacts we have when we work and learn from one another about how to best serve families.



Lakeya Cherry, DSW, MSSW is the Chief Executive Officer of The Network for Social Work Management, an international membership organization dedicated to strengthening leadership in health and human services. Dr. Cherry is going to lead you in an activity to reflect on all you have already done that is remarkable and get you thinking about how you'll continue that momentum forward.



Victor Sims' story is one of beating incredible odds to achieve success, then using that success to give back to some of our most vulnerable children. He has seen child welfare from every angle - foster child, case manager, resource parent, and currently as the Case Management Teen Program Supervisor for SailFuture - giving him a deep understanding of the system. Victor was named a Child Defender Fellow by the Children's Defense Fund, a Reunification Hero by the American Bar Association, and most recently received a 2020 Casey Excellence for Children Award. You will not want to miss his inspirational talk about how you're making a difference by showing up!



Using her lived experience in foster care, Courtney has made an incredible impact by both working within and advocating for changes to the child welfare system. Recognized as an Outstanding Young Leader by Foster Club in 2019, she continues to elevate the voices of parent allies and youth in care by partnering with a variety of legislative coalitions and service providers. Through her personal story, Courtney will share with us the importance of showing up for youth, addressing secondary trauma, and self-care.



### We connect

- Families with meaningful services to build on their strengths
- With our community partners to meet the unique needs of families
- Students, universities, and programs to strengthen the workforce



### We support

- Building resilience in children, youth, families, and caregivers
- Promoting healthy growth and development
- Providing concrete supports in times of need
- Changing systems so families come first



### We lead

- Prevention and early intervention programs
- Efforts to achieve racial equity
- Program and practice improvements
- Community connections

**We Are Child Welfare!**



# CHILD WELFARE *CAN* ADDRESS BURNOUT

## Did you know?

The **World Health Organization (WHO)** classifies burnout<sup>1</sup> as a

## SYNDROME



Child welfare workers experience burnout at a **higher rate** than other helping professions.

## What predicts burnout?

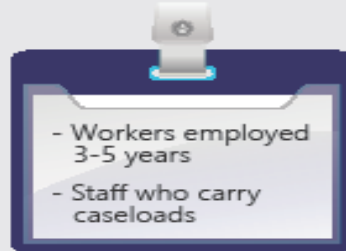


- Caseload size
- Negative organizational climate
- Job stress

## EXIT

Workers who experience burnout are **more likely** to leave the organization

## Who feels it the most?



64%

Of burnout is **WORK**-related

- Paperwork
- Bureaucracy
- Inability to affect change



36%

Of burnout is **CLIENT**-related

- Secondary trauma
- Personal safety threats
- Not enough client engagement

**This means that child welfare organizations can make a difference!**

## To address burnout, child welfare organizations can:

### Manage workloads

Set and honor caseload limits

Use teaming approaches



Reduce paperwork

Allow job mobility for a change of role

### Build a supportive organizational climate

Encourage peer relationships

Normalize asking for and receiving help

Offer supports for secondary trauma



Use safety and self-care plans for all staff

Use trauma-informed lens to better support workforce and families

<sup>1</sup>Burnout: feelings of physical or emotional exhaustion resulting from chronic job stress

**SOURCES**  
 He et al. (2018). Examining internal and external job resources in child welfare: Protecting against caseworker burnout. *Child Abuse & Neglect, 81*.  
 Leake et al. (2017). A deeper look at burnout in the child welfare workforce. *Hum Serv Orgs, 41*(5):  
 Phillips et al. (In press). Factors associated with caseworker burnout in child welfare: Does tenure matter? *Journal of the Society for Social Work and Research*.  
 WHO. (2019). Burn-out an "occupational phenomenon," [https://www.who.int/mental\\_health/evidence/burn-out/en/](https://www.who.int/mental_health/evidence/burn-out/en/)

# Child Welfare Worker Appreciation Week

Monday  
9/14



## Rise to the Challenge

Join Roland Ford and your fellow co-workers for a session of "move, groove, and be fit."

*Competition of the Day: Best "Teams" Background*

1:00pm

Tuesday  
9/15



## Still Smiling

Julius Boatwright, founder of Steel Smiling, will be discussing the importance of Black Mental Health.

*Competition of the Day: Best Facemask*

11:00am

Wed  
9/16



## Flex Your Day the Yoga Way

Our very own Dr. Lovie Foster will lead us all in a centering yoga session. All levels are welcome!

*Competition of the Day: Best Yoga Pose*

1:00pm

Thurs  
9/17



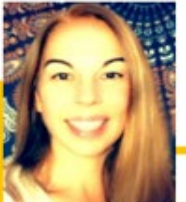
## Love Your Neighbor

Tune in as the CEO of the Neighborhood Resilience Project, Father Paul Abernathy, talks about Trauma-Informed Healing.

*Activity of the Day: Voting Day and Know Your Neighbor*

10:00am

Friday  
9/18



## I Just Want to Thank You

Jacki Hoover will be closing the week with the Georgia Hernandez Award and our week's competition winners.

*Entertainment of the Day: Annual RODS vs. CMs*

Link for the week:

## CYF Local Activities:

- \*Annual All-Staff training turned into a week of development
- \*Daily lunch virtual meetings with leadership and Judges for "get to know you" activities
- \*Emphasis on wellness and recognition
- \*Continued conversations with staff of color designed to push forward an Anti-Racist Agency
- \*Each regional office hosting weekly developmental sessions or activities focusing on Equity

# Key Contacts

- Provider questions for Allegheny County Health Department
  - [DHS-COVID19Planning@alleghenycounty.us](mailto: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](mailto:Dan.Evancho@alleghenycounty.us)
  - Contract inquiries: Kathy Heinz [Kathy.Heinz@alleghenycounty.us](mailto:Kathy.Heinz@alleghenycounty.us)  
Laura Brigido [Laura.Brigido@alleghenycounty.us](mailto: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.

