

# COVID-19

Briefing for providers 3/19/20

**Note: This call is being recorded**



# Thursday Agenda

- A. Communications
- B. Update from the United Way and/or the Pittsburgh Foundation
- C. Today's key DHS updates
- D. Plans to maintain essential services
- E. Q & A

# A. How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: <https://www.alleghenycountyanalytics.us/>
- Ask questions at: [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)
- Providers, DHS staff can join the daily calls by registering:

"REGISTRATION for DHS / Provider Touchpoint on COVID-19 ":  
<https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNS0ZCNFNVMERET0czWVE5NC4u>



Allegheny County Department of Human Services

Allegheny County **Analytics**

Home Topics Visualizations Publications Datasets Videos Resources Tools

## Information for DHS Staff and Providers

By Kimberly Sholl - March 17, 2020

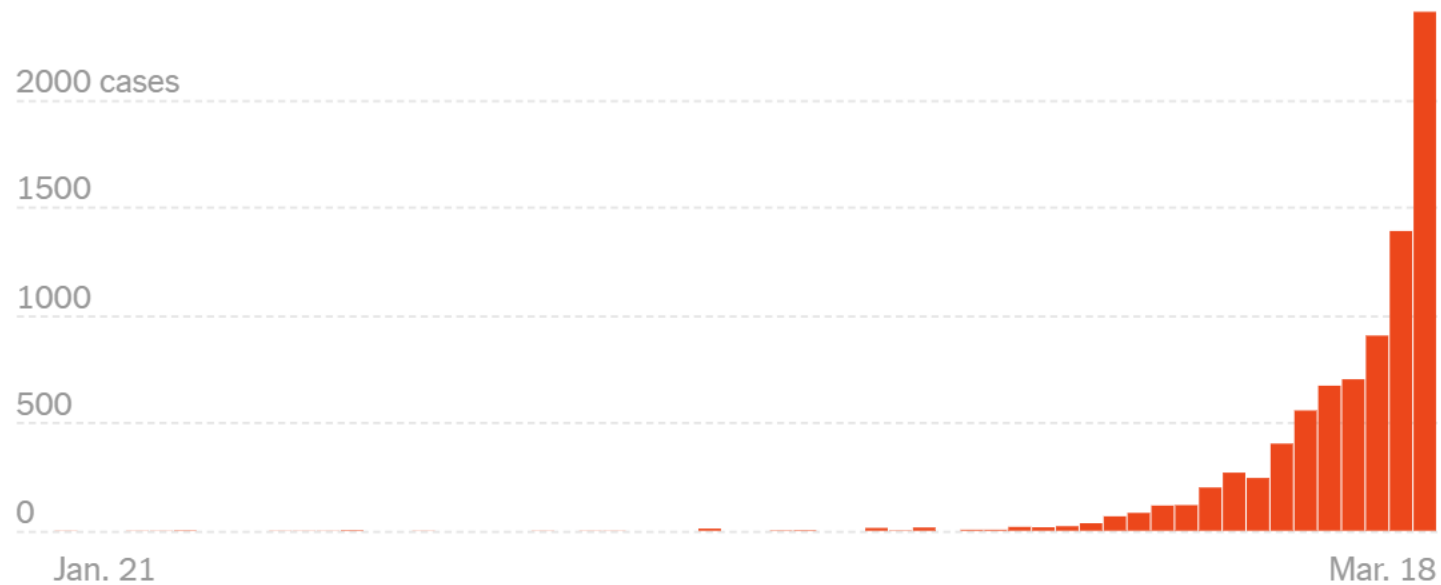
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As the COVID-19 situation is rapidly changing, the Allegheny County Department of Human Services (DHS) is working with providers to help identify the needs of the people we serve.

# COVID-19 health update

- *In Allegheny County:* 18 confirmed cases ([source](#))
- *In Pennsylvania:* 133 confirmed cases; 22 in Western PA ([source](#))
  - 1 death so far, an adult in a Northampton County hospital ([source](#))

## New coronavirus cases announced in the U.S. each day



Source: C.D.C., state and local health agencies, hospitals.

# COVID-19 health update: Testing locations

- Need a doctor's order from an AHN health provider
- Only drive-up (No walk-ups)
- Locations:

AHN Wexford Health + Wellness Pavilion, 12311 Perry Highway, **Wexford**

AHN [Bethel Park Health + Wellness Pavilion](#), 1010 Higbee Drive, **Bethel Park**

4220 William Penn Highway, **Monroeville**

AHN [West Side Health + Wellness Pavilion](#), 4247 West Ridge Road, **Erie**

Full info: <https://www.ahn.org/news/03-18-2020/ahn-to-open-4-drive-collection-sites-covid-19-testing-throughout-western-pa>

## B. Federal policy & legislative updates

- Families First Coronavirus Response **enacted**
  - New funding for local food banks and the Senior Nutrition Program
  - Increased flexibilities for SNAP, WIC, and school meals programs effectively increasing participation
  - Establishes a federal emergency paid leave benefits program for employees taking unpaid leave due to the coronavirus outbreak
  - Requires employers to cover paid sick days
  - Free Coronavirus testing
  - Medicaid FMAP rate increase by 6.2% (goal is to free up state and county resources)
- Future legislation being considered – Stimulus 2.0 on the horizon:
  - Funding to distressed sectors (including airline industry)
  - Direct payments potentially on April 6th and May 18th



## B. State gov't – Public Benefits

- PA has closed County Assistance Offices **to the public** statewide. People can apply for benefits and manage information through [COMPASS](#), online portal.
  - CAO staff are considered essential and are processing applications and maintaining existing cases.
  - **Medicaid** – accepting and processing Medical Assistance applications. Individuals can note on the application if they have a health emergency including COVID-19, and it'll be prioritized. Self-attestations will be accepted.
  - **SNAP** – certification periods will be extended at least for next 3 months. Awaiting fed approval to take advantage of all waiver authorities.

## B. State & local government announcements

- State has received 120,000 claims for unemployment benefits — more than half of what the state reported for the entire first quarter of last year - in the last two days alone.
- Gov Wolf asking SBA to extend disaster relief loans to all PA eligible businesses AND non-profits (up to \$2m per entity, request not approved yet by SBA)
- PA Public Utilities Commission: An Emergency Order directing a moratorium on terminations included gas, electric, water, wastewater, and steam heat, in addition to phone. The Order also requested that utilities restore service to previously terminated customers, where possible.
- City of Pittsburgh enters Emergency Level 2: restricts face-to-face interactions between City personnel and residents, while preserving core City services with remote work. Departments operating on in-person skeleton crews but will respond to emergencies.



# Cost Incurred for COVID-19 pandemic

- DHS is in touch with federal, state and local officials regarding possible funding for expenses incurred.
- We will define a process for collecting the expenses for our contracted providers and share an update once it is developed.
- The process will, at the least, ask that expenses are categorized in two main categories:
  - Lost revenues – loss in revenue due to any disruption in services
  - Expended costs – additional expenses incurred due to the pandemic (ex. overtime, supplies...)

## C. Key updates: March 18

- Quarantine planning
- Supply distribution
- Essential service staffing planning
- Working with funding partners
- Strategizing about centralizing volunteer opportunities & needs
- Working on network strategies

# Essential supplies update

- Supplies that have been distributed to support Essential Functions:
  - 9 containers of Lysol wipes
  - 6 containers of Germicidal wipes
  - 10,690 pairs of gloves
  - 100 masks
- Supplies will be distributed as they arrive

# Essential supplies update- Guidance

If you receive supplies from ACDHS, please follow the guidance below:

- If personal contact is not required, you do not need to wear gloves.
- Social distancing is highly recommended when conducting a home visit. Try to stay 6 feet apart and minimize personal contact.
- Masks should NOT be worn during each and every interaction/visit due to supply chain shortages. Use the pre-visit screening call to determine if anyone in the household is sick. If face-to-face interaction must still occur, a mask is encouraged
- After a visit or client interaction, wash your hands for at least 20 seconds with warm water and soap. If you cannot wash your hands, hand sanitizer may be used.

**Key Takeaway: Gloves and masks are NOT needed for each and every client interaction and home visit. Please follow the guidance above.**

# Essential supplies update- Guidance

## Additional notes from the CDC regarding facemasks:

- **If you are sick:** you should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
- **If you are NOT sick:** You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

## D. Essential Services

1. Food for seniors and children, others in need
2. Childcare for essential employees, including first responders
3. Services for people experiencing homelessness and/or in supportive housing
4. Courts, Jail
5. Behavioral Health
6. Child welfare critical services, hotline, investigations, group care
7. Transportation to essential medical and social services
8. Public assistance (county assistance office)
9. IT, payment, contracts support to the above

# Essential Service Status Snapshot (as of 3/19/20, 3:30PM EST)

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?
Food for seniors	Stable	Stable	At Risk	Stable	Stable
Food for children	Stable	Stable	At Risk	Stable	Stable
Food for people who are in quarantine	Stable	Stable	At Risk	Stable	Stable
Food for people who are otherwise in need	Stable	Stable	At Risk	Stable	Stable
Childcare for essential employees, including first responders	Stable	Stable	At Risk	Stable	Stable
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	Unstable	Stable
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable
Medication assisted treatment and other critical SUD services	Stable	Stable	At Risk	Stable	Stable
Elder abuse investigations & other critical aging services	Stable	Stable	Unstable	Stable	Stable
Any other residential care (not already covered)	Stable	Stable	At Risk	Stable	Stable
Transportation to essential medical and social services	Stable	Stable	At Risk	Stable	Stable
Public assistance (county assistance office)	Stable	Stable	n/a	At Risk	n/a
IT, payment, contracts to support Essential Services	Stable	Stable	n/a	n/a	Stable

# How we are thinking about Staffing

## Staffing Status Rating Guidelines

Essential Service Status Rating	Essential Service Level Rating	Essential Service Level Definition
<b>Stable</b>	Level 1	Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level
<b>At Risk</b>	Level 2	Agencies invoke their own COOP plan
	Level 3	Agencies notify ACDHS, who attempts to find staff across the network
<b>Unstable</b>	Level 4	ACDHS can't find staff across the network, we consider staffing with volunteers
	Level 5	If all efforts have been exhausted agencies might have to close their services



# To inform the essential services plans: Provider survey results (updated)

	Respondents	# Emergency Contact Identified	% Emergency Contact Identified	# Submitted Plan*	% Submitted*
Child Welfare - Group Care Setting	15	15	100%	5	36%
Child Welfare - Kinship/Foster Home Setting	21	21	100%	10	50%
Child Welfare - Other Services	25	25	100%	12	48%
Elder Abuse Intervention Services	5	5	100%	2	50%
Other Aging Services	20	20	100%	4	20%
Homeless Services	14	14	100%	5	36%
Food	33	33	100%	6	18%
Transportation	27	27	100%	4	15%
Child Care	12	12	100%	1	8%
Acute Behavioral Health Services	18	18	100%	3	17%
Medication Assisted Treatment (MAT)	8	8	100%	3	38%
Other	74	74	100%	6	8%
Total Unduplicated Agency Responses	160	160	100%		

Last Update: \*Some agencies submitted details within survey responses that are still being compiled. These figures represent most of the

# Food: Local plans & next steps

- Home Delivered Meals continue without interruption. However, HDM provider agencies with a volunteer base expressed concerns about their ability to maintain full capacity in the coming days and weeks. The AAA is communicating with HDM providers and is prepared to deploy additional staff to assist with meal delivery. We are also linking volunteers to these program and contacting organizations that coordinate volunteers.
- All HDM meals will arrive at HDM providers individually packaged and frozen beginning 3/23. This will allow HDM providers to focus on delivery only rather than packaging and delivery.
- Senior Center staff continue to track participants and perform follow-up wellness phone calls with our most vulnerable older adults.
- County is working on a resource that maps PPS school bus stops and density, anticipating a shift to more meal delivery in upcoming weeks
- PPS is moving towards a regional model for grab-and-go pickups starting next week. More sites shut down today for cleaning. City website is being updated regularly: <https://www.pghschools.org/Page/5356>
- Supplies – several providers have reached out about gloves and other supplies for food delivery – have \$\$ but need to connect to a supplier. Any leads welcome.



# Food cont'd

- 3:30 Meeting updates
- Food Bank Updates
- 412 Food Rescue Updates



# Childcare for essential employees, including first responders

- ELRC will be the resource to help match essential employees to childcare providers operating with waivers (challenge remains that few are open) and community partners offering support:
  - [Elrc5@alleghenycounty.us](mailto:Elrc5@alleghenycounty.us)
  - 412-350-3577
- Currently 29 childcare providers are
- DHS providers with essential employees should refer them to ELRC



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

## Isolation/Quarantine locations:

- Multiple locations have been identified to house persons needing isolated/quarantined
- Approximately 53 beds in three locations should come online within the next week
- Working to identify additional locations

## Rental units:

- Some providers are utilizing "virtual inspections"
- DHS Housing Navigator unit has a list of available units
- Please contact: ***housingnavigators@alleghenycounty.us***



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

## **Shelter best practices:**

- Light of Life and EECM are feeding residents in shifts, spacing people out during meals and using boxed lunches. Light of Life set up tent outside for meals.
- Hand washing stations installed
- Please share your best practices with DHS, and we will disseminate to provider network



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

## **DHS/Homeless Provider Network COVID-19 Working Group:**

- Will meet (virtually) every Tuesday at 9:30 AM
- Will not meet on 3/31 due to HAB meeting
- All homeless service providers are invited and encouraged to participate
- Call in information:

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

***Conference ID #: 693 771 690***



# Behavioral Health: Mental Health & Drug and Alcohol: Local plans & next steps

- SAMHSA issued guidance on allowance of extended take home doses for MAT
- DDAF subsequently issued guidance
  - Blanket exception for extended dosing
  - Specific requirements and detail provided in Bulletin 01-20 dated March 18, 2020
  - OTPs must follow the protocols they have developed to implement the extended take home procedures
- DDAF Training on Information Bulletin 1-20 taking place today 3-19 at 5:30pm
  - <https://www.cbicenterforeducation.com/events/building-a-telehealth-infratructure-for-your-practice-during-a-time-of-crisis/form>





# Behavioral Health: Mental Health & Drug and Alcohol: Local plans & next steps

- First BH provider meeting held today at noon slides will be available on the Allegheny County Analytic Site:
  - <https://www.alleghenycountyanalytics.us/>
- At provider request, similar meetings will be scheduled weekly
- Effective immediately, Torrance State Hospital Forensic Unit is placing all admissions and discharges with Allegheny Co. on hold indefinitely
- Community Care and Allegheny Co. are finalizing details for an Alternative Payment Arrangement (APA) and will expedite payment as soon as the proposed plan is approved
  - Community Care will update providers through provider alerts
- DHS/OBH is convening two workgroups with BH providers
  - Staffing
  - Residential Planning



# Behavioral Health: Mental Health & Drug and Alcohol: Community Care Contact Info

- **Secure** e-mail: [CCBH\\_ICPAllegheny@ccbh.com](mailto:CCBH_ICPAllegheny@ccbh.com)
- Fax: 1.888.251.0087
  - Include only one member and level of care per facsimile
- Telephonic Review: Community Care Provider Line 1.888.251.2224
- Link to Community Care Provider Alerts:
  - <https://www.ccbh.com/uploads/files/Provider-Alerts/20200316-alert4-covid19.pdf>



# Child welfare critical services: Local plans & next steps

Today, the attached guidance was issued by the federal Administration for Children and Families, Children's Bureau, to provide clarification to state child welfare leaders regarding adjustments to federal caseworker visit requirements, Child and Family Services Reviews Program Improvement Plans, Title IV-E Eligibility Reviews, child abuse and neglect investigations and legislative/regulatory flexibility.

The Children's Bureau guidance notes the following specific to caseworker visits:

*While it is imperative that caseworkers continue to ensure the well-being of children in care, that imperative must be balanced against the health of caseworkers, children in care, and all of the people with whom they come into contact.*

***The monthly caseworker visit requirement remains in place, but we are modifying our policy to permit such visits to be conducted by videoconferencing in these current extraordinary circumstances.***

***Even in the face of such challenges, agencies must continue to comply with the monthly caseworker visit requirement.***

*PA OCYF had a morning call with Child Welfare Directors, putting out provider guidance soon*



# Child welfare critical services: Local plans & next steps

Provider every other day debrief

- In-home service providers
- Kinship and foster care
- Congregate care
  
- Delivering supplies to those essential first responders
- Requesting assistance for Act 33/34 Clearances
  
- **Virtual Town Hall for Older Foster Youth with Dr. Jerry Milner**
  - **Proactive adult-initiated regular check-ins with youth are highly recommended!**
  - **Young people should have access to multiple caring and supportive adults during times like these!**

Pennsylvania child welfare agencies must help students who are in foster care or extended foster care (i.e. foster care past age 18) find a placement or another place to live. We have reached all of our youth in college or training programs and arranged for placement and address any other needs like accessing food, health care, and mental health support.

Advocates may need to help to make sure this process occurs. Here is contact information for all county Children and Youth agencies in PA:

<https://www.dhs.pa.gov/docs/OCYF/Documents/Directory%20of%20Services.pdf>



# Child welfare critical services: Local plans & next steps

In consultation with area hospitals/physicians, children should not be brought to the hospital emergency rooms unless they require emergency medical care due to suspected abuse or an emergent condition.

## **If there is evidence or assessed concern of physical or sexual abuse:**

1. Contact the CYF Clinical Manager/Regional Office Director overseeing the youth's case.

- MVRO: Greg McDonald/Betsy Caroff
- SRO: Melissa Dunbar-Kraus/Tracey Nichol
- CRO: Liz Reiter/Wanda Beasley
- NRO: Denise Lee/Margie Remele
- ERO: Jessica Staller/Tammi Hilko
- Permanency: Angela Filotei/Anne Schlegel
- Intake: Jacki Loos or Ralph Rivett/Bruce Noel

They will determine if the child needs be seen at the Emergency Department or seen at the Children's Hospital CAC or A Child's Place. Both the CAC and A Child's Place have designated daily clinic hours to accommodate any CYF physical needs

If after hours, contact the CYF intake office, who will consult with the Children's Hospital Child Advocacy Center doctors to determine the urgency of medical attention. Direction will then be provided to go to the Emergency Department or schedule an appointment at A Child's Place or The Child Advocacy Center

- Child Advocacy Center: 412-692-8747- option #2
- A Child's Place: 412-232-7308



# Child welfare critical services: Local plans & next steps

- **For intake/discharge/change of placement physicals in which no concerns of physical or sexual abuse/injury are present**
  1. Children should be taken to the CAC or A Child's Place by appointment- within 72 hours of the placement or soon thereafter (ex: removal late Friday, should be seen at the clinic on Monday)
  2. Children will be screened, using the following questions prior to placement changes
    - Do you have a cough, sore throat, fever, or difficulty breathing
    - Have you been in contact with anyone who has a cough, sore throat, fever, or difficulty breathing
- **For general illness, non- emergent medical care**
  1. Contact the child's pediatrician and proceed per their recommendation
  2. If the child needs medical attention for a child who as tested positive for COVID-19 or has been exposed, please make sure to call ahead to prepare staff accordingly



# Transportation to essential medical and social services

- ACCESS services continue to operate as normal at this time
  - Should it be necessary to limit ACCESS service based on the availability of drivers and support staff, the community will be notified by automated call-outs, the ACCESS website, and Port Authority press releases
  - ACCESS is taking preventative measures to ensure all high touch surfaces inside vehicles are disinfected every morning, including seatbelts, securements, lift handles and controls, stanchions, doors, windowsills, steering wheels and radios.
  - If it becomes necessary due to driver limitations, rides may be prioritized with life-sustaining trips (MAT, dialysis etc).
- Traveler's Aide:
  - Standard operations at this time
  - Planning underway in the event that operations are disrupted

# E. 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>
- United Way 2-1-1
  - Call 2-1-1 for basic needs assistance or general COVID-19 inquiries
- 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)

