

# COVID-19

Briefing for providers Monday 3/23/20



# Agenda

- Communications
- Health Update
- Legislative/Policy Updates
- United Way Volunteer Response Plan
- Plans to maintain essential services



# 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=Ej0n4MvksU6fclu6FvuWjUkxQl749jdHphHNKdg0q-tUNzNBM0lEQzBNS0ZCNFNVMERET0czWVE5NC4u>



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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COVID-19 Update

Allegheny County Department of Human Services

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.

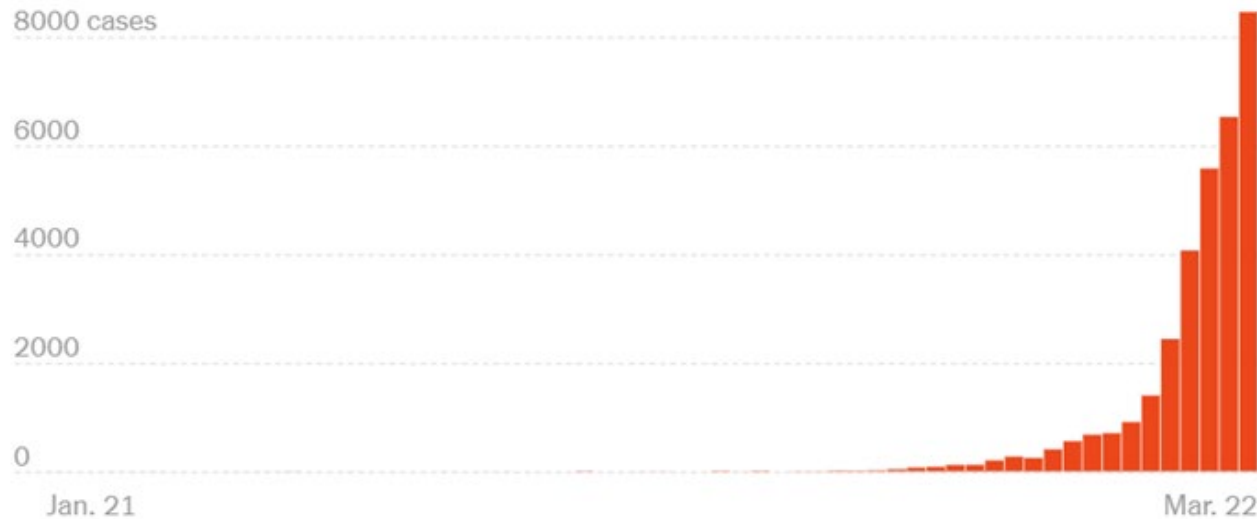
# Health update

- Stay-at-home ordered for Allegheny County effective 8pm tonight
  - This order emphasizes that individuals in the county, to the extent possible, should stay at home and distance themselves from others.
  - There is no change to the life-sustaining businesses and waivers that have previously been in place, or to the requirements for restaurants to limit their operations to take-out and delivery.
  - All non life-sustaining businesses remain closed - [businesses](#) defined here
- County Health Dept has a 24/7 COVID hotline: 888-856-2774

# Health update

- *In Allegheny County:* 48 confirmed cases; 1 death ([source](#))
- *In Pennsylvania:* 644 confirmed cases; 75 in Western PA ([source](#))
  - 4 deaths so far ([source](#))
- *In United States:* 33,018 confirmed cases and growing; 428 deaths ([source](#)).

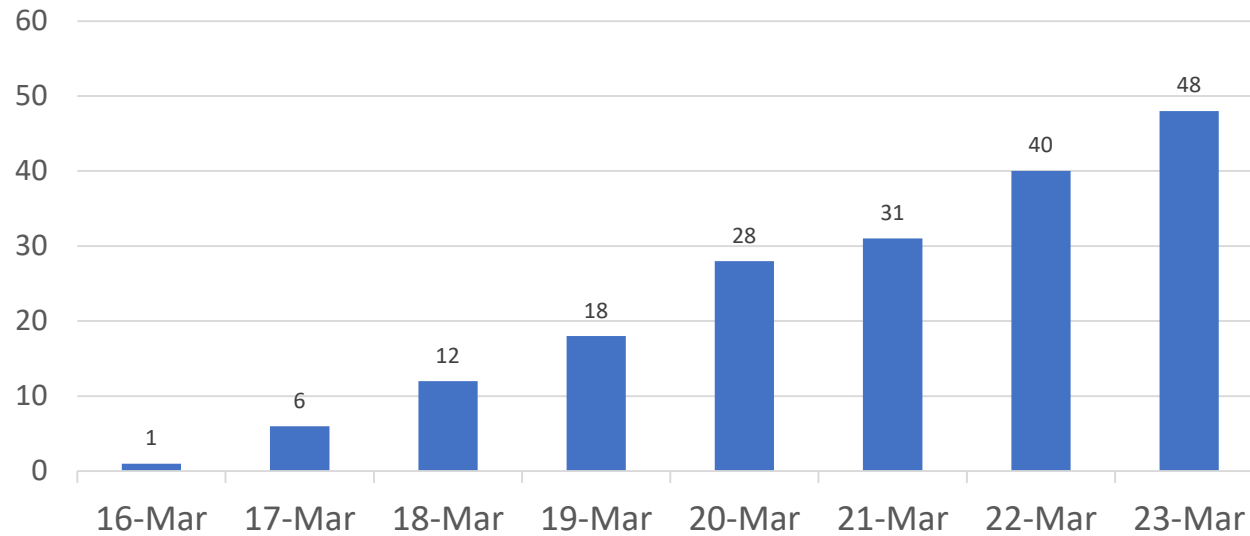
## New coronavirus cases announced in the U.S. each day



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

# Health update

COVID-19 cases in Allegheny County



Place	Current total cases	% change from Friday 3/20
Allegheny County	48	71%
Cuyahoga County, OH (Cleveland area)	125	136%
Franklin County, OH (Columbus area)	34	240%
Philadelphia	128	205%
New York City	12,339	216%

# Policy & legislative updates

- Congressional negotiations in full swing for "Phase 3" legislation. Deal expected at some point this week.
- US Department of Health and Human Services HHS Office for Civil Rights continues to issue guidance on telehealth remote communications
  - FAQs on remote communications found [here](#).
  - Press release found [here](#).
  - Notification of Enforcement Discretion found [here](#).
- Census planned visits to households pushed back to start May 28th instead of earlier in May.
- PA legislators in talks to postpone State Primary until June 2nd with flexibilities possible for absentee ballots, polling locations.

# Pennsylvania Emergency Management Agency (PEMA) Reporting

PEMA is seeking to gather **high-level cost estimates** of the COVID-19 event for planning, situational awareness, to determine the extent of financial assistance that is needed. Please complete this week's survey by 3PM, Wednesday 3/25/2020.

- Counties, municipalities, authorities, school districts, and non-profits are asked to report costs related to the COVID-19 event for the previous week using the survey tool provided by PEMA and submit each Monday.
- The initial submission should include costs from January 20, 2020 to March 25, 2020 and be submitted ASAP or by 3PM March 25, 2020 at the latest.
- Beginning March 30, 2020, please populate the survey with estimated costs for the previous week and submit each Monday.
- Survey Link: <https://arcg.is/1qDXiH>
- See <https://www.alleghenycountyanalytics.us/index.php/2020/03/19/other-provider-resources/> for Eligible FEMA Protective Services and Cost Estimating Survey Tool



# United Way Volunteer Response Plan



- United Way will gather details of when/where volunteers are needed across Allegheny County and promote via email and social media
- United Way can either:
  - Promote and direct volunteers to sign up on your website
  - House the registration for event on our website
- Focus on **food first** until we see response levels
- Email [wendy.koch@unitedwayswpa.org](mailto:wendy.koch@unitedwayswpa.org) or cell 412-721-5221

# 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 & Intellectual Disabilities
6. Child welfare critical services, hotline, investigations, group care
7. Medication assisted treatment and other critical SUD services
8. Aging In-Home Services
9. Transportation to essential medical and social services

# Essential Service Status Snapshot (as of 3/23/20, 3:20PM EST)

Essential Service	Overall Service Capability <small>Ability to serve those in need</small>	Staffing <small>Are there enough people to deliver service?</small>	Supplies <small>Does service have necessary supplies?</small>	Service Locations <small>Are there safe places to deliver service?</small>	Funding <small>Does service have enough funds?</small>
		<a href="#">[Staffing Rating Guidelines]</a>	<a href="#">[Supplies Rating Guidelines]</a>	<a href="#">[Service Locations Rating Guidelines]</a>	<a href="#">[Funding Rating Guidelines]</a>
Food for seniors, children, those in quarantine, and others	At Risk	At Risk	At Risk	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	At Risk	At Risk	At Risk	Stable
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	At Risk	Stable
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	At Risk
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	Unstable	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	At Risk	At Risk	At Risk	At Risk	Stable

# Food: Local plans & next steps

<b>Essential Service:</b>	Food for seniors, children, those in quarantine, and others			<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>At Risk</b>	Level 2 Agencies invoke their own COOP plan	<b>Supplies:</b>	<b>At Risk</b>	Level 2 60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
<b>Notes:</b> -Systems in place for seniors and children. Though imperfect, there is access to food for these populations. -Need to monitor whether these populations can get to the food and determine mechanism to deliver if not. -Risk is all other populations who need food (supply and delivery). Many players are involved. -Need contingency plans for everything as exposure reduces staff and service locations.					
<b>Service Locations:</b>	<b>At Risk</b>	Level 2 100% coverage to the public from either normal or alternative Service Locations	<b>Funding:</b>	<b>Stable</b>	Level 1 Normal funding available
<b>Notes:</b> Current # of meals distributed by schools isn't reaching enough kids, pickup locations in PPS will become regional next week (and continue to shrink this week)			<b>Notes:</b>		

# Food: Local plans & next steps

Updated by Amy Mc 3/23

- [DHS Food Distribution Map](#)
  - Still working to incorporate food bank sites (food bank is collecting survey responses from partners with updated distribution information)
  - Community can directly submit sites and comment if a listed site is closed
  - Includes information about which sites want/need volunteers
- Food Bank is also updating their website and hopes to embed DHS map this week: <https://www.pittsburghfoodbank.org/covid19/>
- PPS is grab-and-go meals on Monday, Tuesday, Friday. City website is being updated regularly: <https://www.pghschools.org/Page/5356>

# Women, Infants & Children (WIC)

- The WIC program is moving to a modified operating schedule through March 30, 2020. The following WIC office locations will be open Monday-Friday, 8 a.m. – 3 p.m.:
  - McKeesport
  - Mt. Oliver
  - Wilkinsburg
  - Downtown Pittsburgh
- The Springdale WIC office will be open for benefit pickup Thursdays and Fridays from 8 a.m. – 3 p.m. through March 30, 2020.

If you are coming to an appointment, please:

- Contact WIC staff ahead of time to schedule your benefit pick up
- Leave your children at home to reduce their risk of exposure
- Stay at home if you are feeling sick.

A proxy may be added over the phone to pick up benefits. All other WIC offices will be closed during this time; however, WIC staff will be able to provide consultation over the phone.

# AAA: Food Updates for Seniors

- Kosher “Grab and Go” meals are being provided by the JCC to known consumers.
  - Schedule: Mondays and Wednesday’s 11am-2pm. Drive through pick-up at the JCC.
- All HDM meals and “Grab and Go” meals (except for kosher meals) are frozen meals.
- Two of our larger food providers indicated that they have the capacity to increase meal production should the need arise.

# AAA: OPTIONS In-Home Services

- Considered essential and “life-sustaining” so this service program continues to operate
  - Providers are using their COOP and/or Emergency Preparedness Plans as needed
- AAA and Options Providers:
  - Prior to a face to face visit are screening for COVID-19 with an approved tool.
  - Identifying our most vulnerable consumers by case complexity and frailty. If there is a future restriction of service, these high-risk individuals would continue with personal care services.
    - Important to note: The network is presently *serving all consumers for personal care*.
  - Home Support, except for grocery shopping, may be modified or stopped by provider request, with AAA approval. (Home support = light housekeeping, etc.)



# Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		Overall Service Capability:	At Risk
<b>Staffing:</b>	<b>At Risk</b>	<b>Level 2</b> Agencies invoke their own COOP plan  <b>Notes:</b> Still data gathering -- identifying which staff at closed centers would be interested in working in another center or providing 1:1 care in the home	<b>Supplies:</b>	<b>At Risk</b>  <b>Level 3</b> 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need  <b>Notes:</b> Providers seeking gloves and cleaning supplies
<b>Service Locations:</b>	<b>At Risk</b>	<b>Level 2</b> 100% coverage to the public from either normal or alternative Service Locations  <b>Notes:</b> Currently 60 centers open, 80 considering reopening, Trying Together is having readiness conversations with those centers and we are still assessing demand	<b>Funding:</b>	<b>Stable</b>  <b>Level 1</b> Normal funding available  <b>Notes:</b> Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers, if we institute 1:1 care, we are in contact with providers, costs would significantly increase

# Childcare for essential employees, including first responders

- ELRC will be the resource to help match essential employees to childcare providers operating with waivers and community partners offering support:
  - [Elrc5@alleghenycounty.us](mailto:Elrc5@alleghenycounty.us)
  - 412-350-3577
- Trying Together is developing safety guidance for centers that will reopen
- Solution is likely combination of:
  - Centers
  - Family and small group childcare providers
  - Relative, neighbors, friends
  - 1:1 in home support by childcare staff (mechanism not yet developed)

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

Essential Service:	Services for people experiencing homelessness and/or in supportive housing		Overall Service Capability:	At Risk	
<b>Staffing:</b>	At Risk	Level 2  Agencies invoke their own COOP plan	<b>Supplies:</b>	At Risk	Level 3  40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: At risk staff are working remotely; some staff are calling off or not showing up.			Notes: Necessary cleaning supplies and masks are in very low supply. Agencies looking for supplies via their own channels and from DHS.		
<b>Service Locations:</b>	At Risk	Level 2  100% coverage to the public from either normal or alternative Service Locations	<b>Funding:</b>	Stable	Level 1  Normal funding available
Notes: All shelter facilities are still open. Shelters with vacancies are new clients. 33 additional single room occupancy units will be available for vulnerable clients by end of this week.			Notes:		

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

## Isolation/Quarantine locations:

- Center of Life - Homewood
  - 33 units (single room occupancy)
  - Will be ready by end of this week
  - Population: homeless persons currently in shelter or on streets who are vulnerable due to age and underlying health issues, but not in need of complete isolation due to sickness
  - Persons will be referred in coordination with DHS and shelter/outreach providers
  - Will be staffed by CHS
- Hays School Building - Mt. Oliver
  - Population: families across DHS (homeless, CYF, etc.)
  - Will be staffed by Auberle
- Hotels
  - 130-220 units
  - Hope to come online sometime next week
  - Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
  - Will be staffed by Pittsburgh Mercy

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

## Homeless camps:

- Water buffaloes and hygiene stations were installed over the weekend at three camps: Second Avenue, Cupples Stadium, Casino
- Will be installed at additional camps this week
- Water and hygiene stations can be used by anyone (not just persons staying in these camps, which are not full)

*Photos included in following slides*





# Cupples camp





# Second Avenue camp





# Casino camp



# 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:

<b>+</b> <b>Essential Service:</b>	Behavioral health acute crisis and residential care			<b>Overall Service Capability:</b>	<b>Stable</b>
<b>Staffing:</b>	<b>At Risk</b>	<b>Level 3</b> Agencies notify ACDHS, who attempts to find staff across the network  <b>Notes:</b> Providers have pre-existing staffing shortages	<b>Supplies:</b>	<b>At Risk</b>	<b>Level 2</b> 60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need  <b>Notes:</b> Gloves, antiseptic wipes, antibacterial soap, thermometers, etc. in short supply for providers
<b>Service Locations:</b>	<b>Stable</b>	<b>Level 1</b> 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need  <b>Notes:</b>	<b>Funding:</b>	<b>At Risk</b>	<b>Level 2</b> Concerns over short-term funds to cover operations - cash flow issues arising  <b>Notes:</b> Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.

# Behavioral Health

- National Association of County Behavioral Health and Development Disability Directors (NACBHDD)
  - Town Hall meeting on best practices in response to the Coronavirus Pandemic
  - March 25, 2020 at 3:00pm
  - Link to sign up:
    - <https://register.gotowebinar.com/register/5290628257201495564>
- OBH, AHCI and Community Care BH Provider meeting next meeting is Thursday 3/26 at 10:00-11am
  - [Join Microsoft Teams Meeting](#)
  - [+1 267-368-7515](tel:+12673687515) United States, Philadelphia (Toll)
  - Conference ID: 571 296 670#

# Behavioral Health: Residential

- Visitation:
  - Currently prohibited from all state center and state hospital campuses, youth development centers and youth forestry camps
    - Exceptions to policy are in place for visits of medical necessity, legal counsel, probation or family and clergy visits as approved by the facility director. All visitors will be screened for health reasons upon arrival
- OMHSAS (Office for Mental Health and Substance Abuse Services) is currently finalizing guidance for RTF and other residential providers
- There may be changes to the screening and referral process to residential care
  - ACDHS is evaluating and closely monitoring the impact should this occur

# Behavioral Health: Early Intervention

- Clarification from OCDEL was released last Friday
- The Alliance is reaching out to families to offer continuation of services via telehealth
  - Weekly calls taking place with all EI providers
  - Timelines have been relaxed subject to “Act of Nature”
  - All services except social work have been approved for tele-provision
- Still unclear how assessments will be completed for new referrals-awaiting further guidance
- Number of new referrals has significantly decreased

# Behavioral Health: Drug & Alcohol

- Per policy bulletin 20-01 D&A programs who have a grant agreement with DDAP may use grant funds for gambling services including assessments and outpatient counseling via telehealth
- All federal and state privacy and confidentiality requirements apply



# Behavioral Health: Use of Telehealth

- State has clarified its guidance
  - Critical to ensure sufficient office and clinic hours for those new and established patients who do not choose or cannot use telehealth or receive services in their homes
  - Mindful of safety of all involved, it is expected there will be a balance of service delivery modalities to meet the needs of individuals being served

# Intellectual Disabilities and Autism:

## Current Activities

- OLD Incident Managers are reaching out to all Providers of service this week and will continue to do so weekly. If we haven't connected already, please feel free to reach out to your IM liaison at any time regarding COVID-19 planning and preparation.
- Please continue to use our other teams for contact as you normally would (i.e. Service Authorization, Monitoring & Qualifications, Promising Practices, etc.)
- Continue to follow local information and directives, along with the PA Department of Health and the State Office of Developmental Programs. There are links to COVID-19 updates on MyODP.org <https://www.myodp.org/mod/page/view.php?id=26808>
- Please be sure to keep up to date on the Webinars being released, especially the current Waiver Amendments for Emergency Preparedness, which amend many of the “rules and regulations” under which many of you operate.

# Child welfare critical services: Local plans & next steps

Essential Service:	Child welfare critical services, hotline, investigations, required visits, group care		Overall Service Capability:	At Risk
<b>Staffing:</b>	<b>Stable</b>	<b>Level 1</b> Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level  <b>Notes:</b> Agencies can staff their own services.  Some have invoked contingency plans that have brought staffing to an adequate level	<b>Supplies:</b>	<b>At Risk</b>  <b>Level 2</b> 60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need  <b>Notes:</b> Providers report needing hand sanitizer , bacterial wipes, disposable thermometers service locations  CYF is able to deliver supplies to essential first responders, but supply is limited.
<b>Service Locations:</b>	<b>Unstable</b>	<b>Level 4</b> 30 - 59% coverage of the public, as some Service Locations have been forced to close  <b>Notes:</b> Several provider agencies have been forced to close to comply with Governor's orders	<b>Funding:</b>	<b>Stable</b>  <b>Level 1</b> Normal funding available  <b>Notes:</b> Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff

# Child welfare critical services: Local plans & next steps

We are moving to align with guidance set out by the Administration for Children and Families.

- Children in kin and foster care placements, tele-conference visitation and monitoring will be permitted but we are requesting **prioritizations of visits and check-ins**.
- Kinship and foster care providers will receive list of children to prioritize teleconferencing. This prioritization is comprised of but not limited to:
  - All non-verbal children and children under the age of 4
  - Children prescribed psychotropic medication and case management
  - Children with recent psychiatric hospitalizations
  - Recent allegations of abuse and placement due to parent/child conflict

Teleconferencing shall include video conference, Skype, telephone calls and any other means of video or audio communication designed to effectuate meaningful and effective visitation or conferencing

- We will be asking providers to create plans based on child prioritization
- Plans to include types of contact and frequency per week
- How plan will be updated based on changes

We will provide detailed information and discussion during our call Kinship/foster care call 3/24 at 9:00 am

We will have similar guidelines for non crisis in-home services

# Child welfare critical services: Local plans & next steps

In your conversations please stress the importance of safety considerations and safeguarding the home

## **Lockbox and Poison Control Information**

Once the baby is mobile, it is no longer safe to have medications that are not secured.

Prescription, over-the-counter medications, take-home doses of medications used in medication-assisted treatments (like methadone, suboxone, etc.).

If the parents/caregivers have any of these types of medications in the home, it should be strongly encouraged that they obtain a lockbox to store them safely. Many treatment facilities provide these lockboxes for all patients who have take-home privileges; however, some do not. Take the time to discuss this with the parent/caregiver to help them determine what they may need to keep their child safe.

Also, note whether or not the family has information for Poison Control (1-800-222-1222) posted somewhere in the home (or stored in a cell phone). If they do not, provide the information to them.

Please also consider safe storage of firearms and cleaning solutions

# Transportation to essential medical and social services

Essential Service:	Transportation to essential medical and social services		Overall Service Capability:	At Risk
<b>Staffing:</b> <b>At Risk</b> <b>Level 2</b> Agencies invoke their own COOP plan <b>Notes:</b> Concerns over staff becoming sick, which could limit staff availability			<b>Supplies:</b> <b>At Risk</b> <b>Level 2</b> 60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need <b>Notes:</b> Supplies needed to adequately protect staff	
<b>Service Locations:</b> <b>At Risk</b> <b>Level 3</b> 60% - 100% coverage of the public, as some Service Locations have been forced to close <b>Notes:</b> Impact to different transportation centers and services			<b>Funding:</b> <b>Stable</b> <b>Level 1</b> Normal funding available <b>Notes:</b>	

# Transportation to essential medical and social services

- MATP
  - All non-MATP programs are being placed on hold today as of 4:30pm
  - Traveler's Aide (TA) will reevaluate status during the week of April 13<sup>th</sup>
  - TA will distribute April's Transportation tickets/passes to current MAT clients on March 24-27 and March 30-31 from 9:00am-3:00pm
- Management of Operations
  - TA is limiting the number of clients in its office, and the amount of time they spend in the office:
  - Only giving replacement cards to clients that have damaged or defective cards (TA is NOT replacing lost or stolen cards.)
  - TA is not signing up new clients at this time
- Office will be fully closed on March 31<sup>st</sup> at 3:00pm and for approximately for 2 weeks
- Distribution for May's transportation will be evaluated at a later time
- Tickets have been provided to all TA providers for distribution
- TA will reevaluate the May distribution for MAT clients during the week of April 20
- Ride hailing for life sustaining trips are being referred to MATP for ACCESS transportation
- Gas and ticket reimbursements will take place after TA reopens

# 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
  - 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.
- 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)

