

# COVID-19

Briefing for providers Tuesday 3/24/20



# Agenda

- Communications
- Update from the Fifth Judicial District on court operations
- 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://bit.ly/COVID19DHSProviders>
  - The previous link: <https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/> will redirect here

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=EjOn4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNSOZCNFNVMERET0czWVE5NC4u>



## COVID-19 Communications and Planning

The Allegheny County Department of Human Services (DHS) is committed to sharing timely and accurate information so that our providers may plan to address the spread of COVID-19. We continue to monitor new developments and will provide guidance as the situation evolves.

### Join our daily call

We will be hosting a daily call for DHS providers to discuss rapidly changing information and planning. Providers who would like to participate in the call can do so using the following:

Call-In Line for the Daily Briefing

**Join Microsoft Teams Meeting**

+1-267-368-7515 (Toll)

Conference ID: 253 994 565#

[Local numbers](#) [Learn more about Teams](#)

For those who cannot make the call, we will post presentation materials and video recordings of the calls.

- Daily Briefings
- FAQs
- Child Welfare
- Courts and Jail
- Food Assistance
- Homelessness and Housing
- Mental Health
- Transportation
- Announcements from PA

[Edit This](#)

# Fifth Judicial District Update

President Judge: The Honorable Kim Berkeley Clark

Administrative Judge for Family Division: The Honorable Kim D. Eaton

The Honorable Dwayne D. Woodruff

Court Administrator for Family Division: Cynthia K. Stoltz

[March 23 Order](#)

# Court Update

- Per the Court's [March 23 Order](#) and until further Order of Court:
  - The Family Law Center is closed to the Public.
  - The Civil Division courtrooms and offices located on the 7th and 8th floors of the City-County Building are closed to the Public. The Housing Court Help Desk, located on the first floor of the City County Building, is also closed.
  - The Orphans' Court Division located in the Frick Building is closed to the Public.
  - The Criminal Division courtrooms and offices located in the Allegheny County Courthouse are closed to the public.
  - The Magisterial District Courts are closed to the public, with certain exceptions.

# Court Update

Social Distancing Protocols for court facilities:

- **News media** shall be permitted into court facilities but only in a manner that is consistent with public safety.
- Building Security and Sheriff's Deputies assigned to any courthouse or court facility are **authorized to deny admission to or remove a person who is visibly ill or who is exhibiting symptoms of COVID-19**, provided that they provide such person with information (telephone number or email address) to enable them to initiate, participate in, or complete necessary essential court business/functions during the judicial emergency.
- Only persons with essential court business shall be permitted into court facilities. **Friends and family members may be required to wait outside** the facility. The Sheriff's Deputies shall have the authority to limit the number of persons entering or remaining in a court facility at any given time to ensure public safety.

# Court Update

## Use of Advanced Communication Technology (ACT):

- All court proceedings will be conducted by ACT, primarily audio or teleconference, pursuant to the protocol for teleconference hearings issued by the Court. See March 23 Order for details.
  - Temporary Protection From Abuse Hearings and Housing Court Hearings may continue to be held by videoconference whenever possible.

## Fingerprinting:

- Any existing Orders for fingerprinting and **the requirement for fingerprinting, except for admission into the Allegheny County Jail, are suspended** during the Judicial Emergency.

# Court Update

## Alternative Methods of Documentation:

- When a court reporter or other approved form of recording court proceedings is unavailable, alternative forms of recording shall be permitted.
- Alternative methods of signing, delivery and service of court documents and orders shall be permitted.
  - E.g., facsimile signatures, e-signatures, proxy signatures and designated court employees authorized to sign on behalf of a judge after the judge has reviewed and approved the document for signature
  - **Pro se litigants** completing forms at the Pittsburgh Municipal Court may authorize court employees to sign documents when necessary for the safety of the litigants and court employees. See Order for details.



# Court Update

## Civil Division:

- Housing Court:
  - All **Housing Court Motions shall be restricted to Emergency Motions** relating to matters involving public health and/or safety for and/or risk for human life concerns, including but not limited to **evictions, addressing suspension of utilities, and or other habitability issues involving public health** and/or safety for and/or risk for human life concerns.
- All emergency motions and petitions for injunctive relief should be emailed to [civilpmcteam@allegheycourts.us](mailto:civilpmcteam@allegheycourts.us) for screening; where email is not possible, the party may call (412) 439-7914, M-F, 9-3.
  - If deemed to be an Emergency under the guidelines of the Order, argument will be scheduled by the Court as soon as possible and will be conducted via ACT.

# Court Update

## Criminal Division:

- All court events, including pretrial conferences and formal arraignments, are suspended
  - **Exceptions:** Daily motions court for **bail hearings, motions to lift detainers, and other emergency matters**, and will be conducted by **audio/teleconference**.
- Electronic Monitoring
  - Pending Orders for the initiation and/or installation of Electronic Monitoring for Criminal Defendants are suspended; no new orders will be accepted by Adult Probation for supervision
  - Current orders being screened will be placed on home detention without the electronic equipment. The Probation Office is **authorized to impose additional conditions** designed to ensure that Defendants comply with home detention.
- Defendants who wish to address warrants for failure to appear may do so by phoning (412) 350-1229, M-F, 9-3

# Court Update

## Family Division:

### **Child Support, Divorce, Alimony, & Equitable Distribution of Property**

- Scheduled conferences and hearings in support, custody, equitable distribution, and divorce are suspended

### **Custody**

- Emergency custody motions will be addressed on a case by case basis. Motions should go to [emergencycustody@allegheycourts.us](mailto:emergencycustody@allegheycourts.us)

### **Protection from Abuse**

- Temporary Protection from Abuse matters will be handled at the Pittsburgh Municipal Court Building, via ACT (8 am – 2pm, M-F)
  - **Temp. PFA orders shall remain in effect until fifteen (15) days after the end of the judicial emergency** unless otherwise indicated in the Temporary Order
- Emergency Protection from Abuse petitions (2pm-8pm, M-F and 24 hrs/day on Sat-Sun)
- Final Protection of Abuse hearings are suspended
- ICC Police Complaints will be accepted, and bail hearings will be held before a Magisterial District Judge using ACT.
- **If a defendant is detained, a bail hearing shall be held before the Judge assigned to hear the Temporary PFA Petitions.**

Call (412) 350-1500 for questions about these child support, custody, and PFA motions

# Court Update

Family Division, cont.:

## Juvenile Delinquency

- All Juvenile Delinquency Proceedings shall be conducted using ACT
- One Judge will be assigned each day to handle all juvenile matters, regardless of judge assignment.
- Detention hearings will be heard on M, W, and F
- Emergency Motions will be heard on T and TH; motions should go to [juvenilemotions@alleghecourts.us](mailto:juvenilemotions@alleghecourts.us)
- Adjudicatory and dispositional hearings for juveniles who are not detained are suspended.
- See Order for **details about hearings for juveniles who are detained**
  - Court may schedule the adjudicatory hearing more than ten days after the filing of the petition or the prehearing conference as deemed appropriate by the judge, but **the Court must review the detention status by memo every ten days** until the adjudicatory hearing is held
- See Order for details about post-dispositional hearings

# Court Update

Family Division, cont.

Juvenile Dependency

- All Juvenile Dependency Proceedings shall be conducted using ACT
- One judge will be assigned to all matters per day
- Juvenile dependency matters are suspended until further Order of Court
  - Exceptions: shelter care hearings; adjudicatory and dispositional hearings where the child is in placement including kinship care, congregate care, or foster care
  - See [Order](#) for details.

# Court Update

## Orphans' Court Division:

- All scheduled conferences and hearings are suspended
- All Emergency motions will be heard by ACT
- Effective Thursday, March 26, 2020, Emergency Motions shall be emailed to [emergencyorphansmotions@allegheencourts.us](mailto:emergencyorphansmotions@allegheencourts.us).
- **Involuntary civil commitment hearings will continue as scheduled and will be conducted by audio or teleconference.**

# Court Update

## Magisterial District Courts

- All Magisterial District Courts are closed to the public
  - **Exception: Pittsburgh Municipal Court Arraignment Division will remain open to the public for Emergency Protection from Abuse petitions**
- The Revised MDC COVID-19 plan sets forth details for certain police operations (filing complaints, search warrants, etc). 8 MDCs will remain open as detailed therein.
- All cases in the MDCs are postponed; all new criminal cases that are filed during the pendency of this order shall be scheduled after April 15, 2020.
- Effective March 25, 2020, **MDJs will be remotely available to handle essential designated operations**
  - Criminal Complaint filing
  - Arrest warrant requests and cases initiated by on-view arrests only
  - Search Warrant issuance
  - Bail Hearings and Bail Hearings on ICC Complaints filed by police.

**Fingerprinting:** There will be no identification process at time of arrest, defendants will be assigned a fingerprint appointment for a later date.

**Alternative Signing:** An MDJ may permit staff to sign a criminal complaint on their behalf, pursuant to procedures set forth in Order.

**Execution of Orders for eviction or possession of residential properties in Allegheny County are stayed.**

# Pennsylvania Stay at Home Order

- Stay-at-home ordered for Allegheny County effective last night <https://www.governor.pa.gov/newsroom/governor-wolf-and-health-secretary-issue-stay-at-home-orders-to-7-counties-to-mitigate-spread-of-covid-19/>
  - This order emphasizes that individuals in the county, to the extent possible, should stay at home and distance themselves from others.
  - Here is a link to a letter indicating that your agency is deemed an essential provider in support of the Allegheny County Department of Human Services. Please keep a copy of this letter available at your offices and share it with staff electronically so they can present it should they be stopped while driving.

<https://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/03/ACDHS-Provider-Exemption-Letter.pdf>





# Pennsylvania Stay at Home Order

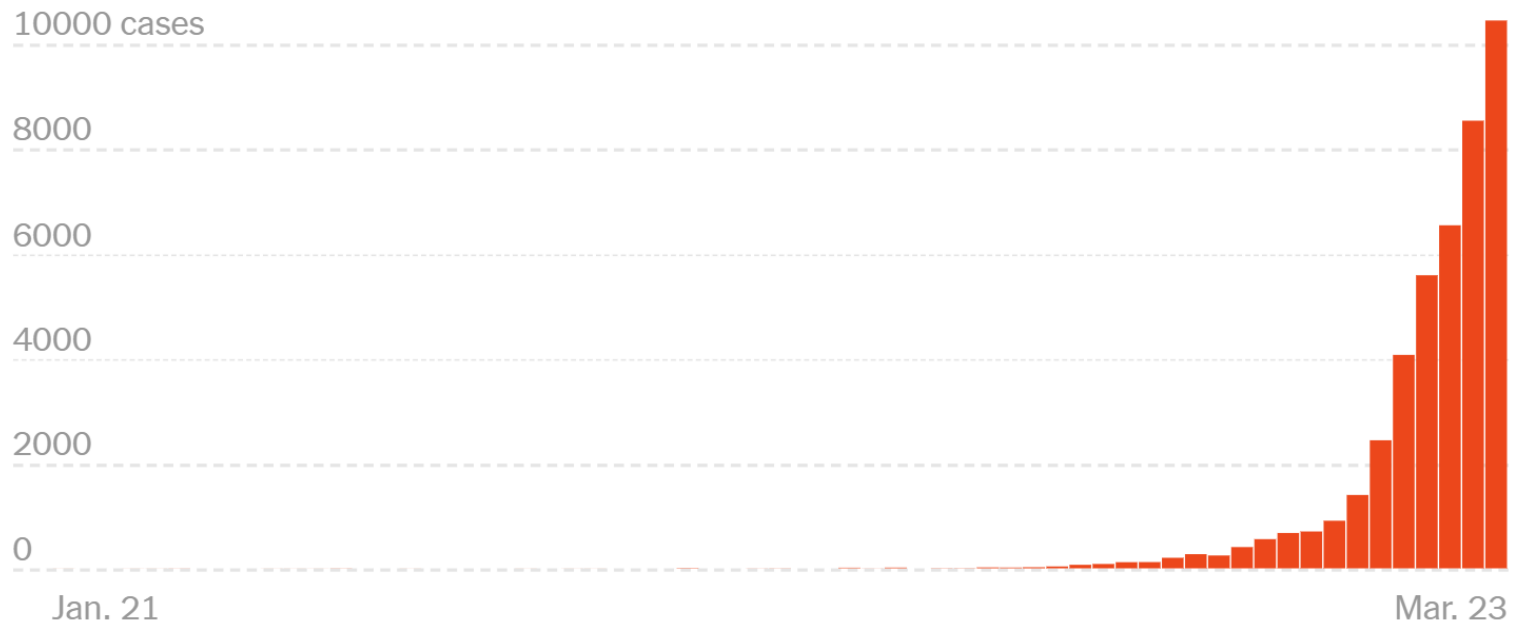
## The order will allow people to perform any of the following activities:

- Tasks essential to maintain health and safety, or the health and safety of their family or household members (including pets), such as obtaining medicine or medical supplies, visiting a health care professional, or obtaining supplies they need to work from home
- Getting necessary services or supplies for themselves, for their family or household members, or as part of volunteer efforts, or to deliver those services or supplies to others to maintain the safety, sanitation, and essential operation of residences
- Engaging in outdoor activity, such as walking, hiking or running if they maintain social distancing.
- To perform work providing essential products and services at a [life-sustaining business](#)
- To care for a family member or pet in another household
- Any travel related to the provision of or access to the above-mentioned individual activities or life-sustaining business activities
- Travel to care for elderly, minors, dependents, persons with disabilities, or other vulnerable persons
- Travel to or from educational institutions for purposes of receiving materials for distance learning, for receiving meals, and any other related services
- Travel to return to a place of residence from an outside jurisdiction
- Travel required by law enforcement or court order.
- Travel required for non-residents to return to their place of residence outside the commonwealth

# Health update

- *In Allegheny County:* 58 confirmed cases; 2 deaths ([source](#))
- *In Pennsylvania:* 851 confirmed cases; 7 deaths ([source](#))
- *In United States:* 43,499 confirmed cases; 537 deaths ([source](#)).

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



# Policy & legislative updates

- Senate in final stages of negotiation for "Phase 3" legislation, with House bill as a back-up.
  - Will have details on bill provisions and impact once available.
- PA Primary to be delayed to June 2nd per Governor and General Assembly. Changes are found in SB 422, which is expected to pass this week.
- Beginning tomorrow, Port Authority is reducing bus and rail service by 25% due to decreased ridership.

# 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 of  
Southwestern Pennsylvania

# 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. Aging Services – elder abuse investigations, in-home services, etc
3. Childcare for essential employees, including first responders
4. Services for people experiencing homelessness and/or in supportive housing
5. Behavioral Health: Mental Health, Drug and Alcohol, Transportation and Early Intervention
6. Child welfare critical services, hotline, investigations, group care
7. Intellectual Disabilities and Autism services

# Essential Service Status Snapshot (as of 3/24/20, 2:50PM 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?
		<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	Unstable	At Risk	Stable
Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	Unstable	Stable	Stable
Childcare for essential employees, including first responders	At Risk	At Risk	Unstable	At Risk	Stable
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	Unstable	At Risk	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Transportation to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

# 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>Unstable</b>	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need		
<p>Notes:</p> <ul style="list-style-type: none"> <li>-Systems in place for seniors and children. Though imperfect, there is access to food for these populations.</li> <li>-Food providers continue working on procuring shelf stable items for shelf stable boxes.</li> <li>-There will be conference calls on 3/24 and 3/26 with all HDM and SC providers to re-evaluate and update plans.</li> <li>-Need to monitor whether these populations can get to the food and determine mechanism to deliver if not.</li> <li>-Risk is all other populations who need food (supply and delivery). Many players are involved.</li> <li>-Need contingency plans for everything as exposure reduces staff and service locations.</li> </ul>							
<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		
<p><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)</p>			<p><b>Notes:</b></p>				



# Food: Local plans & next steps

Updated by Ashley 3/24

- [Food Distribution Map](#)
  - Still working to incorporate food bank sites
  - Focus on keeping school district info current
  - 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 regularly:  
<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>

# Food Access Coordination

## 1. Food Access Call – Tuesdays and Thursdays at 3:30

[Join Microsoft Teams Meeting](#)

+1 267-368-7515 United States, Philadelphia (Toll)

Conference ID: 287 284 875#

## 2. Food Access Survey

For providers, please complete this [Food Providers Needs and Resources Survey](#) by end of day 3/25

# 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.
- Food providers continue working on procuring shelf stable items for shelf stable boxes.
- There will be conference calls on 3/24 and 3/26 with all HDM and SC providers to re-evaluate and update plans.

# Elder abuse investigations, In-home services & other critical aging services

<b>Essential Service:</b>	Elder abuse investigations, In-home services & other critical aging services		<b>Overall Service Capability:</b>	<b>Stable</b>
<b>Staffing:</b>	<b>Stable</b>	<p>Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	<b>Supplies:</b>	<b>Unstable</b>
<p><b>Notes:</b> In-home Services network is presently serving all consumers for personal care.</p> <p>-In-home Services network has identified its most vulnerable consumers by case complexity and frailty should any future restrictions on services require prioritization that ensures</p>			<p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p> <p><b>Notes:</b> Supplies are "Unstable" for Protective Services and "At Risk" for In-home Services</p>	
<b>Service Locations:</b>	<b>Stable</b>	<p>Level 1</p> <p>100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need</p>	<b>Funding:</b>	<b>Stable</b>
<p><b>Notes:</b></p>			<p>Level 1</p> <p>Normal funding available</p> <p><b>Notes:</b></p>	

# Elder abuse investigations, In-home services & other critical aging services

- Considered essential and “life-sustaining” so these service programs continue 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 *servicing 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

<b>Essential Service:</b>	Childcare for essential employees, including first responders		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>At Risk</b>	<p>Level 2</p> <p>Agencies invoke their own COOP plan</p>	<b>Supplies:</b>	<p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<p><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</p>		<p><b>Notes:</b> Providers seeking gloves and cleaning supplies</p>		
<b>Service Locations:</b>	<b>At Risk</b>	<p>Level 2</p> <p>100% coverage to the public from either normal or alternative Service Locations</p>	<b>Funding:</b>	<p>Level 1</p> <p>Normal funding available</p>
<p><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</p>		<p><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</p>		

# 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)

# 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>	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need		
<p><b>Notes:</b> Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk.</p>			<p><b>Notes:</b> Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide.</p>				
<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		
<p><b>Notes:</b> All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. 33 additional single room occupancy units will be available for vulnerable clients by end of this week, and additional hotel beds will be available in approx. 2 weeks. Additional family shelter beds will become available, by end of next week.</p>			<p><b>Notes:</b> There are currently no funding concerns for the homeless network.</p>				



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

## Isolation/Quarantine locations:

### Facility 1

- 33 units (single room occupancy)
- Will be ready by end of this week
- Population: homeless persons currently in shelter or on streets who are especially vulnerable, but do not require isolation

### Facility 2

- Population: families across DHS (homeless, CYF, etc.) who require quarantine

### Facility 3

- Population: CYF involved youth and families who require isolation

### 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)

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

## **Additional updates:**

- Landlord self-inspection checklist sent to providers today
- Providers requesting letter from DHS due to shelter in place restrictions
- Providers should share useful screening or other tools with DHS that they have developed; DHS will share with network
- Providers can use their own additional housing (i.e. hotel) resources (do not need to utilize DHS-established locations)
- DHS Housing Navigator unit has a list of available units; please contact: [housingnavigators@alleghenycounty.us](mailto:housingnavigators@alleghenycounty.us)
- Staffing the quarantine hotel: Reach out to Cynthia Shields ([cynthia.shields@alleghenycounty.us](mailto:cynthia.shields@alleghenycounty.us)) if you're interested in helping to staff this location

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

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

- Regular schedule: Every Tuesday at 9:30 AM
- **Next week: Wednesday at 9:30 AM (will not meet on Tuesday 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 #: 994 731 847*

# Behavioral Health: slide for essential services health detail

<b>Essential Service:</b>	Behavioral health acute crisis and residential care		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>At Risk</b>	<p style="text-align: center;">Level 3</p> <p>Agencies notify ACDHS, who attempts to find staff across the network</p> <p><b>Notes:</b> Providers have pre-existing staffing shortages</p>	<b>Supplies:</b>	<p style="text-align: center;">Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p> <p><b>Notes:</b> Gloves, antiseptic wipes, antibacterial soap, thermometers, etc. in short supply for providers. In the past few days more supply requests have come in</p>
<b>Service Locations:</b>	<b>At Risk</b>	<p style="text-align: center;">Level 2</p> <p>100% coverage to the public from either normal or alternative Service Locations</p> <p><b>Notes:</b> Telehealth services are available. Some providers working on implementing telehealth</p>	<b>Funding:</b>	<p style="text-align: center;">Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p> <p><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.</p>

# 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>
- Behavioral Provider meeting scheduled Thursday 3/26/2020 at 10:00-11am
  - [Join Microsoft Teams Meeting](#)
  - [+1 267-368-7515](#) United States, Philadelphia (Toll)
  - Conference ID: 571 296 670#

# Behavioral Health: Notifications of changes to operations

- All MH and D&A providers should be submitting Unusual Incident Reports for service closures
  - Providers are to submit under: **Serious Nature/Other** – Any interruption in service and/or closure of a program or other incident determined by the provider.
  - Submit through the incident secure email
    - [incidentreports@alleghenycounty.us](mailto:incidentreports@alleghenycounty.us)
    - CRR or LTSR is to be reported through EIM as a Site Level Incident
- Providers are asked to submit other modifications, questions, concerns to the DHS COVID-19 mail box

# Community Care Provider Alert Update – Submitting Materials

- Any paperwork related to credentialing, changes to profiles, contract documents or PROMISE enrollment must be submitted electronically to Community Care, including documents that were mailed within in the past week.
- For more information visit: <https://providers.ccbh.com/>

# Behavioral Health: Drug & Alcohol

- Certified Assessment Centers (CACs)
  - Staff currently reaching out to CACs previously scheduled to open April 1<sup>st</sup> to assess status of opening
  - DDAP has issued guidance on use of telehealth for completion of Level of Care Assessments
- At this time, we have no reports of reduction of intakes for D&A services
- Providers grantees have been notified that they may complete Government Performance and Results Act (GPRAs) remotely



# Behavioral Health: Mental Health Commitment Hearings

- Orphans Court is allowing all MH Commitment hearings to be conducted via audio
- Detailed process is being finalized and will be provided once complete
- If any questions
  - Call 412-350-4456 and ask for IRES Manager Michael Rocco

# Behavioral Health: Telemedicine Guidance From Governor Wolf for licensed practitioners

- Licensed Health Care Practitioners Can Provide Telemedicine Services to Pennsylvanians During Coronavirus Emergency
- Health care professionals licensed under any of the Department of State's Bureau of Professional and Occupational Affairs (BPOA) licensing boards can provide services to patients via telemedicine during the coronavirus emergency.
- Will allow licensed practitioners in other states to provide services to Pennsylvanians via the use of telemedicine, without obtaining a Pennsylvania license, for the duration of the emergency as long as they meet certain criteria.
- <https://www.media.pa.gov/Pages/State-details.aspx?newsid=375>

# Behavioral Health: Early Intervention

- Telehealth:
  - Hearing and Vision services will be impacted, since this cannot be done over telemedicine.
  - Social Work also not approved at this time
  - No update on assessments
- Continue to work toward solutions

# Transportation to essential medical and social services

<b>Essential Service:</b>	Transportation to essential medical and social services		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>At Risk</b>	<p>Level 2</p> <p>Agencies invoke their own COOP plan</p> <p><b>Notes:</b> Traveler's Aide has reduced office operations as of Friday 3/30/2020 in order to implement health and safety protocols for their staff. Lyft and Uber rides arranged through Traveler's Aide has been suspended at this time. ACCESS is able to accommodate all MATP transports at this time.</p>	<b>Supplies:</b>	<p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p> <p><b>Notes:</b> we are not aware of any PPE request at this time from transportation providers at this time, but in general across the board staff should have safety supplies, which are generally unavailable</p>
<b>Service Locations:</b>	<b>At Risk</b>	<p>Level 3</p> <p>60% - 100% coverage of the public, as some Service Locations have been forced to close</p> <p><b>Notes:</b> MATP fully operational</p>	<b>Funding:</b>	<p>Level 1</p> <p>Normal funding available</p> <p><b>Notes:</b></p>

# Transportation

- Traveler's Aid
  - Is implementing plan as previously discussed. See detailed slide from 3/23/2020
- ACCESS
  - Capacity for MATP transportation is stable
  - See the below link for County MATP programs, including the instructional brochure
    - <https://www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Transportation/Medical-Assistance-Transportation-Program.aspx>

# Child welfare critical services: Local plans & next steps

<b>Essential Service:</b>	Child welfare critical services, hotline, investigations, required visits, group care		<b>Overall Service Capability:</b>	<b>At Risk</b>	
<b>Staffing:</b>	<span style="color: green;">Stable</span>	<p style="text-align: center;">Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	<b>Supplies:</b>	<span style="color: red;">Unstable</span>	<p style="text-align: center;">Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<p><b>Notes:</b> Agencies can staff their own services.</p> <p>Some have invoked contingency plans that have brought staffing to an adequate level</p>			<p><b>Notes:</b> Providers report needing hand sanitizer , bacterial wipes, disposable thermometers service locations</p> <p>CYF is able to deliver supplies to essential first responders, but supply is limited.</p>		
<b>Service Locations:</b>	<span style="color: red;">Unstable</span>	<p style="text-align: center;">Level 4</p> <p>30 - 59% coverage of the public, as some Service Locations have been forced to close</p>	<b>Funding:</b>	<span style="color: green;">Stable</span>	<p style="text-align: center;">Level 1</p> <p>Normal funding available</p>
<p><b>Notes:</b> Several provider agencies have been forced to close to comply with Governor's orders</p>			<p><b>Notes:</b> Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff</p>		

# 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
  - 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
- Prioritization
  - Some families will continue to require a virtual visit every 15 days (as per regulations) but others may need additional visits.
  - Providers asked to create a prioritization plan that includes each family's needs in regard to frequency of visits, duration of visits, and any resources that you need to be able to conduct these visits using video conferencing.
    - Your plan should specify which families will require additional support, and why.
    - Plans sent to CYF contract monitor by the end of the day on Wednesday, March 25<sup>th</sup>.

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

# Intellectual Disabilities and Autism services:

<b>Essential Service:</b>	Intellectual Disabilities and Autism services		<b>Overall Service Capability:</b>	<b>Stable</b>	
<b>Staffing:</b>	<b>Stable</b>	<p><b>Level 1</b> Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	<b>Supplies:</b>	<b>Unstable</b>	<p><b>Level 4</b> 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<b>Notes:</b>		<b>Notes:</b> Would prefer to have more safety supplies to better protect staff			
<b>Service Locations:</b>	<b>Stable</b>	<p><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</p>	<b>Funding:</b>	<b>Stable</b>	<p><b>Level 1</b> Normal funding available</p>
<b>Notes:</b>		<b>Notes:</b>			



# Intellectual Disabilities and Autism services: Current Activities

- ODP Announcement 20-019 has been updated to include guidance related to how Supports Coordination Organizations are to monitor individuals.
- ODP Announcement 20-027, Operational Guide for Appendix K: Emergency Preparedness and Response for the P/FDS, Community Living, Consolidated Waivers, and Adult Autism Waivers.
  - Three trainings to specific audiences begin later today and tomorrow.
  - Virtual Office Hours to specific provider audiences available March 27 and March 30
- 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>

# Employment Resources

- Partner4Work: Information for workers, jobseekers and youth  
<https://www.partner4work.org/news/covid-19-resources/>
- Mon Valley Initiative is available to assist displaced workers. Currently conducting intakes and assisting individuals remotely. Contact: Dr. T. Charles Howell IV, [chowell@monvalleyinitiative.com](mailto:chowell@monvalleyinitiative.com). 412.464.4000 x 4027

# 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.

