

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Monday 4/13/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



# Agenda

- Communications
- Health Update
- Legislative/Policy Updates
- DHS Guidance for Housing Providers (broadly defined)
- Plans to Maintain Essential Services



# How we communicate

- M-W-F provider calls
- Work groups on essential services
- Updates  
at: <http://dhstraumaresourcelibrary.alleghenycounty.us/covid-19-information-for-dhs-providers/>
- Ask questions at: [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)



## 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 call for DHS providers to discuss rapidly changing information and planning. Providers who would like to participate can do so using the following:

Call-In Line for the Mon-Wed-Fri Briefing

[Join Microsoft Teams Meeting](#)

Monday, Wednesday and Friday, 4:30 pm EST  
+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.

Information related to specific program areas can be found using the Program Areas dropdown menu at the [top of the page](#).

- Allegheny County DHS Operations and Guidance
- Daily Briefing Materials
- FAQs
- PA and U.S. Health and Human Services
- Specialized Resources

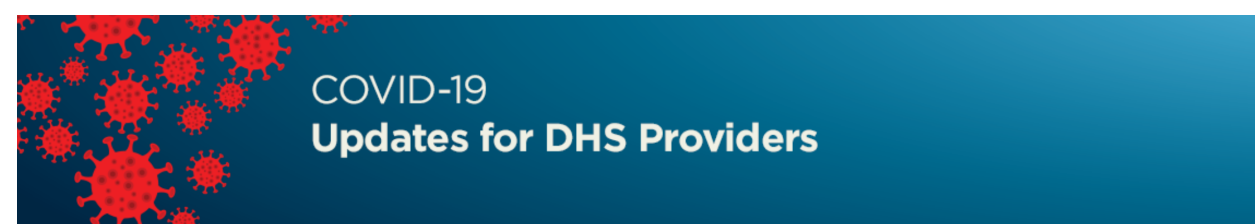
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Disclaimer: Some of the content on this site was compiled by DHS staff and our partners for internal use, to centralize information about potential resources to use while responding to the COVID-19 crisis. It is updated but because of the rapidly evolving nature of the situation, it's possible that some information on this site may change.



# Information on changes in operations

- If you have changes in operations, continue to report that information to DHS staff. Please also use this format if you have edits/changes to what has already been reported.
  - For BH providers, complete the Office of Behavioral Health Incident Report form and email the completed form to: [incidentreports@alleghenycounty.us](mailto:incidentreports@alleghenycounty.us)
  - For homeless providers, fill out the incident report form and email the completed form to your assigned monitor and [cynthia.shields@alleghenycounty.us](mailto:cynthia.shields@alleghenycounty.us)
  - Others: [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)
- Information will be made public – *Available under Allegheny County DHS Operations and Guidance*
  - [https://tableau.alleghenycounty.us/t/PublicSite/views/AlleghenyCountyHumanServicesOperationalChangesTracker/LandingPage?iframeSizedToWindow=true&%3Aembed=y&%3AshowAppBanner=false&%3Adisplay\\_count=no&%3AshowVizHome=no&%3Aorigin=viz\\_share\\_link#1](https://tableau.alleghenycounty.us/t/PublicSite/views/AlleghenyCountyHumanServicesOperationalChangesTracker/LandingPage?iframeSizedToWindow=true&%3Aembed=y&%3AshowAppBanner=false&%3Adisplay_count=no&%3AshowVizHome=no&%3Aorigin=viz_share_link#1)



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## Allegheny County DHS Operations and Guidance

### Allegheny County DHS Operational Changes Tracker

- We continue to alter operations to meet the changing needs of Allegheny County residents. This dashboard tracks modifications to DHS providers' hours of operation and services delivered and can be filtered by provider name, service category and type of service.

### ACDHS Provider Exemption Letter (March 24, 2020)

- This letter indicates 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.

### DHS Guidance Related to Lost Revenue and Uncovered Expenses (April 9, 2020)

### ACDHS Guidelines for Reporting COVID-19 Illness or Exposure

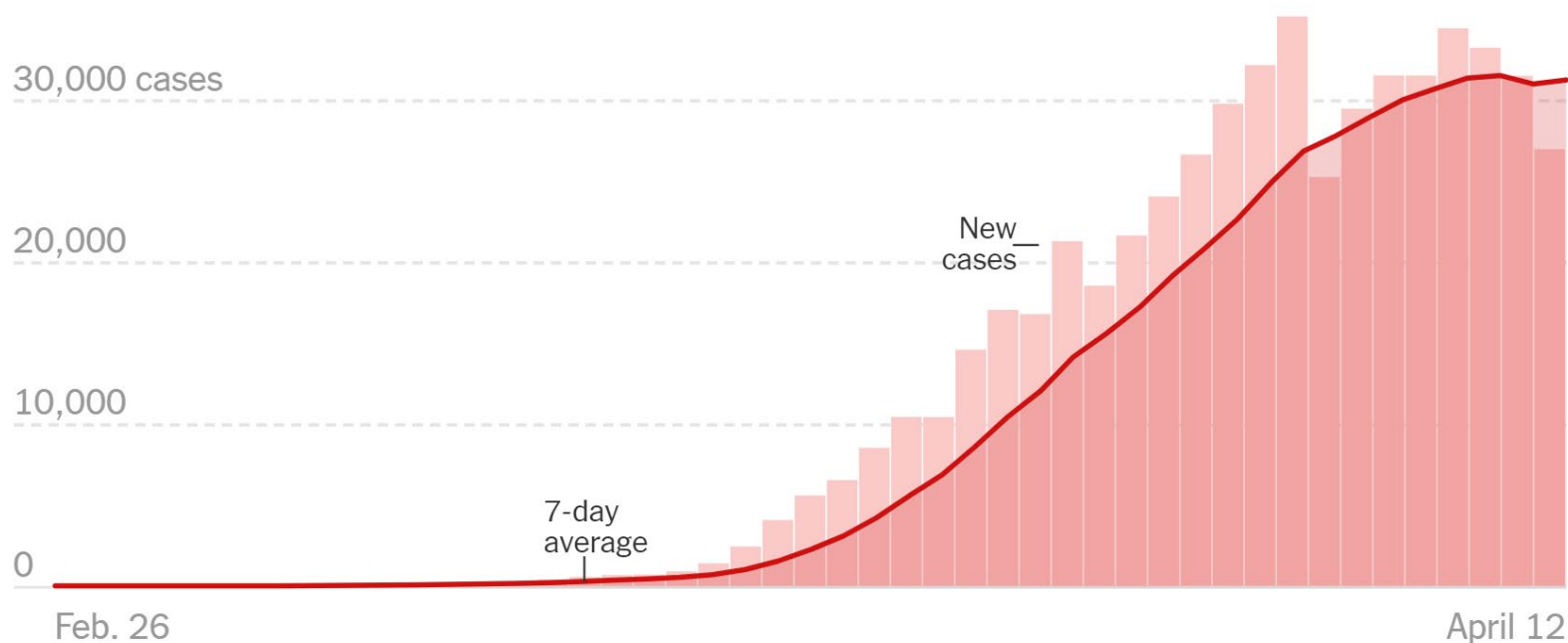
- Clients
- Staff

## Daily Briefing Materials

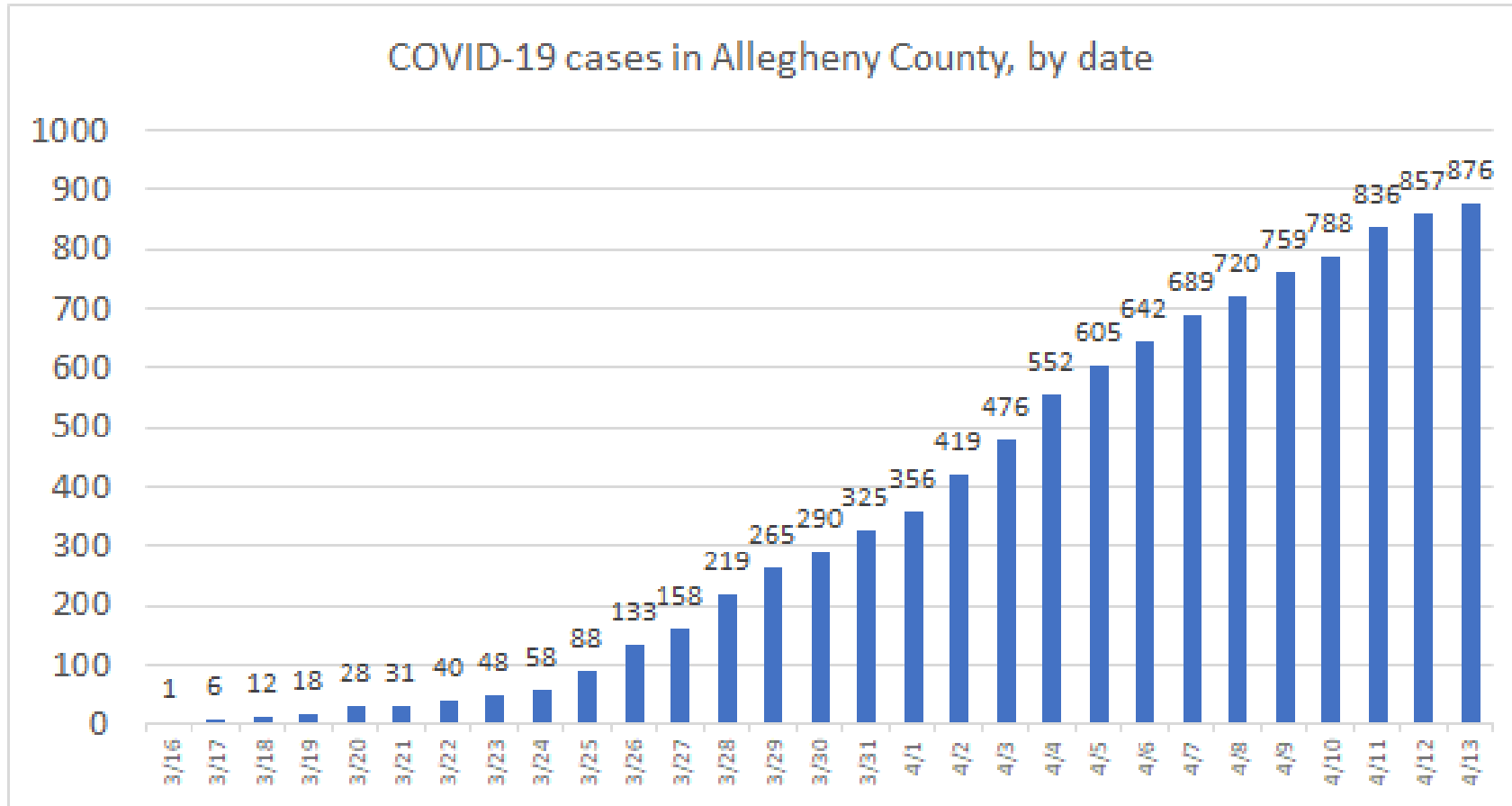
# Health update

- *Allegheny County*: 876 confirmed cases; 134 hospitalizations; 21 deaths ([source](#))
- *Pennsylvania*: 24,199 confirmed cases; 524 deaths ([source](#))
- *United States*: 555,371 confirmed cases; 22,056 deaths ([source](#)).

## New reported cases by day in the United States



# Health update



## Demographics

Display for:

All Cases

Female 53%

Male 47%

Age Group

0 - 9 1%

10 - 19 2%

20 - 29 19%

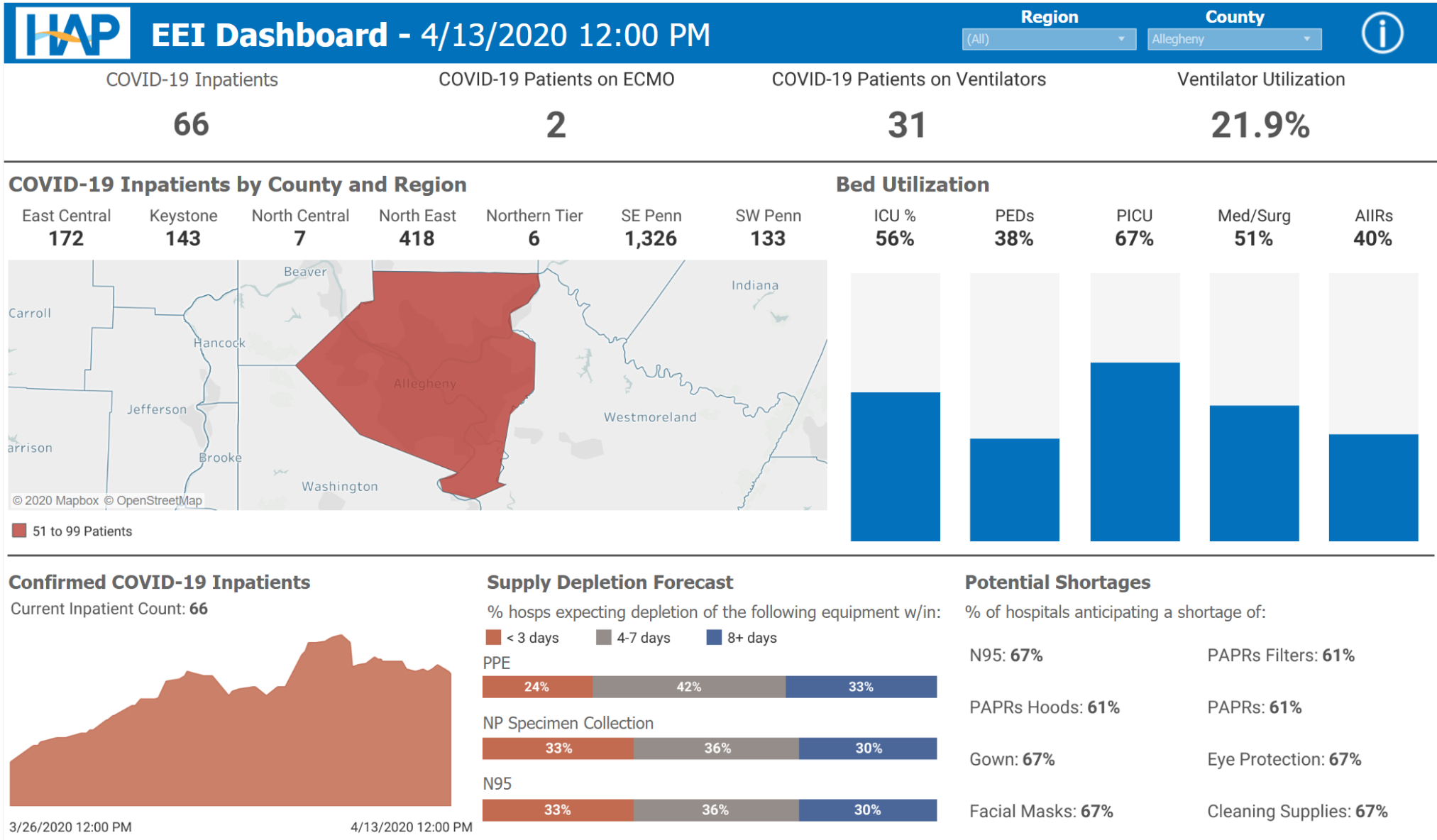
30 - 39 14%

40 - 49 13%

50 - 59 20%

60 - 69 14%

70+ 17%



I understand and agree that my commitment to keeping confidential any and all information which I have now or will have in the future as a result of my access to KC-HIMS continues after my participation as an authorized user ends. I consent to the terms and conditions set forth in this agreement and intend to be legally bound hereby.

# Community Listening Sessions

The Allegheny County Health Department and Department of Human Services are teaming up to gather the voices of community leaders just like you for a conversation about the county's COVID-19 Crisis Response – past, present and future. We are particularly interested in how we can best:

- Reach residents of color, new arrivals who are non-English speakers and residents of low-income communities with important life-saving messages
- Engage with communities regarding the placement of quarantine/ isolation facilities in our neighborhoods
- Present life-saving information in a way that it is accepted as helpful and non-threatening.

Here is the session schedule:

- **COVID-19 and the African American/Black Community: Tuesday, April 14; 1:00 – 2:00 PM**
- **COVID-19 and the Faith Community: Tuesday, April 14; 3:00 – 4:00 PM**
- **COVID-19 and the Latinx Community: Thursday, April 16; 11:00 AM – 12:00 PM**
- **COVID-19 and Immigrant and Refugee Communities: Friday, April 17; 3:00 – 4:00 PM**

To register your participation, please visit: [https://alleghenycounty.az1.qualtrics.com/jfe/form/SV\\_b8VzNGmWPf0C28Z](https://alleghenycounty.az1.qualtrics.com/jfe/form/SV_b8VzNGmWPf0C28Z).

We respectfully ask that you respond no later than Monday, April 13 at 3:00 PM. An agenda and links to the session will be shared using the email address that you provide.

Updated 4/13/20



# Policy and legislative - Federal

- Update on Federal Economic Impact Payments (Stimulus Checks)
  - IRS has released a portal for non-filers to submit basic information to be eligible to receive a check (link on this [page](#)): Social Security number, date of birth, address, email address, and dependents. "Non-filers" can provide direct deposit information to receive the check sooner.
  - IRS is expected to release information by April 17<sup>th</sup> enabling taxpayers to get the status of their check. This new portal will also enable taxpayers to provide direct deposit info to receive the check, if they didn't do so when filing taxes.
- Possible fourth wave Federal stimulus update: No headway on negotiations in the Senate, which is not in session again until Thursday
  - Rs want funding for businesses only, Ds want to add funding for hospitals and local governments.

# Policy and legislative - State and Local

- PA Labor Department beginning to send out expanded federal unemployment compensation payments in addition to regular state unemployment benefits.
  - Provides an additional \$600 per week (added to the state's weekly payment of up to \$572) and makes self-employed, independent contractors and gig workers eligible for benefits. Extends unemployment compensation benefits for an additional 13 weeks.
- Gov. Wolf will reduce state prisons populations after 11 COVID-19 cases found in Montgomery County prison.
  - Executive Order creates a temporary reprieve program to release up to 1,800 non-violent offenders nearing the end of their sentences throughout the system.
- Allegheny County Executive requests an all mail-in ballot from the State for June 2nd Primary.

# DHS Guidance for Housing Providers

- DHS has created a Tool Kit with COVID-19 Infection Prevention and Control guidance for **Behavioral Health Residentially Based Care/Services, Youth Congregate Care, Emergency Shelters and other housing providers**
- The content is based on the best information currently available and tailored to Allegheny County Department of Human Services' (DHS) COVID-19 response plans.
- It draws on guidance provided by the CDC, PA Department of Health, Allegheny County Health Department, and NY State Office of Mental Health.

# DHS Housing Guidance, cont.

- Tool Kit includes guidance on:
  - Admissions
    - Written protocol and a flow chart used to determine appropriate placement for new admissions based on intake COVID-19 screening
  - Isolation protocols
  - Cleaning and disinfecting protocols
  - General guidance to prevent and control infection in residential facilities
  - Staff screening for COVID-19
  - Responding when a client develops symptoms
  - Clients returning from hospitalization
  - Protocols for scattered site programs
  - Reporting staff and client COVID-19 cases and exposures to DHS

# DHS Housing Guidance: Admissions

- **Programs should continue accepting new client referrals and admitting new clients.** It is important for clients to have access to medically appropriate, necessary care and /or to find shelter and homes even during this public health emergency.
- Programs may request that referring facilities provide information about any COVID-19 screening completed with the client or new COVID-19 related symptoms the client has reported. Even if information is provided, **all clients should be screened for COVID-19 symptoms and exposure.**
- **Given the limitations in testing, programs cannot reasonably require a COVID-19 test as a condition of admission,** but if any new symptoms (within past 14 days) are present, the client should wear a mask for a period of fourteen days, and staff should follow protocol outlined in the flow chart to determine placement.

# DHS Housing Guidance: Admissions (cont.)

**Clients should not be refused admission solely based on their COVID-19 status or health conditions that place them at greater risk with COVID-19.**

- Programs are expected to isolate clients who are symptomatic and/or have tested positive for COVID-19 onsite whenever possible and immediately contact health department (see 3(f)).
- Licensed providers should continue to adhere to all licensing regulations.
- If there are no available onsite options for isolation, providers should immediately refer the client to be considered for offsite isolation housing using the Hotel Referral Form (adults only).
- For clients who need behavioral health support beyond what can be coordinated or provided by the referring provider, the Office of Behavioral Health should be contacted to request a case conference to coordinate appropriate supports for the individual being referred. If the client needs additional support with activities of daily living, the referring provider should contact their program office for coordination.

# DHS Housing Guidance: COVID-19 Screening

- Determine if the client has a fever (see guidance for additional details)
- Ask the client “Do you have a new or worsening cough today?”
- Ask the client if they have been exposed to anyone in the past 14 days who has reported symptoms consistent with COVID-19 or been tested for COVID-19.
- If the client has a fever OR a new/worsening cough (see guidance for additional details)
  - Provide a facemask, if possible
  - Notify program administrator
  - Direct client to an isolation room if available, or an available space in an area designated for symptomatic persons
  - Programs are expected to isolate onsite whenever possible. Follow guidance document for details
  - Discuss isolation and health protocols with client
  - Contact the Allegheny County Health Department (412-687-2243) to request testing for the client. Communicate that the individual is in a high risk/congregate setting and has symptoms.
- Use standard protocols for medical emergencies.





# DHS Housing Guidance: Isolation Protocols

Guidance for Isolation Within Housing		
No Symptoms /No <u>High Risk</u> Factors	High Risk Factors/No Symptoms	Symptoms or Positive COVID-19 Test
May be housed in shared space with others with no symptoms, including congregate settings; Beds should be as far apart as possible (six feet is recommended if there is space) and clients should sleep head to toe	Private room or shared space with roommate who has no symptoms and has not been tested for COVID-19	Symptomatic individuals should be housed in a private room. Those who have a positive test may be housed in a private room or in a shared space with others who have also tested positive.
Recommend staggering mealtimes so physical distancing can be ensured	Meals delivered to room or use staggered mealtimes so physical distancing can be ensured	Meals delivered to room.
Recommend staggering times of use so physical distancing can be ensured	Should refrain from using common spaces. Use staggered times to ensure physical distancing when necessary.	No use of common areas.
May use shared facilities as usual. Cleaning/Disinfecting protocol should be followed.	Use a separate bathroom than any symptomatic or positive individual, if possible. If only one bathroom at site, follow same protocols for cleaning and distancing as those who are symptomatic or test positive.	Use Designated bathroom, shared by individuals who are symptomatic and /or have tested positive  If only one bathroom in facility: <ul style="list-style-type: none"> <li>• Stagger shower times</li> <li>• 20 min to let steam dissipate, between showers; no steam should remain when next client enters the bathroom</li> <li>• Consider in-room commodes and sponge baths</li> <li>• Follow cleaning/disinfecting guidance between each client</li> <li>• Ventilation fans should remain on and windows should remain open during cleaning</li> </ul>
Per Governor Wolf's recommendation, all individuals should wear a mask when in shared spaces whenever possible. Physical Distancing recommendations should be ensured at all times.	If any other residents at the site are symptomatic, individuals with high risk factors should wear masks. Per Governor Wolf's recommendation, all individuals should wear a mask when in shared spaces whenever possible. Physical Distancing recommendations should be ensured at all times.	Anyone who has symptoms or has tested positive should wear a mask in any shared spaces including bathrooms when not showering.

# Essential Services

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

# Essential Service Status Snapshot

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>
<b>Food:</b> for Seniors	<b>At Risk</b>	At Risk	Unstable	Stable	Stable
<b>Aging Services</b> - Elder abuse investigations, In-home services & other critical aging services	<b>Stable</b>	Stable	At Risk	Stable	Stable
<b>Food:</b> for Broader Community	<b>At Risk</b>	At Risk	Unstable	At Risk	Stable
<b>Childcare</b> for essential employees, including first responders	<b>At Risk</b>	Stable	Unstable	Stable	At Risk
Services for people experiencing <b>homelessness or in supportive housing</b>	<b>At Risk</b>	At Risk	Unstable	Stable	Stable
<b>Behavioral health:</b> acute, crisis and residential care	<b>At Risk</b>	At Risk	Unstable	At Risk	At Risk
<b>Early Intervention</b>	<b>Stable</b>	Stable	Unstable	Stable	Stable
<b>Transportation</b> to essential medical and social services	<b>At Risk</b>	At Risk	Unstable	At Risk	Stable
<b>Child welfare</b> critical services, hotline, investigations, required visits, group care	<b>At Risk</b>	Stable	Unstable	Unstable	Stable
<b>Intellectual Disabilities</b> and Autism services	<b>Stable</b>	Stable	Unstable	Stable	Stable

# Guidelines in Rating Essential Service Staffing

Essential Service Status Rating	Staffing Level Rating	Staffing Level Guidelines
<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>Level 2</b>	Agencies invoke their own COOP plan
<b>At Risk</b>	<b>Level 3</b>	Agencies notify ACDHS, who attempts to find staff across the network
	<b>Level 4</b>	ACDHS can't find staff across the network, we consider staffing with volunteers
<b>Unstable</b>	<b>Level 5</b>	If all efforts have been exhausted agencies might have to close their services

# Food: for Seniors

No Updates 4/13/20

<b>Essential Service:</b>		Food for Seniors		<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	
<b>Notes:</b>						
<p>-Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area.</p> <p>-HDM providers have transitioned to 2 day per week delivery in order to maximize delivery and minimize social contact. Planning is underway to move to a 1 day per week delivery where possible.</p> <p>-A plan to provide HDM and congregate consumers at least a two-week supply of shelf stable items via an emergency box is in the works. Timeline on availability and delivery of these boxes is approximately 1- 2 weeks out; primarily due to issues around availability of items. However, TP will be included in these boxes! A small supply of boxes will also be available for Emergency Care Management and Protective Service needs.</p>						
<b>Service Locations:</b>	<b>Stable</b>	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	<b>Funding:</b>	<b>Stable</b>	Level 1 Normal funding available	
<b>Notes:</b>			<b>Notes:</b>			
<p>-Current system has reached a plateau and is doing well.</p> <p>-Preparing for increases.</p>						

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

No Updates 4/13/20

<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>Level 1</b> Stable Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level		<b>Supplies:</b>		<b>Level 3</b> At Risk 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b>				<b>Notes:</b>			
-Care Managers are completing consumer contacts and assessments by telephone rather than in-home visits to reduce the spread of Covid-19  -Per state direction, OPTIONS has developed internal processes to track Covid-19 specific services in the statewide SAMS/Wellsky database  -In-Home services network is serving all consumers for Personal Care & Home Support  -Personal Emergency Response Systems providers are offering modified, "contact free" install processes				-Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.			
<b>Service Locations:</b>		<b>Level 1</b> Stable 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need		<b>Funding:</b>		<b>Level 1</b> Stable Normal funding available	
<b>Notes:</b>				<b>Notes:</b>			

# Food: For Broader Community

<b>Essential Service:</b>	Food for Broader Community			<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
<b>Notes:</b> -Overall, Food Bank, 412 Food Rescue, School Districts, Food Pantries, Community Groups getting food out to community -As demand and need increases, focus is on: -Developing mechanisms to get food closer to people (more distribution sites, transportation) -Contingency planning for sites that must close (additional food prep sites) -Meeting additional demand (additional food supply to Food Bank and pantries) -Processes for families in quarantine or other "last resort" situations (in their own home or in facility) (quick solutions)					
<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> see above			<b>Notes:</b> see above		

# Family Strengths Survey

- Week 2 of the survey is open. Adding resources in response to what families are saying they need.
- [Click here to take the Family Strengths Survey](#)
- [Haz clic aquí para tomar la Encuesta Fuerzas de la Familia](#)
- **To take the Family Strengths Survey by phone dial (412) 692-8026**



# Allegheny County Family Centers & Partners



**M-T-W-Th-F - 9 am - Morning Stretch**

@RyanArtsCenter



**M - 6 pm - Story Time**

@highlandfamilycenter

**T-W-Th - 10 am - Story Time**

@RyanArtsCenter



**T - 11 am - Story Time**

@AIUSteelValleyFC

**T - 1 pm - Kids Junkyard Crafts**

@AIUEastAlleghenyFamilyCenter



**T - 7 pm - Bedtime Story**

@AIUSteelValleyFC

**Th - 11 am - Story Time**

@AIUSteelValleyFC

**T - 7 pm - Bedtime Story**

@AIUSteelValleyFC



Find these and more activities  
@alleghenycountyfamilysupport

- Family Centers physical locations are closed, but staff are available to support families!

- Call 412-350-6611 or 2-1-1 to find the center closest to you

- Several sites have formula and diapers available for distribution (Check [Food Map](#), and call to set up pick up/delivery)

Updated 4/13/20

# Food Access Coordination and Resources

Food Access Call – Tuesdays at 3:30

[Join Microsoft Teams Meeting](#)

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

Conference ID: 287 284 875#

Email Ashley Varrato ([ashley.varrato@alleghenycounty.us](mailto:ashley.varrato@alleghenycounty.us)) to be added to invite

[Food Distribution Map](#)

# 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>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>	<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>
<b>Notes:</b> "staffing" for essential childcare presumably includes a huge network of relative/neighbor and other natural support caregivers. Traditional childcare staff supply is stable (with so many centers closed, several staff not currently employed)			<b>Notes:</b> Providers seeking gloves and cleaning supplies	
<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>	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p>
<b>Notes:</b> Currently 70 centers open or preparing to reopen, ~220 open spots, many willing to reopen if demand exists			<b>Notes:</b> Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers, federal bill includes support for childcare, figuring out the logistics to get \$ to providers and families is the challenge	

# 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
- Currently ~300 open childcare seats
- State released [tool](#) to match workers to childcare, but we recommend contacting ELRC for most up-to-date info

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

<b>Essential Service:</b>		Services for people experiencing homelessness and/or in supportive housing		<b>Overall Service Capability:</b>		<b>At Risk</b>	
<b>Staffing:</b>	<b>At Risk</b>	Level 2		<b>Supplies:</b>	<b>Unstable</b>	Level 4	
		Agencies invoke their own COOP plan				20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<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.				<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.			
<b>Service Locations:</b>	<b>Stable</b>	Level 1		<b>Funding:</b>	<b>Stable</b>	Level 1	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need				Normal funding available	
<b>Notes:</b> All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine spaces opening soon.				<b>Notes:</b> There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.			

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

## Additional updates:

- Isolation/Quarantine locations: We have made big strides in our ability to provide isolation and quarantine and safe spaces for vulnerable people.
- Hotels: We have started moving people in!
  - 30+ individuals housed there, primarily highly vulnerable
  - Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
  - Referrals now accepted from homelessness shelters, street outreach providers, refugee and immigrant services. This week referral system in place for OBH and jail. Any system with individual in urgent need of safe haven, please reach out.
- CHS still needs staff for weekend shifts (see link below). If you've been contacted by CHS, please respond back.
  - <https://communityhumanservices.applytojob.com/apply/HCMaIP6kQv/Community-Support-Specialist-Hotel-2020>

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

- HUD approved ACDHS Mega Waiver on April 9 for the following CoC related issues:
  - All disability verification for permanent supporting housing (PSH) will be documented within 6 months of enrollment
  - PSH/Rapid rehousing (RRH) case managers must meet virtually with clients on a monthly basis and physically visit within 2 months
  - Housing Quality Standards (HQS) physical inspections of units must be done virtually before clients sign a lease, and physical visits must occur within 6 months
  - Physical re-inspections of units will occur within 6 months
  - 1 year lease requirement currently waived for 6 months beginning April 1
    - Leases must be at least one month

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

- ACDHS/OCS Guidance for Implementing the Waiver
  - **For PSH:** Projects must reasonably believe participant has a disability, and staff should move forward with securing housing and written documentation; efforts and due diligence to secure verification should be in case notes
  - **For PSH/RRH:** Virtual monthly visits from case managers are required to ensure participants are managing in the COVID-19 crisis
  - **For HQS initial inspections:** Virtual tours must be completed before participants sign a lease with the requirement of a physical inspection within 6 months of the signed lease date
  - **For HQS reinspection:** Case managers should visually inspect the unit upon face to face visits or conduct virtual walk throughs with participants until actual re-inspection occurs
  - **For 1 year lease requirements:** Leases should be no longer than 3 months and may be month-to-month, with preference to longer lease periods of up to one year



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

- ACDHS/OCS Guidance for Implementing the Waiver
  - Specific questions related to implementing these waivers should be sent in writing to **all** of the following persons:
    - Cynthia Shields- [Cynthia.shields@alleghenycounty.us](mailto:Cynthia.shields@alleghenycounty.us)
    - Rob Eamigh- [Robert.Eamigh@alleghenycounty.us](mailto:Robert.Eamigh@alleghenycounty.us)
    - Kate Holko – [Kathryn.Holko@alleghenycounty.us](mailto:Kathryn.Holko@alleghenycounty.us)

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

## **Homelessness Provider Network COVID-19 Working Group:**

- Every Tuesday at 9:30 AM
- All homelessness service providers invited and encouraged to participate
- Call in information:
  - Phone number: 1-267-368-7515***
  - Conference ID #: 124 689 852***

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

## Additional updates:

- Isolation/Quarantine locations: We have made big strides in our ability to provide isolation and quarantine and safe spaces for vulnerable people.
- Hotels: We have started moving people in!
  - 130-220 units
  - Referral process is established for the emergency shelters and will open up to other referral sources soon
  - Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
- CHS may still need staff for weekend shifts (see link below)
  - <https://communityhumanservices.applytojob.com/apply/HCMaIP6kQv/Community-Support-Specialist-Hotel-2020>

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

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

- Every Tuesday at 9:30 AM
- All homeless service providers invited and encouraged to participate
- Call in information:

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

***Conference ID #: 124 689 852***

# Behavioral Health: Mental Health & Drug and Alcohol

<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><b>Level 3</b> Agencies notify ACDHS, who attempts to find staff across the network</p> <p><b>Notes:</b> Calls to date with various service providers reports are that staff are resigning or calling off due to COVID reasons but, no disruption in services. We have received reports that providers have staff out sick who may or may not be going through testing at this time.</p>	<b>Supplies:</b>	<p><b>Unstable</b></p> <p><b>Level 4</b> 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those</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. Reminding providers to follow the supply request process and to not call in for supply request</p>
<b>Service Locations:</b>	<b>At Risk</b>	<p><b>Level 3</b> 60% - 100% coverage of the public, as some Service Locations have been forced to close</p> <p><b>Notes:</b> Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.</p>	<b>Funding:</b>	<p><b>At Risk</b></p> <p><b>Level 2</b> 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: PA Correctional Industries Supply Order

- Non-profit/501C3, non-profit treatment provider or local government entity
- PCI is currently taking orders for the following items
  - Cloth Masks
  - Gowns
  - Anti-Viral/Anti-Bacterial Surface Sanitizer
  - Bar Soap
- Ordering information and products found on the attached pdfs



Non-COPA Customer Ordering Instructions: (all non-Commonwealth entities)

1. Forward an email to PCI at [PCI@PA.GOV](mailto:PCI@PA.GOV) with the following information:
  - a. Master Material # if known, if not a description of the product(s)
  - b. Quantity needed
  - c. Both shipping and billing addresses
  - d. Contact person with phone number and email if different
2. A customer service representative will forward a quote via email
3. The customer should send an approval email providing authorization to place the order
4. Product will be shipped
5. A paper invoice will be sent via USPS with payment instructions

**NOTES:**

PCI does not accept credit cards only checks for payment

Please visit our website for more product information, [www.cor.pa.gov/pci](http://www.cor.pa.gov/pci)

Bureau of Correctional Industries | PO Box 47 | Camp Hill, PA 17001-0047 | 717.425.7292 | [www.cor.pa.gov/pci](http://www.cor.pa.gov/pci)

HOME OF **BIG HOUSE** PRODUCTS

## EnvirX

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Kills 99.99 percent of most common bacteria on solid surfaces. Excellent for microbial control in correctional facilities, schools, hospitals, nursing homes and all public areas.

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CASE QUANTITY	MM #	PRICE
(12) 32-ounce Spray Bottles	319852	\$40.63
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Effective against: METHICILLIN RESISTANT STAPHYLOCOCCUS AUREUS (MRSA), SALMONELLA ENTERICA, PSEUDOMONAS AERUGINOSA, ANTIBIOTIC RESISTANT ESCHERIA COLI, HERPES SIMPLEX TYPE 1&2; HIV-1 (AIDS VIRUS); HEPATITIS B & C VIRUS; HUMAN CORONA VIRUS; VACCINA VIRUS; INFLUENZA A / BRAZIL VIRUS; CANDIDA ALBICANS; ASPERGILLUS NIGER; TRICHOPHYTON MENTAGROPHYTES AND MORE—

See product label for directions and precautionary statements.

Contact your PCI Sales Representative for more information.

1-877-ORDER-CI | [www.cor.pa.gov/pci](http://www.cor.pa.gov/pci)

"Teaching Inmates to Work in Pennsylvania"



# Behavioral Health: Drug and Alcohol: Provider Training Opportunities

- DDAP is offering a series of trainings titled “When All that Changes is Everything” and A “Self Care Virtual Training”
- Please see the attached fliers for dates and information about both trainings



## Virtual Training Opportunity!

### When All That Changes is Everything

The Pennsylvania Department of Drug & Alcohol Programs (DDAP) is exploring ways to provide relevant virtual support during the Covid-19 outbreak. DDAP is pleased to provide a series of three discussions focused on the challenges, and triumphs within the substance use field in Pennsylvania in response to the COVID-19 pandemic.

**When** April 15<sup>th</sup> 1:00pm to 2:00pm - Organizational Change in Response to COVID-19  
April 16<sup>th</sup> 1:00pm to 2:00pm - Managing Stress and Recovery in Response to COVID-19  
April 17<sup>th</sup> 1:00pm to 2:00pm - Self-Care for the Essential Substance Use Professional

#### How to Attend

The dates above have been scheduled and are available for registration in DDAP's [online](#) Training Management System (TMS) by selecting 'Course Search', then 'Organizational Change in Response to COVID-19' or 'Managing Stress and Recovery in Response to COVID-19' or 'Self-Care for the Essential Substance Use Professional'. You must complete a separate registration for each course. Once registered in TMS, a webinar invitation and link for the date you select will be forwarded to the email address listed in your TMS account.

#### When All That Changes is Everything

Trainer: Greg Krausz, MA, CAADC, LPC

In these hour-long discussions participants will:

- Discuss how organizational change has happened, what has worked, what struggles continue and how it has impacted those receiving and providing services.
- Discuss the impacts of social distancing on a disease of isolation and separation as well as what to do to help mitigate that stress through resilience.
- Learn ways to re-envision self-care in the midst of the pandemic so that we can continue to provide exceptional care to others.

If you have additional questions, please contact us at [RA-DATRAINING@pa.gov](mailto:RA-DATRAINING@pa.gov).

Thank you,

DDAP Training Section



## Virtual Training Opportunity!

### Self-Care and Empathy

The Pennsylvania Department of Drug & Alcohol Programs (DDAP) is exploring ways to provide relevant virtual support during the Covid-19 outbreak. For a limited time, DDAP is pleased to provide a live virtual session on Self-Care and Empathy

**When** April 14<sup>th</sup> 9:00am to 10:30am OR April 20<sup>th</sup> 9:00am to 10:30am

#### How to Attend

The two dates above have been scheduled and are available for registration in DDAP's [online](#) Training Management System (TMS) by selecting 'Course Search', then 'Self-Care and Empathy'. Once registered in TMS, a webinar invitation and link for the date you select will be forwarded to the email address listed in your TMS account.

#### Self-Care and Empathy

Trainer: Marilyn Stein

Managing stress as a result of COVID-19 adds real intensity to the need for self-care. This live virtual session will help you identify feelings of stress and burnout. It will define compassion and the importance of self-compassion. Finally, it will offer a variety of simple techniques that you can build into your day to help you manage stress during tough times. In this hour and a half virtual session participants will:

- Identify the signs and symptoms of increased stress.
- Understand both compassion and self-compassion.
- Review the importance of maintaining boundaries.
- Consider small changes that lead to improved wellness.
- Have a variety of self-care exercises to employ during stressful times.

If you have additional questions, please contact us at [RA-DATRAINING@pa.gov](mailto:RA-DATRAINING@pa.gov).

Thank you,

DDAP Training Section

# Behavioral Health: Early Intervention

<b>Essential Service:</b>		Early Intervention		<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> <p><b>Notes:</b> Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing.</p>	<b>Supplies:</b>	<b>Unstable</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> In the past few days more supply requests have come in</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> <p><b>Notes:</b> All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.</p>	<b>Funding:</b>	<b>Stable</b>	<p>Level 1</p> <p>Normal funding available</p> <p><b>Notes:</b> Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.</p>		



# 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>	<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</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>			<p><b>Notes:</b> We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers</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>	<b>Funding:</b>	<p>Level 1</p> <p>Normal funding available</p>
<p><b>Notes:</b> MATP has issued guidances for providers and riders.</p>			<p><b>Notes:</b></p>	

# 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>	<b>Stable</b>	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	<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
<b>Notes:</b> Agencies can staff their own services.  Some have invoked contingency plans that have brought staffing to an adequate level			<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>	Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close	<b>Funding:</b>	<b>Stable</b> Level 1 Normal funding available
<b>Notes:</b> Several provider agencies have been forced to close to comply with Governor's orders			<b>Notes:</b> Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff	

# 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>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>	<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 have not been notified of any recent changes in operations due to staff shortage; however, some providers are collaborating to assure coverage. We have checked with agencies and they report that they do have contingency plans in the event they need to implement them.</p>			<p><b>Notes:</b> Providers are reporting that they are submitting supply requests to any and all resources provided and getting some response although quantity is still not near what is needed.</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>	<p>Level 1</p> <p>Normal funding available</p>
<p><b>Notes:</b> Providers have relocation plans in place but so far, everyone is at their normal service location. Providers are aware of resources available and reporting requirements.</p>			<p><b>Notes:</b></p>	

# Intellectual Disabilities and Autism services: Current Activities

- **ODP Announcement 20-044** - Supports Coordinator Check-in for Well Being Tool
- Safeguard Against Disability Discrimination During COVID-19 Fact Sheet
- Continue to follow local information and directives, along with PA Department of Health and the State Office of Developmental Programs.
- Links to COVID-19 updates can be found on MyODP.org, <https://www.myodp.org/mod/page/view.php?id=26808>



## Safeguard Against Disability Discrimination During COVID-19

Including individuals with disabilities in the COVID-19 response to ensure equitable care

### **THINK EQUITABLE CARE - TAKE ACTION!**

- **Inform key medical personnel** immediately that individuals with disabilities have equal rights to COVID-19 testing and treatment.
- **Make equitable decisions** to ensure that allocation of COVID-19 resources, supplies, and care are not based on inaccurate assumptions about life with a disability.
- **Provide accommodations** to make sure all individuals can access COVID-19 testing and treatment. This requirement includes accommodations for behavioral, intellectual, or physical disabilities that may impact someone's ability to comply during testing and treatment.

### **KNOW THE BEST PRACTICES - TAKE ACTION!**

- **When communicating with individuals with disabilities:**
  - Talk directly to them.
  - Ask permission before speaking with their caregivers, if possible.
  - Ask the caregiver for assistance if you need help communicating with a patient.
  - Use plain language to tell individuals and caregivers about COVID-19 test results and anticipated procedures.
  - Keep in mind that you may have difficulty understanding the patient, however, in most cases they understand you.
- **Make these accommodations:**
  - Allow a caregiver to go with a patient to ensure adequate support for decision-making and treatment.
  - Provide ramps and rooms with enough access for a wheelchair.

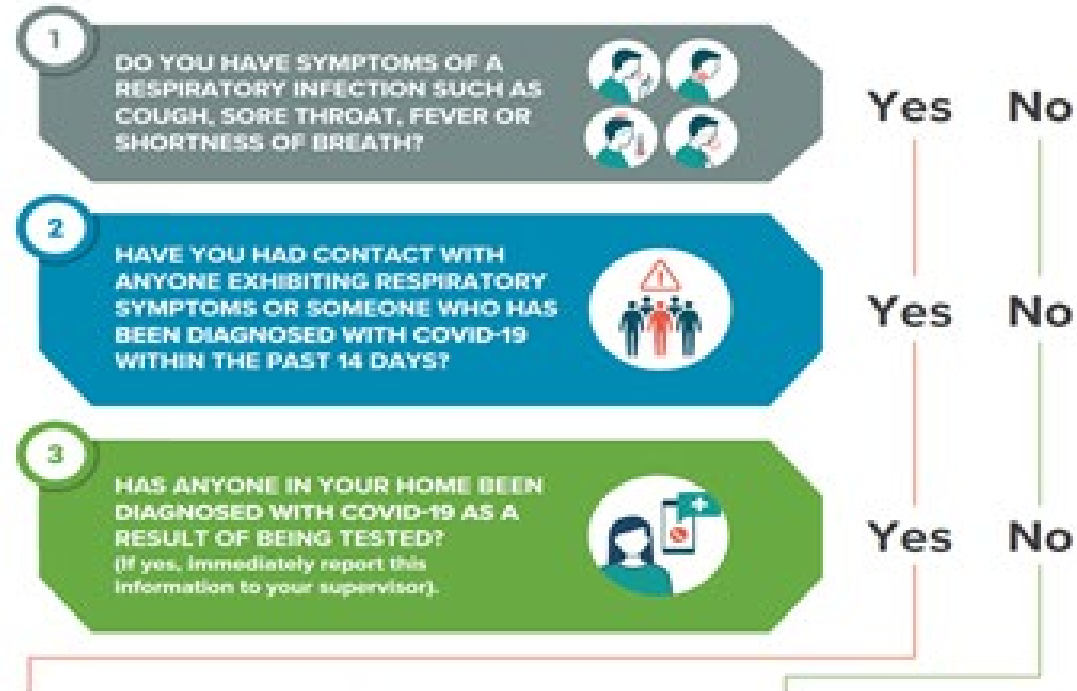
# Key Contacts

- 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.



# Strategies for Home Visits

Please follow these strategies to safely navigate in-home visits. Contact the family by phone first and let them know you would like to conduct an in-home visit. If they do not answer and you opt to go to their home, maintain a safe distance from the door and ask the following questions.



⚠️ If a client responds **yes to any of these questions**, contact your supervisor to discuss if you should proceed with the in person visit or by a virtual method. When a child's safety is in question, an in-person assessment must occur.

Does the family have WiFi or access to a mobile hotspot in their home? If so, the virtual visit should be easy. Ask them to use the camera on their mobile device or laptop to walk you through their home room-by-room. Pay close attention to non-verbal children, note the presence of food in the kitchen and the areas where children sleep.

If the family does not have the technology available to do a virtual visit, share DHS CYF guidance about setting up free Internet access. Then use your mobile hotspot to conduct the visit virtually from outside the home.

More detailed guidance on virtual visits will be forthcoming.

✅ If a client answers **no to these questions**, proceed with your work as usual.



In both instances, please use the precautionary measures on the following page.



## Precautionary Measures



Wear gloves and something to cover your nose and mouth. Encourage families to do the same with whatever they may have available (e.g., a dish towel or pillowcase). Each regional office has a finite number of N95 masks for situations where close physical contact with family members is unavoidable like when a child must be removed from their home. These masks can be reused but should not be shared. Guidance on how to ensure a proper seal can be found here: [cdc.gov/niosh/docs/2010-133/pdfs/2010-133.pdf](https://www.cdc.gov/niosh/docs/2010-133/pdfs/2010-133.pdf)



If you do not have a mask, the CDC has provided guidance on how to use thick fabrics, like flannel pajamas or pillow cases, to make your own face mask: [youtube.com/watch?v=tPx1yqvJgf4](https://www.youtube.com/watch?v=tPx1yqvJgf4)



Bring only items necessary for the visit into the home and sanitize them following the visit



Avoid placing belongings on tabletops and counters that might have high levels of germs



Do not shake hands and maintain an appropriate distance (at least six feet away)



Allow family members to open the door or use a barrier rather than touching doorknobs directly



Do not touch your face until you have had the chance to remove your gloves



If you do not have gloves, wash your hands with soap and water for at least 20 seconds before you leave the home. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol to kill any possible germs



After doing a walk-through of the home, complete the rest of the assessment on the porch or in the yard, if possible.



# Transition age youth

## Education and Enrichment Specialist

- Review COVID 19 precautions, symptoms and what to do if experiencing symptoms
- Share resources from Dept. of Health Education (k-12)
- Continue to help identify post-secondary options & virtual college tours
- Focus on high school seniors: confirm college and financial applications are submitted share information regarding tuition waiver and Chafee identify
- Revised graduation expectation for each school we have seniors ensure students and caregivers are aware of revised graduation plan requirement
- Reviewing guidance from state regarding student rights regarding school enrollment/ stability at this time
- Identify potential challenges and barriers our k-12 students may experiences
- Finding solutions for challenges that may arise-( lap top access, school- work access, etc. )

## CYF Transition Planners

- Enhanced focus on youth who are nearing 18 y/o (to encourage them to sign on for an extension and make sure there are supports in place) and 21 y/o (to make sure there is stable plan in place after exiting care).
- Prioritizing transition planning with resumption youth, youth in congregate care and those with recent reunifications.

## OTHER RESOURCES:

- **Youth Virtual Drop-In** Meetings being held to promote social interaction. The age range for these chats is from 14 to 29 years old. Held on Zoom every Monday and Friday from 3:30pm to 4:30pm
- MEETING ID: 410-999-098 MEETING LINK: <https://zoom.us/j/410999098>
- **Town Hall Meeting** This townhall is intended to help get foster youth what they need during this time. Forum to give guidance to help shape the federal child welfare systems' response to COVID-19. This meeting was organized by the Children's Bureau. <https://youtu.be/9C0RezU2g2k>

# Transition Age Youth

## Youth Support Partners (YSP):

- The YSPs finding creative ways to engage.
  - TikTok, Facebook, Snapchat, Gaming, Youtube
  - Opportunity Passport (OPP) is continuing to occur virtually as well as the SITY meetings (every Tuesday at 4pm).

## Justice Related Services (JRS – IL):

- The JRS staff connecting with youth released from ACJ
- Connecting them with the necessary services.

## YV LifeSet:

- The LifeSet staff makes daily phone calls to their youth and conducting weekly virtual sessions.
- Delivering food
- Securing technology

## 412 Youth Zone:

- Youth coaches are checking in with all youth's well being
- Suppling food, baby supplies and cleaning products
- Continue to help youth know how to navigate to food bank resources in their community and have provided critical transportation, including for medical appointments.
- Providing virtual programming more than twice per day using Facebook – [www.facebook.com/412YouthZone](https://www.facebook.com/412YouthZone) -- including: Meditation, yoga, writing, painting, cooking, mixing music, book club
- Check in with staff Youth Zone therapists are available virtually.
- Youth Zone medical clinic staff are available daily by phone to assist with medical questions/concerns and prescription refills.