

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Friday 4/3/20



Agenda

- Communications
- Health Update - Dr. Debra Bogen, Allegheny County Health Department
- Data Friday!
- Legislative/Policy Updates
- Plans to Maintain Essential Services



How we communicate

- Daily provider calls
- Provider websites
- 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

- 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	▼
Precautions and Preparations	▼
Payments and DHS Operations	▼
Aging	▼
Behavioral Health	▼
Child Care and Family Centers	▼
Courts and Jail	▼
Food and Supplies	▼
Homelessness and Housing	▼
Transportation	▼

Health Department Updates

- Daily Cases: Rates vs Counts
 - Race
 - Dashboard plans
- Testing Issues
 - Availability issues
 - False negatives and using clinical symptoms
- Clinical picture
 - Range of symptoms and severity
 - Many asymptomatic – some spread
 - Spread
- Masks and Personal Protective Equipment (PPE)
- Mental health issues
 - Going outside in safe way
- Collaboration across health systems

Governor Wolf calls for universal masking to stop COVID19 spread

- Governor Wolf is calling for all Pennsylvanians to wear a mask when leaving home.
- PA Dept of Health [explains](#) how members of the general public should wear a mask or use a scarf or bandana.
 - “Homemade masks are designed to contain coughs and sneezes and prevent the disease from spreading to others. These are recommended for the general public when a person can’t perform social distancing. Use these masks if you are coughing or sneezing, using public transportation or shopping and working at essential businesses like grocery stores and pharmacies. Homemade masks or cloth masks should be washed after each use and should not be worn when damp or wet.”
- Please visit PA's [Help Stop the Spread](#) website for more information about masking.
- DHS is working with other County departments to determine any implications for supply distribution. We expect to have more details by Monday’s call.

Covid-19 Call Numbers

COVID Hotline (2-1-1)

- Provides answers to general questions and concerns
 - Receives between 250-300 calls per day
- Specific calls from first responders, law enforcement, positive cases being reported by hospitals, etc. are sent to Poison Control for further guidance

Poison Control

- Handles a range of 25-50 calls per day
 - Consults with ACHD EPI Staff on next steps
 - Emphasis on getting those without a PCP or insurance screened and tested

ACHD's Main Line (687-2243)

- Call center staff provide answers to general questions and concerns
- Calls that need to be escalated are sent directly to ACHD EPI Staff for further guidance
 - Emphasis on getting those without a PCP or insurance screened and tested

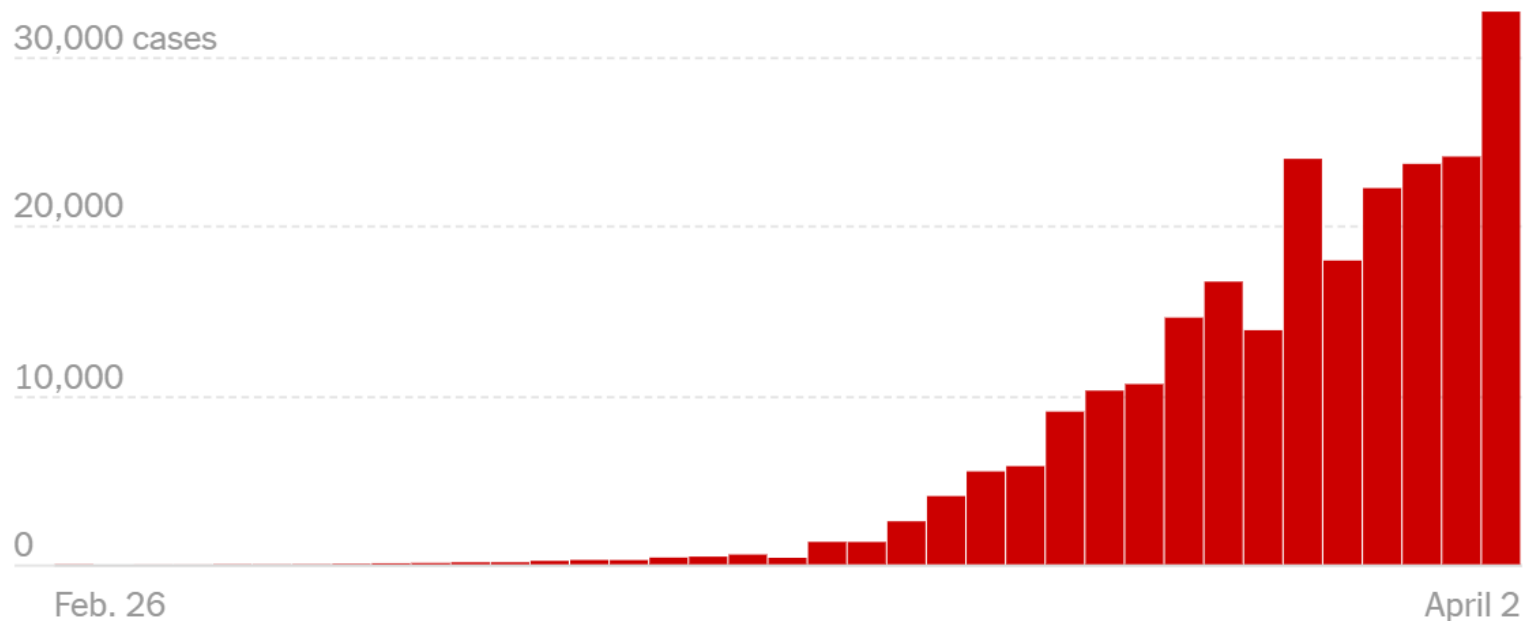
Epidemiology Investigations/Contact Tracing

- ~880 contact tracing calls done to date, so about 35 calls per day

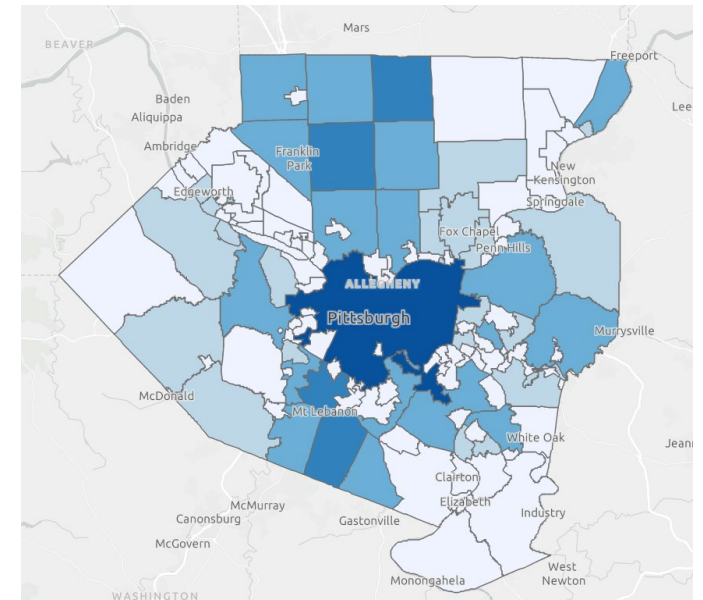
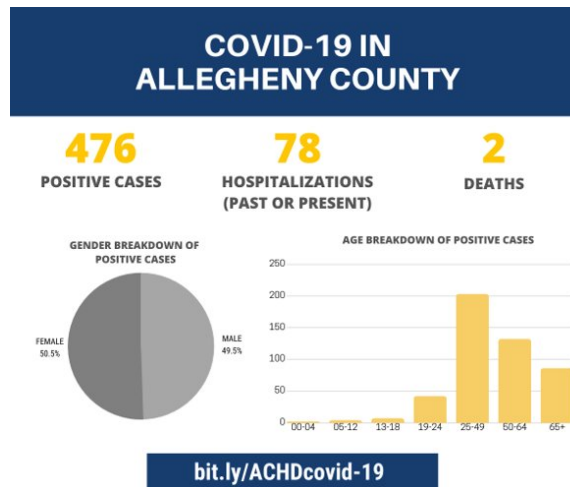
Health update

- *In Allegheny County:* 476 confirmed cases; 78 hospitalizations; 2 deaths ([source](#))
- *In Pennsylvania:* 8,420 confirmed cases; 102 deaths ([source](#))
- *In United States:* 244,228 confirmed cases; 6,257 deaths ([source](#)).

New reported cases by day in the United States



Date	Total cases	New cases	Total hospitalized
16-Mar	1		
17-Mar	6	5	
18-Mar	12	6	
19-Mar	18	6	
20-Mar	28	10	
21-Mar	31	3	5
22-Mar	40	9	5
23-Mar	48	8	6
24-Mar	58	10	6
25-Mar	88	30	13
26-Mar	133	45	20
27-Mar	158	25	25
28-Mar	219	61	31
29-Mar	265	46	35
30-Mar	290	25	38
31-Mar	325	35	51
1-Apr	356	31	61
2-Apr	419	63	70
3-Apr	476	57	78



Allegheny County DHS Key Indicators

*The percent changes reflect the change in the metric from the most recent 7 days based off of the latest date in the source system compared to March 1 through March 7, 2020.



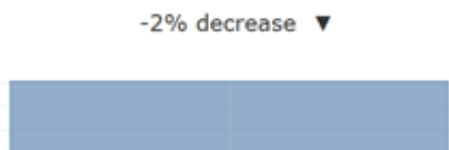
Time Frame Selection
last week

Child Welfare

March 27-April 2, 2020
Calls to Child Welfare: 143
-63% decrease ▼



March 28-April 3, 2020
Number of children in placement: 1,531
-2% decrease ▼

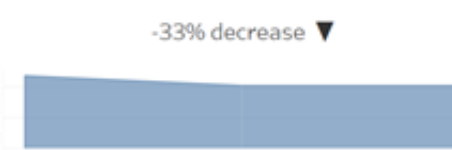


Homelessness and Housing

March 28-April 3, 2020
Number of people in emergency shelters: 378
* (excluding SWES and DV shelters)
-3% decrease ▼



March-27-April 2, 2020
Number of people calling the Link: 411
-33% decrease ▼



Mental Health

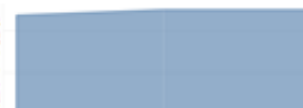
March 27-April 2, 2020
IRES Calls: 188
-22% decrease ▼



March 28-April 3, 2020
IRES Petitions: 81
-35% decrease ▼



March 23, 2020-March 29, 2020
Number of calls to Resolve: 1,262
-2% decrease ▼



Aging Services Calls

March 28-April 3, 2020
Calls to SeniorLine: 506
-43% decrease ▼



March 28-April 3, 2020
Calls to Older Adult Protective Services: 97
-64% decrease ▼



March 28-April 3, 2020
Reports of Need Assessments Completed: 41
-67% decrease ▼



Director's Action Line

March 21-March 27, 2020
Calls to Director's Action Line (DAL): 45
-27% decrease ▼





Other Allegheny County Key Indicators

*The percent changes reflect the change in the metric from the most recent 7 days based off of the latest date in the source system compared to March 1 through March 7, 2020.

Time Frame Selection
last week

Criminal Justice

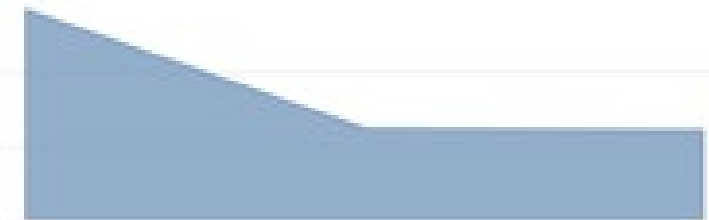
March 28, 2020-April 3, 2020
Number of ACJ bookings: 54
-77% decrease ▼



March 27, 2020-April 2, 2020
Average number of people in jail: 1,665
-25% decrease ▼
*excluding federal holds



March 27-April 2, 2020
Number of cases filed: 123
-78% decrease ▼



Tracking Recidivism of ACJ Releases from 3/16/2020

Weekly Summary

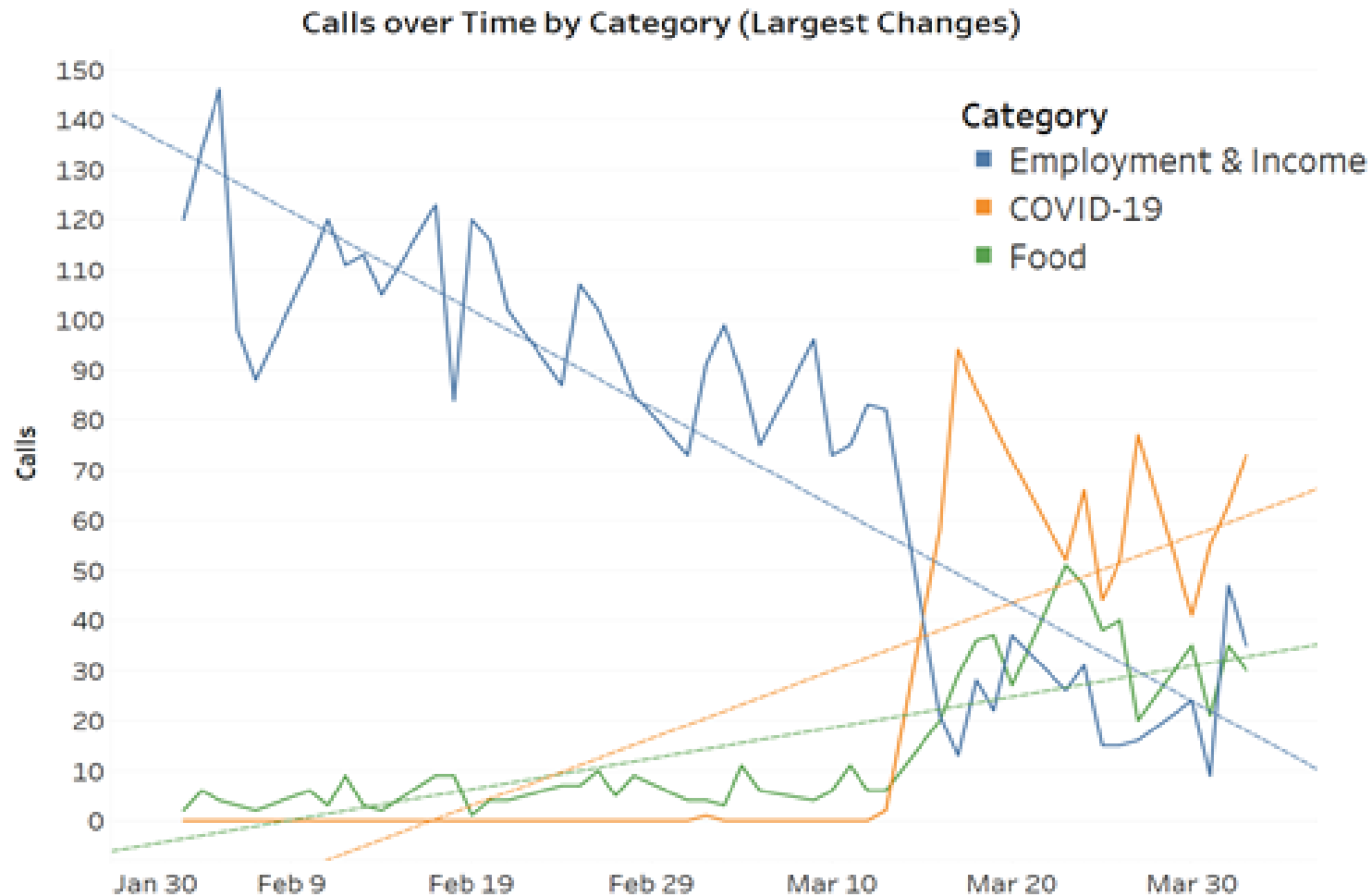
	How many were released	How many had new filings	% who had new filings	How many were rebooked	% who were rebooked	Race Multiple values
March 16, 2020	345	2	0.6%	5	1.4%	Medically Fragile All
March 23, 2020	291	2	0.7%	1	0.3%	
March 30, 2020	105	0	0.0%	0	0.0%	
Grand Total	741	4	0.5%	6	0.8%	

211 Call Data

- Unless noted otherwise, includes data from 2/1 to 4/2
- Large day-to-day variation in call volume
- Far fewer weekend calls, which made trends more difficult to see in a visualization. Because of this, some graphs note exclude weekend data.

Week Start Date	Total # Calls	% Difference
Feb. 7	1,125	---
Feb 14	1,204	7%
Feb 21	1,107	-8%
Feb 28	1,087	-2%
Mar 6	986	-9%
Mar. 13	1,099	11%
Mar. 20	1,299	18%
Mar. 27	1,167	-10%

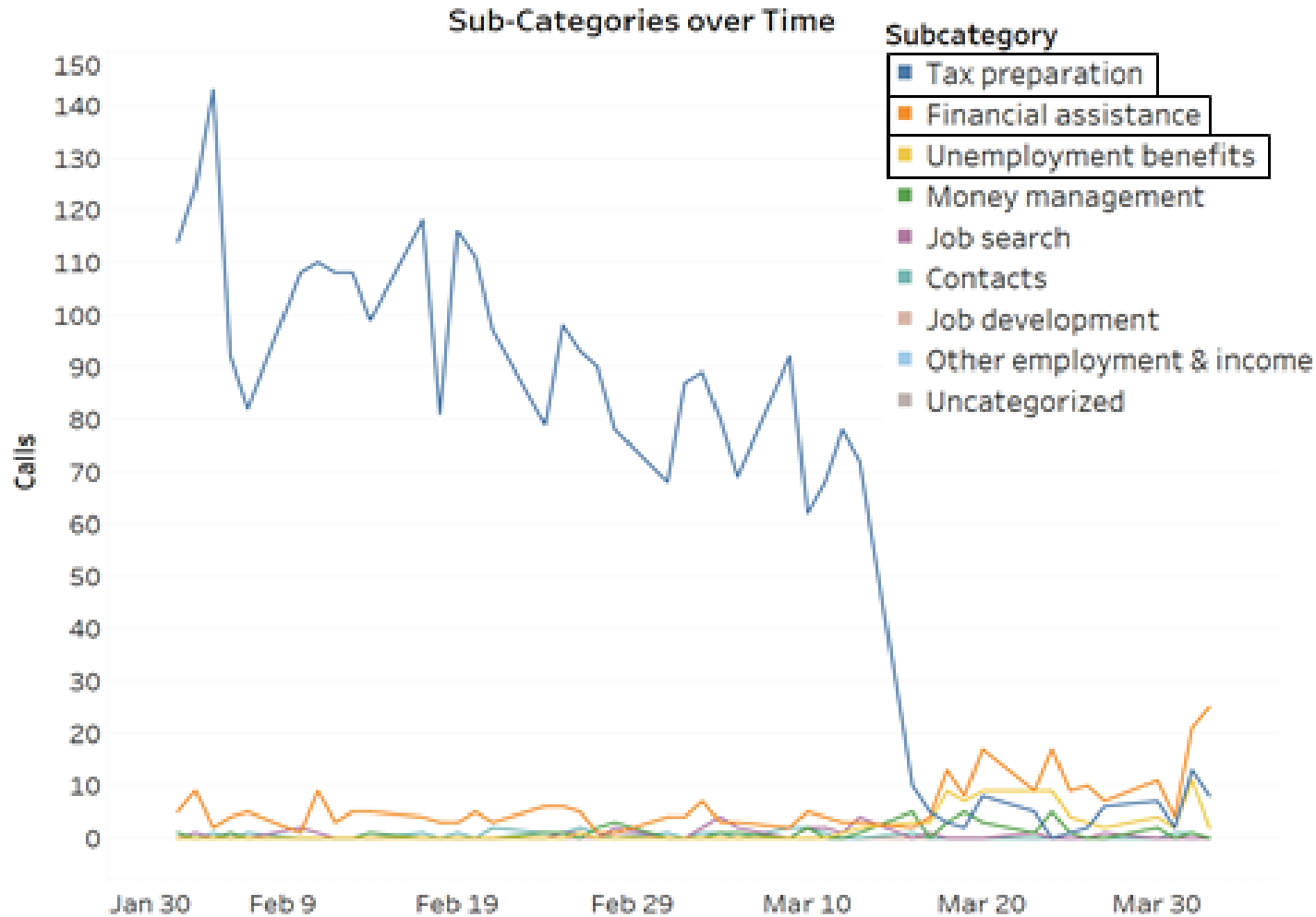
Calls over Time by Category*



*Excludes weekend data

- Graph only includes categories with notable changes in volume
- Since 2/1:
 - Employment & Income experienced a volume decrease
 - COVID-19 and Food experienced volume increases
- Excluded categories with relatively high volumes but no notable volume changes include:
 - Housing & Shelter
 - Utilities
 - Other
 - Healthcare

Employment & Income* over Time

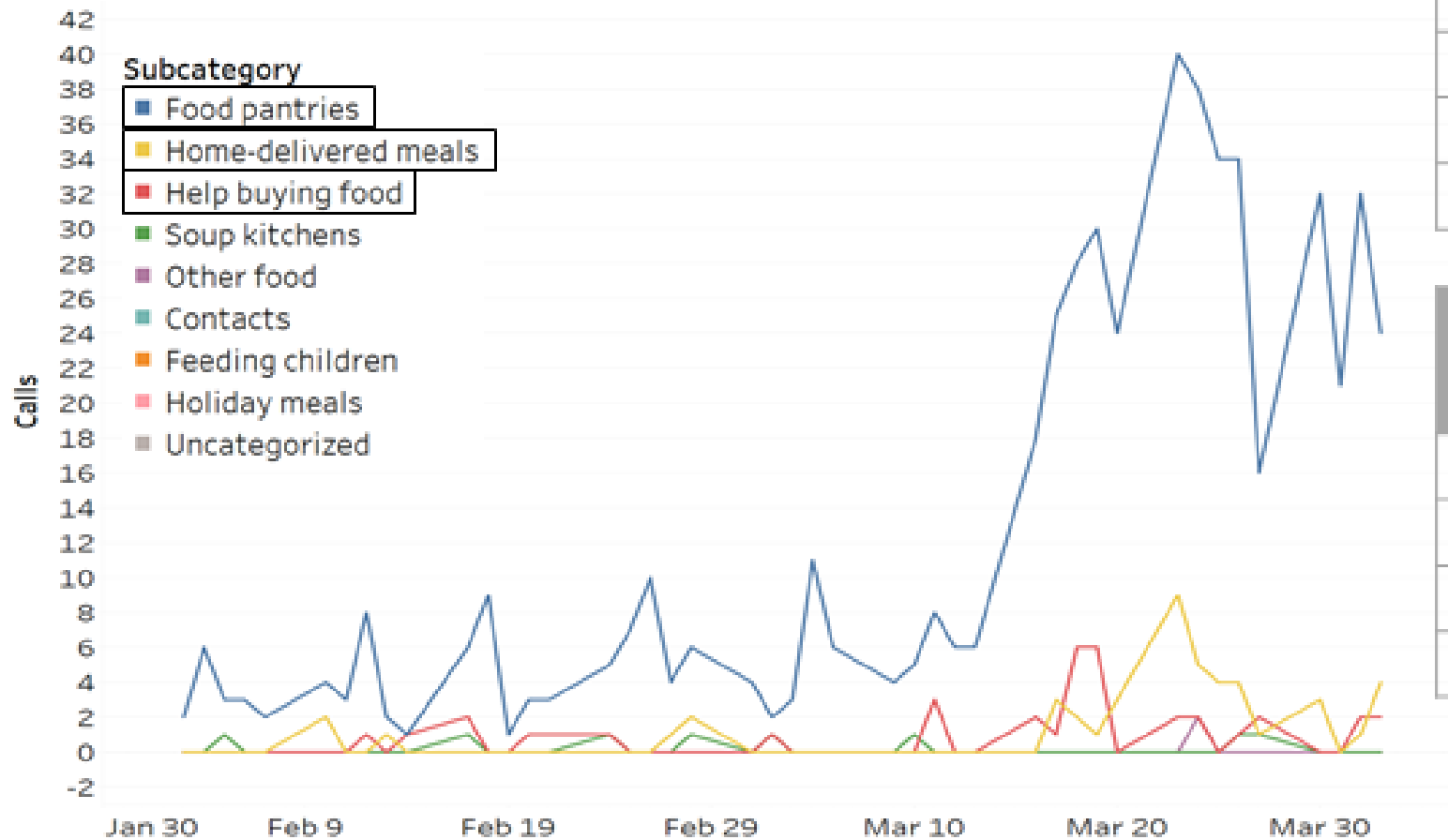


Week Start Date	Financial assistance calls		Unemployment calls	
	No. of calls	% Diff. from prior week	No. of calls	% Diff. from prior week
Feb. 7	23	---	0	---
Feb. 14	22	-4%	0	---
Feb. 21	21	-5%	1	---
Feb. 28	20	-5%	0	-100%
Mar. 6	20	0%	1	---
Mar. 13	31	55%	24	2,300%
Mar. 20	74	139%	37	54%
Mar. 27	72	-3%	24	-35%

*Excludes weekend data

Food* over Time

Sub-Categories over Time



Week Start Date	Food pantries calls	% Difference from prior week
Mar. 6	30	11%
Mar. 13	111	270%
Mar. 20	206	86%
Mar. 27	141	-32%

Week Start Date	Home delivered meals calls	% Difference from prior week
Mar. 6	0	-100%
Mar. 13	6	0
Mar. 20	32	433%
Mar. 27	11	-66%

*Excludes weekend data

Federal Update: SBA Paycheck Protection Plan

- **Who Can Apply:** Any small business with under 500 employees, including **non-profits**, sole proprietorships, tribal concerns, veterans orgs, self-employed, and independent contractors.
- **How is it Structured:** Technically a loan program, but providers can go through banks directly and not just the SBA. **Loans are *fully forgiven* if 75% or more of balance goes towards payroll, including benefits.** This includes (rapid) rehires for laid off employees.
- **What are the Terms:** Banks ***can't*** profit; no fees allowed. Also no collateral, no personal guarantees required. If you go over 25% on non-payroll borrowing, then payments are paused for 6 months (extendable to 12), with 0.5% interest for the life of loan.
- **How Long Does it Last:** Payroll support is for 8 weeks at present. Since this program is supported by Treasury (The Fed), it will be able to be expanded rapidly if demand is high.
- **When To Apply:** **Starting April 3, 2020, small businesses and sole proprietorships can apply.** Starting April 10, 2020, independent contractors and self-employed individuals can apply.
- Link: <https://www.sba.gov/funding-programs/loans/paycheck-protection-program-ppp>

Policy and legislative - State and local

- PA State Treasurer Joe Torsella's office has extended the commonwealth a \$2 billion credit line to meet shortfalls in the General Fund due to tax revenue losses.
- COVID-19 Working Capital Access Program, PA's state-funded loan program for small businesses in crisis, exhausted its \$61m in funds within a week of being offered.
 - Received nearly 900 applications totaling more than \$75 million in loan requests before shutting down the program
- PA Legislature will move soon to delay the deadline for all five-year child welfare clearance recertifications, which were due by mid-July, to the end of December.

NEW DATES IN PA



PRIMARY ELECTION

NEW DATE:
JUNE 2, 2020



DRIVER LICENSES EXPIRING BEFORE **APRIL 30**

NOW EXPIRE:
MAY 31, 2020



REAL ID

NEW DEADLINE:
OCTOBER 1, 2021



INCOME TAX

NEW FILING DEADLINE:
JULY 15, 2020

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?
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Agging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	Stable	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	At Risk	Stable
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

Guidelines in Rating Essential Service Staffing

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

Food: for Seniors

No Updates 4/3/20

Essential Service:		Food for Seniors		Overall Service Capability:		At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: <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>						
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available	
Notes: <p>-Current system has reached a plateau and is doing well.</p> <p>-Preparing for increases.</p>			Notes:			

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

Essential Service:		Elder abuse investigations, In-home services & other critical aging services		Overall Service Capability:		Stable		
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	At Risk	Level 3 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need			
Notes: -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			Notes: -Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.					
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available			
Notes:			Notes:					

Service Updates for Seniors – SeniorLine Call Center

- Experiencing a number of calls from younger aged older adults inquiring about assistance with grocery shopping.
 - Referrals to resources are being provided as well as offering HDM as an alternative
 - Some callers are expressing concern over delivery fees.
 - However, in many cases it is just worry and anxiety which causes the caller not to understand what is being said. We are encouraging our call center staff to repeat key pieces of information to minimize call backs.

Food: For Broader Community

Essential Service:	Food for Broader Community			Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: -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)					
Service Locations:	At Risk	Level 2 100% coverage to the public from either normal or alternative Service Locations	Funding:	Stable	Level 1 Normal funding available
Notes: see above			Notes: see above		

Food Bank Updates

- Lots of immediate need
 - 716 people coming directly to the Food Bank for food – 40 yesterday
 - 1465 calls to COVID Concierges - 89 yesterday
- SNAP
 - 317 inquiry calls – 31 yesterday
 - 124 applications processed – 6 yesterday
- Network remains strong
 - Pantries: 4% closed, 8% reduced hours, 4% increased hours
 - Senior Boxes: 91% open serving 532 people, working on delivery to cover sites that closed
 - School Grab & Go stable: 70% provide breakfast, 97% provide lunch
- Assessing other distribution options
 - Did pilot of home delivery with 412 food rescue: 55 sites in Allegheny County, 119 in Beaver County
- **Policy Update**
 - Reduced paperwork requirements for food distributions – can distribute State Food Purchase Program (SFPP) food without collecting income eligibility so can put food into emergency food boxes
 - Details
 - Effective today through June 30, 2020, County governments, regional food banks, and emergency food providers administering the **SFPP are not required to verify or confirm that SFPP participants meet the income-based eligibility standards** set forth in the regulation at 7 Pa. Code § 160.5, or to adhere to contractual provisions otherwise requiring compliance with this regulatory income-based eligibility requirement.
 - **At this point, completion of the Self-Declaration of Needs form IS STILL REQUIRED FOR TEFAP ENTITLEMENT.**

Food Access Coordination and Resources

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#

Email Ashley Varrato (ashley.varrato@alleghenycounty.us) to be added to invite

[Food Distribution Map](#)

Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		Overall Service Capability:	At Risk
Staffing:	Stable	<p>Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	Supplies:	<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>
Notes: "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)			Notes: Providers seeking gloves and cleaning supplies	
Service Locations:	Stable	<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>	Funding:	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p>
Notes: Currently 70 centers open or preparing to reopen, ~220 open spots, many willing to reopen if demand exists			Notes: 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
 - 412-350-3577
- Currently ~230 open childcare seats
- State released a new [tool](#) to match workers to childcare, but we recommend contacting ELRC for most up-to-date info

Additional childcare needs

- Covid-19 positive households (particularly when parents are hospitalized)
 - Researching solutions in other places, suggestions welcome
- Childcare for children with disabilities
- Crisis respite care for families who need support
 - Jeremiah's Place is open (7am - 7pm Monday - Friday)
 - Referrals from case workers/social workers on behalf of families
 - Very limited capacity given circumstances, first come/first served
 - Call Jeremiah's Place at 412-924-0726 from 9am-5pm to make arrangements

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	
Staffing:	At Risk	Level 2		Supplies:	Unstable	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	
<p>Notes: 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>Notes: 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>			
Service Locations:	Stable	Level 1		Funding:	Stable	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	
<p>Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine spaces opening soon.</p>				<p>Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.</p>			

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.
- HUD is offering opportunities for CoCs to request waivers. DHS is currently reviewing what is available and will make a request to HUD within the next few days.
- DHS has scheduled a call with emergency shelters and the Health Department for next Tuesday at 10:30
 - Contact Kate Holko (Kathryn.Holko@allegHENYcounty.us) if interested in participating.

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

Essential Service:		Behavioral health acute, crisis, and residential care		Overall Service Capability:		At Risk	
Staffing:	At Risk	<p>Level 3</p> <p>Agencies notify ACDHS, who attempts to find staff across the network</p> <p>Notes: 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>	Supplies:	Unstable	<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>Notes: 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>		
Service Locations:	At Risk	<p>Level 3</p> <p>60% - 100% coverage of the public, as some Service Locations have been forced to close</p> <p>Notes: Broadened use of telehealth. Familylinks has closed their physical locations for D&A and MH, but are available for telehealth. ONALA has suspended services at their physical location and working on a plan for tele-based services</p>	Funding:	At Risk	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p> <p>Notes: 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: Continued Guidance

- **Resources from The Centers for Medicaid/Medicare Services (CMS)**

- CMS has been hosting regular stakeholder calls for a variety of health care providers, including clinicians, hospitals, and other facilities in order to keep them updated on their COVID-19 efforts.

<https://www.cms.gov/Outreach-and-Education/Outreach/OpenDoorForums/PodcastAndTranscripts>

- **Community Care offer guidelines for OUD treatment during COVID-19 crisis:**

- Guidelines on providing telehealth.
- Guidelines on providing MAT for OUD patients which includes approved family member pick up.

<https://providers.ccbh.com/covid-19-info/providing-treatment>

Behavioral Health: Office of Vocational Rehabilitation

- **Vocational Rehabilitation Services**

- OVR has released [guidance on the provision of vocational rehabilitation services](#) during a period of state mandated mitigation strategies for slowing the spread of the Coronavirus (COVID-19)
- Upcoming webinars via Skype
 - Tuesday, April 7, 2020
 - Further details forthcoming

- **Supportive Employment Services**

- Executive Director Shannon Austin released [guidance today](#) for providers about the provision of Supported Employment Services during a period of state-mandated mitigation strategies for slowing the spread of Coronavirus Disease-2019 (COVID-19)


Behavioral Health: Early Intervention

Essential Service:		Early Intervention		Overall Service Capability:		Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing			Notes: In the past few days more supply requests have come in			
Service Locations:	At Risk	Level 3 60% - 100% coverage of the public, as some Service Locations have been forced to close	Funding:	Stable	Level 1 Normal funding available	
Notes: OK to start initial evaluations this week. All but a handful of providers are available to provide those services and the materials necessary to do it. Social Work and nursing have not been approved for tele delivery. OCDEL is working with OMAP on billing approval for social work and nursing. Nutrition under special instruction can be provided but, cannot be provided from a RN.			Notes: Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.			

**Coming Very Soon:
Guidance on Social Work and Nursing**



Transportation to essential medical and social services

Essential Service: 		Transportation to essential medical and social services		Overall Service Capability:		At Risk	
Staffing:		Level 2 At Risk Agencies invoke their own COOP plan		Supplies:		Level 4 Unstable 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: 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.				Notes: We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers			
Service Locations:		Level 3 At Risk 60% - 100% coverage of the public, as some Service Locations have been forced to close		Funding:		Level 1 Stable Normal funding available	
Notes: MATP fully operational				Notes:			

**Expected Early Next Week:
Guidance for MATP**



Child welfare critical services: Local plans & next steps

Essential Service:	Child welfare critical services, hotline, investigations, required visits, group care		Overall Service Capability:	At Risk	
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: Agencies can staff their own services. Some have invoked contingency plans that have brought staffing to an adequate level			Notes: 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.		
Service Locations:	Unstable	Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close	Funding:	Stable	Level 1 Normal funding available
Notes: Several provider agencies have been forced to close to comply with Governor's orders			Notes: Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff		

Human Services Healers in COVID-19

Webinar 1

Emotional Support of Healers in the Wake of COVID-19

Wednesday, April 8, 2020 | 1:00 P.M. – 2:00 P.M. EST

***Purpose:** During this webinar, human services professionals will learn what they can do to better meet the emotional needs of their frontline staff, who must remain healers in the midst of COVID-19. Responding to an ongoing public health emergency requires being intentionally mindful in planning, addressing and managing how we support our healers so they can remain diligent in supporting children and families. You will hear from national leaders in child welfare, philanthropy, psychology and the faith community.*

Please register by clicking [here](#).

After registering, you will receive a confirmation email containing instructions for joining the webinar.

Webinar 2

Responding to the Needs of Family: A Practitioners Perspective

Thursday, April 9, 2020 | 1:00 P.M. – 2:30 P.M. EST

***Purpose:** During this webinar, we will describe tactical strategies and interventions needed to maintain high levels of family engagement that help ensure safety and well-being for children, their families and our staff. All human services providers must have comprehensive plans and strategies to address the unique challenges child welfare is facing amid the COVID-19 pandemic. This includes education, community partnerships, attention to diversity, equity and inclusion, and the participation of human services administrators and data experts.*

Please register by clicking [here](#).

After registering, you will receive a confirmation email containing instructions for joining the webinar.

Resources

Mom's Turn

- Offers both re-entry case management as well as the evidence-based parenting curriculum, Triple P, all can be done virtually via Zoom, FaceTime, Hangouts, etc.
- If women have recently been released from jail during the quarantine and need help, they can contact Mom's Turn by emailing vsirockman@achildsplace.org or by phoning 412-748-1764 or 412-346-4983 Mom's Turn will try to help them find the help these women need as best they can.

Warmline: 1-855-284-2494

- For staff who struggle with the day to day balance
- Families who are reaching points of breaking points of stress
- Individuals who feel anxious around staying home or current pandemic
- Anyone who is looking for a where to turn or someone to talk to

Intellectual Disabilities and Autism services:

Essential Service:	Intellectual Disabilities and Autism services		Overall Service Capability:	Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: While providers are still reporting overall stability, more and more are reporting losing staff. Evidence of collaboration and sharing of staff among some providers			Notes: Amid growing concern, providers are consistently reporting that they are applying with any and all resources in the hopes of getting supplies.	
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable Level 1 Normal funding available
Notes: 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.			Notes:	

Intellectual Disabilities and Autism services: Current Activities

- **ODP Announcement 20-037** Modification of Key Tasks and Activities in Response to Incidents
- **Additional changes are being drafted to Appendix K** of the Waiver Agreement
 - Clarifications/corrections
 - Annual Plan extension
- Partial or Total Suspension of elements of these regulations – 6100, 2380, 2390, 6400, & 6500
- Warm Line is skill at assisting individuals with ID and/or Autism
- 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>

Key Contacts

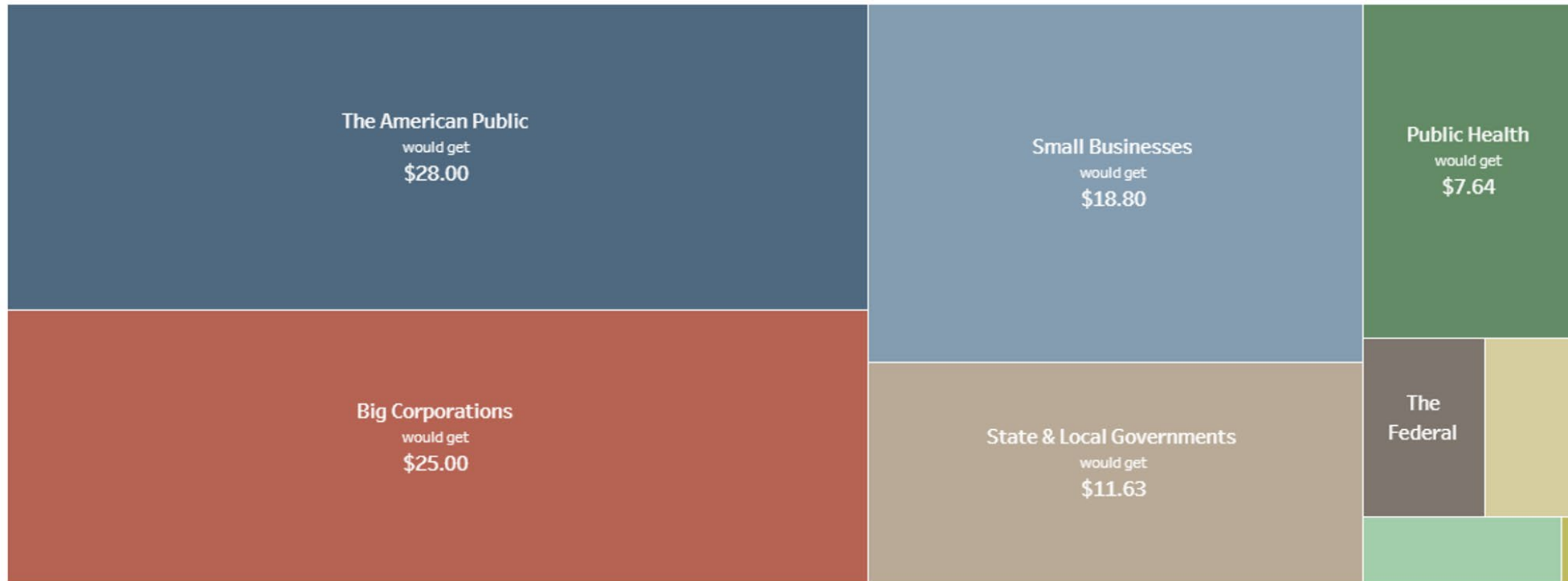
- Provider questions for Allegheny County Health Department
 - DHS-COVID19Planning@alleghenycounty.us
 - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
 - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- Key DHS staff
 - Payment inquiries: Dan Evancho Dan.Evancho@alleghenycounty.us
 - Contract inquiries: Kathy Heinz Kathy.Heinz@alleghenycounty.us
Laura Brigido 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.



CARES ACT

- PA will receive grants thru the CARES ACT from Feds totaling \$160.5M.

If the US Corona Virus Stimulus Were \$100 instead of \$2T



RFP for Youth Homeless Demonstration Project

- DHS is publishing an RFP today
 - Will be live on the DHS Solicitations website after 5 p.m., if not already
<https://www.alleghenycounty.us/WorkArea/linkit.aspx?LinkIdIdentifier=id&ItemID=6442470678>
 - Announcement email will be sent to all providers tomorrow
 - Proposals will be due May 1
- RFP is for three different types of projects to be funded through Youth Homeless Demonstration Project grant that DHS received from HUD
- DHS must submit selected projects to HUD by July 1 (extended from June 1); publishing RFP now so we have enough time to complete selection process and finalize HUD application by deadline

Financial Impact

- DHS is aware that our network of contracted providers are experiencing increased expenses and lost revenue due to the COVID-19 pandemic. We're engaging in active communications with funding agencies to identify fiscal solutions to these challenges.
- DHS will implement solutions as they're identified and will work with providers on implementation of identified solutions.
- Providers will be engaged via email and remote meetings will be held via Teams.

Virtual Visit Video: What to Expect



https://allegHENYcounty-my.sharepoint.com/:v/g/person/alison_wolfson_allegHENYcounty_us/EbzSMl0GW5hEmysjghFNp4cB31Ku6hJawzu1YhyhzhI4Yg?e=0i4j2r