

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Monday 4/6/20



# Agenda

- Communications
- Health Update
- Supplies Update
- Legislative/Policy Updates
- Plans to Maintain Essential Services



# How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: <https://bit.ly/COVID19DHSProviders>
  - The previous link: <https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/> will redirect here

Ask questions at: [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)

- Providers, DHS staff can join the daily calls by registering: "REGISTRATION for DHS / Provider Touchpoint on COVID-19 ": <https://forms.office.com/Pages/ResponsePage.aspx?id=EjOn4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNSOZCNFNVMERET0czWVE5NC4u>

Last Updated: 3/20/20



## 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	▼

# 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

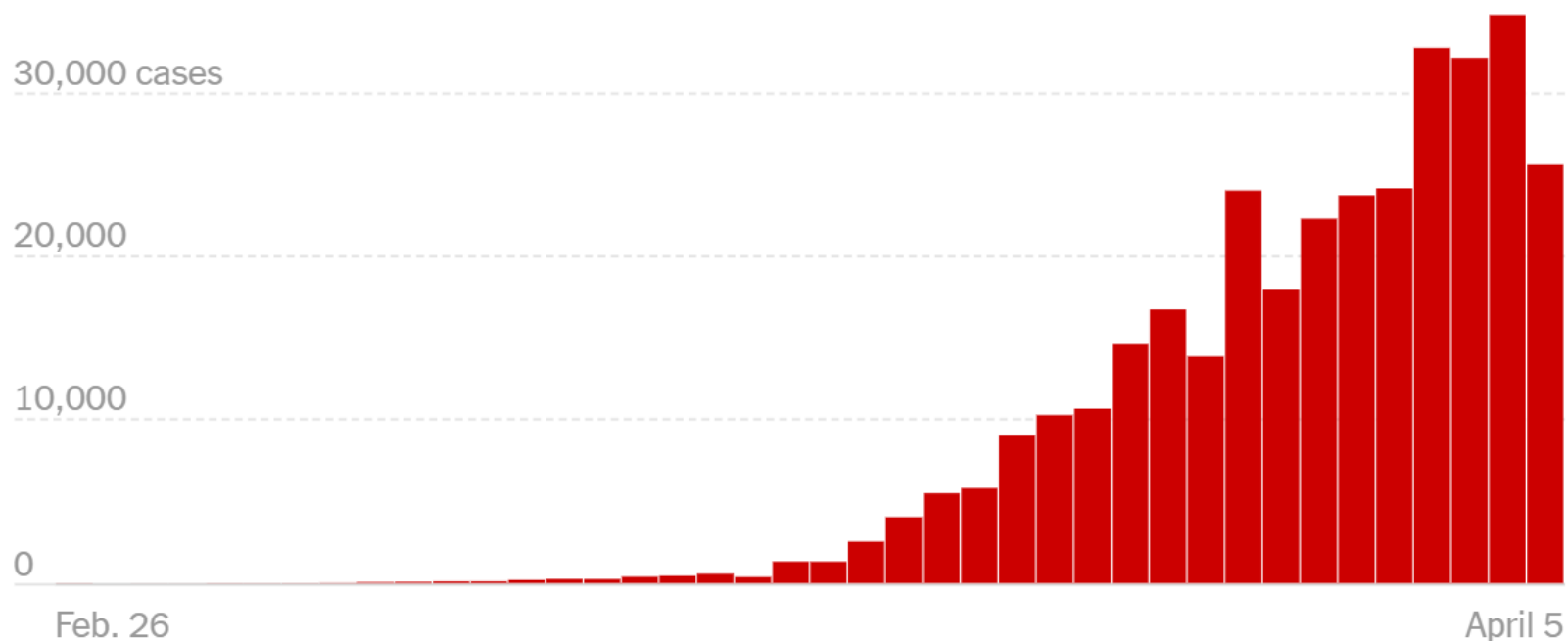
## Epidemiology Investigations/Contact Tracing

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

# Health update

- *In Allegheny County:* 642 confirmed cases; 92 hospitalizations; 4 deaths ([source](#))
- *In Pennsylvania:* 12,980 confirmed cases; 162 deaths ([source](#))
- *In United States:* 336,776 confirmed cases; 9,655 deaths ([source](#)).

## New reported cases by day in the United States

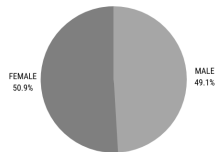


Date	Total cases	New cases	Total hospitalized
16-Mar	1		
17-Mar	6	5	
18-Mar	12	6	
19-Mar	18	6	
20-Mar	28	10	
21-Mar	31	3	5
22-Mar	40	9	5
23-Mar	48	8	6
24-Mar	58	10	6
25-Mar	88	30	13
26-Mar	133	45	20
27-Mar	158	25	25
28-Mar	219	61	31
29-Mar	265	46	35
30-Mar	290	25	38
31-Mar	325	35	51
1-Apr	356	31	61
2-Apr	419	63	70
3-Apr	476	57	78
4-Apr	552	76	86
5-Apr	605	53	87
6-Apr	642	37	92

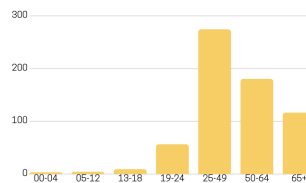
## COVID-19 IN ALLEGHENY COUNTY

**642** POSITIVE CASES      **92** HOSPITALIZATIONS (PAST OR PRESENT)      **4** DEATHS

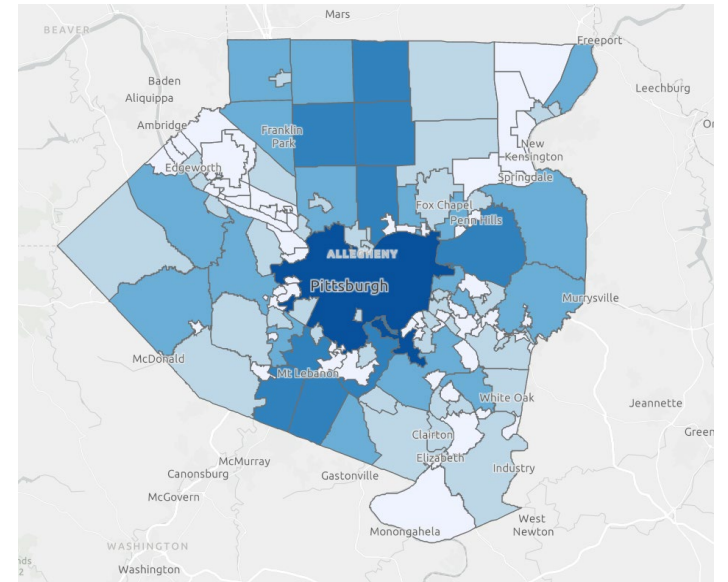
GENDER BREAKDOWN OF POSITIVE CASES



AGE BREAKDOWN OF POSITIVE CASES



[bit.ly/ACHDcovid-19](https://bit.ly/ACHDcovid-19)



# Supplies Update

- On Friday, Governor Wolf called for all Pennsylvanians to wear a mask when leaving home.
- Continue to order masks (all types) through Allegheny County Emergency Services (ACES).
  - For agencies affiliated with large healthcare agencies (i.e. Mercy, UPMC, AHN), contact your parent agency to submit supply requests.
  - For all other providers, please complete the Allegheny County Emergency Services (ACES) [Resource Request Form](#) and email it to [Richard.Colella@AlleghenyCounty.us](mailto:Richard.Colella@AlleghenyCounty.us) AND [Michael.Spurr@AlleghenyCounty.us](mailto:Michael.Spurr@AlleghenyCounty.us).
- Please CC us on your supply requests [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)
- [Click here](#) to learn more about universal masking, along with tips on making a homemade mask. (From PA Dept of Health)

Updated 4/6/20

# Family Strengths Survey

- In a collaborative effort by The Pittsburgh Study, University of Pittsburgh Department of Pediatrics, UPMC Children's Hospital of Pittsburgh Division of Community Health, United Way 211, the UrbanKind Institute, Western Pennsylvania Regional Data Center, Allegheny County Health Department, and Allegheny County Department of Human Services, we are asking families to tell us what life is like in their household during the pandemic -- what are their strengths and what are their challenges.
- Please ask families in your network and your community partners to complete this survey by going here: <https://www.pediatrics.pitt.edu/family-strengths-survey>



# Free technology help for community-based organizations

## Technology Help \* for community-based organizations

Pitt students, faculty, and staff are volunteering to provide technology support during this critical time. As a University of the community, we're doubling down to support our neighbors

### Community Technology Help Desk

You and your organization can access Pitt's technology help desk for assistance on tech-related issues. All assistance is free.

Connecting to the internet. Accessing e-mail. Using computers and computer applications. Setting up and using phones and tablets. Troubleshooting software problems.

**Monday - Friday. 9:00-5:00pm**

**Call: (412) 624-6007**

The Community Technology Help Desk is staffed by volunteers who have received training and will assist as best they can. For more difficult or challenging problems, volunteers will refer you to an IT professional at Pitt or an IT professional located in your neighborhood.



community.pitt.edu

# Policy and legislative - State and local

- PA unemployment filings top 1 million.
- Gov Wolf to stop paying 9,000 state employees — more than 10% of the state workforce — by the end of next week.
  - More than half are Department of Transportation employees who cannot work remotely.
  - No essential personnel to be laid off at this time.
- PA Dept of State [announced](#) a process for notaries to be approved to conduct remote notarizations thru audio-visual communications for powers of attorney, self-executing wills, standby and temporary guardianship, advance health care directives/health care powers of attorney and living wills.
- Port Authority reports a 75% drop in ridership – eligible for \$141m in stimulus funds.

# 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	At Risk	At Risk	Unstable	Stable	Stable
<b>Agging Services</b> - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
<b>Food:</b> for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
<b>Childcare</b> for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing <b>homelessness or in supportive housing</b>	At Risk	At Risk	Unstable	Stable	Stable
<b>Behavioral health:</b> acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
<b>Early Intervention</b>	Stable	Stable	Unstable	At Risk	Stable
<b>Transportation</b> to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
<b>Child welfare</b> critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
<b>Intellectual Disabilities</b> and Autism services	Stable	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>At Risk</b>	<b>Level 2</b>	Agencies invoke their own COOP plan
	<b>Level 3</b>	Agencies notify ACDHS, who attempts to find staff across the network
<b>Unstable</b>	<b>Level 4</b>	ACDHS can't find staff across the network, we consider staffing with volunteers
	<b>Level 5</b>	If all efforts have been exhausted agencies might have to close their services

# Food: for Seniors

No Updates 4/6/20

<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		
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>-Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area.</li> <li>-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.</li> <li>-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.</li> </ul>							
<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		
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>-Current system has reached a plateau and is doing well.</li> <li>-Preparing for increases.</li> </ul>				<p><b>Notes:</b></p>			

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

No Updates 4/6/20

<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>			

# Service Updates for Seniors – Food

- 36 older adults (60+) at the St. Justin's Plaza apartment complex were identified as in need of food during a wellness check conducted by the Mayor's office last week.
  - On Friday, the food pantry delivered non-perishables to this group
  - Today LifeSpan Inc. Delivered 7-day frozen meal boxes to this group
    - This is a temporary measure, but we should have something firmer in place, soon.



# Behind the Scenes: Senior Food Prep and Delivery



Jewish Community Center

Macedonia FACE



# 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		

# Food Bank & Map Updates

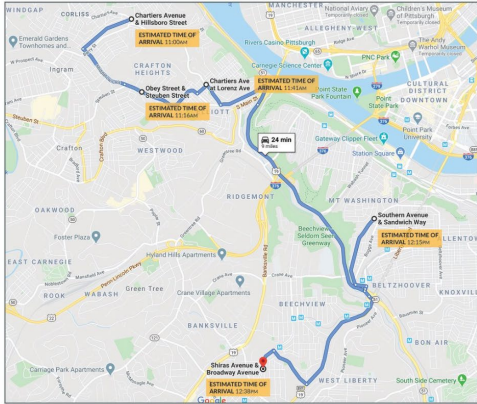
- Lots of immediate need
  - 903 people coming directly to the Food Bank for food – 122 Friday
  - 1585 calls to COVID Concierges - 89 Friday, 31 over weekend
- SNAP
  - 351 inquiry calls – 34 Friday
- Network remains strong
  - Summer Food Service Program: 872 meals distributed

## Map Updates - Spring Break Options added


- PPS spring break sites
- 412 Food Rescue bus stop distributions

**APRIL 6<sup>TH</sup> - 8<sup>TH</sup> - 10<sup>TH</sup>!**  
**WEST PITTSBURGH BUS STOP FOOD DISTRIBUTION**  
MONDAY, APRIL 6<sup>TH</sup> – WEDNESDAY, APRIL 8<sup>TH</sup> – FRIDAY, APRIL 10<sup>TH</sup>

Stop by for grab & go meals and hygiene products! The bus will arrive at the first stop at 11:00 am. Please note the estimated time of arrival for all other stops. Volunteers, following all social distancing guidelines, will be at tables helping to distribute supplies at each location.



BROUGHT TO YOU BY



QUESTIONS? CALL DANIEL AT (724) 318-2508

# 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](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 ~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 (parents are hospitalized), particularly a concern for single parents and children with disabilities
  - Researching solutions in other places, suggestions welcome
- 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

<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 today!
  - 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:**

- **This week: Wednesday at 9:30 AM (will not meet on Tuesday due to HAB meeting)**
- Regular schedule: 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 #: 994 731 847***

- DHS has scheduled a call with emergency shelters and the Health Department tomorrow at 10:30
  - Contact Kate Holko ([Kathryn.Holko@alleghenycounty.us](mailto:Kathryn.Holko@alleghenycounty.us)) if interested in participating.

# 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>Level 3</p> <p>Agencies notify ACDHS, who attempts to find staff across the network</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> 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>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>	<b>At Risk</b>	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p>	<p><b>Notes:</b> Broadened use of telehealth. Familylinks has closed their physical locations for D&amp;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>	
						<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: Drug and Alcohol

- **Alcohol Withdraw Management during COVID-19 pandemic webinar**
  - DDAP in partnership with others will hold a practical review of symptom management
  - April 13<sup>th</sup> 12pm-1pm
  - More information can be found at the link below  
[Practical Review of Alcohol Withdrawal Management During the Coronavirus Pandemic](#)
- **DDAP Update:**
  - Doorstep Methadone drop off is **ONLY** for people quarantined due to COVID-19, **NOT** for all people prescribed Methadone

# 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: Early Intervention

<b>Essential Service:</b>		Early Intervention		<b>Overall Service Capability:</b>		<b>Stable</b>
<b>Staffing:</b>	<b>Stable</b>	<b>Level 1</b> Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	<b>Supplies:</b>	<b>Unstable</b>	<b>Level 4</b> 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b> Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing			<b>Notes:</b> In the past few days more supply requests have come in			
<b>Service Locations:</b>	<b>At Risk</b>	<b>Level 3</b> 60% - 100% coverage of the public, as some Service Locations have been forced to close	<b>Funding:</b>	<b>Stable</b>	<b>Level 1</b> Normal funding available	
<b>Notes:</b> 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.			<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.			

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



# 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>		Level 2 Agencies invoke their own COOP plan		<b>Supplies:</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>		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.		<b>Notes:</b>		We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers	
<b>Service Locations:</b>		Level 3 60% - 100% coverage of the public, as some Service Locations have been forced to close		<b>Funding:</b>		Level 1 Normal funding available	
<b>Notes:</b>		MATP fully operational		<b>Notes:</b>			

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



# Child welfare critical services: Local plans & next steps

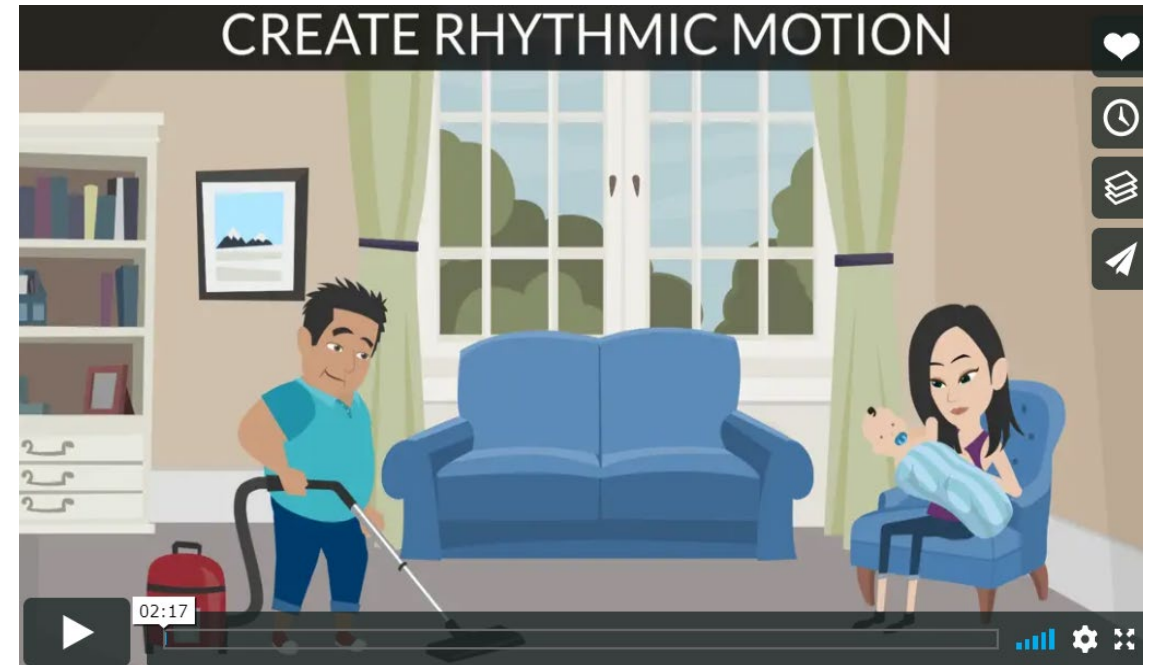
<b>Essential Service:</b>	Child welfare critical services, hotline, investigations, required visits, group care		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>Stable</b>	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to 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	



# Helpful Videos



[Medication Safety video](#)



[Soothing Baby video](#)

# 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.

# 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>
<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.			<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.	
<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>
<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.			<b>Notes:</b>	

# Intellectual Disabilities and Autism services: Current Activities

- **ODP Announcement 20-039** Response to Requests for Provider Retainer Payments
- **Additional changes are being drafted to Appendix K** of the Waiver Agreement
  - Clarifications/corrections
  - Annual Plan extension
  - Signature Requirements
  - Individual monitoring
- 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>

The screenshot shows a web browser window with the URL <https://aidinpa.org/>. The page header includes navigation links: Home, Contact Us, All Resources, and Calendar. The AID in PA logo is prominently displayed, with the tagline "Autism and Intellectual Disabilities in Pennsylvania".

The main content area features the following text:

AID in PA is a resource collection for Pennsylvanians in the autism and intellectual disability communities.

A joint effort between ASERT (Autism Services, Education, Resources, and Training) and the statewide HCQUs (Health Care Quality Units), this site is designed to connect individuals with disabilities, families, professionals, and community members with resources that can best serve them in emergency situations.

Current resources focus on the ongoing COVID-19 crisis; however, this site can be adapted to for other challenges facing the community.

### All About Your Child

In this video, Katie Croce from ASERT Eastern Region, provides tips and suggestions for parents and caregivers on preparing for someone else to care for their child in case of emergencies.

Access print resources using the buttons below:

- All About My Child Form (PDF)
- Video Overview (PDF)
- Video Transcript (PDF)

The video player shows a thumbnail with the text "Resource Checklist" and "Family and Caregivers". A play button is overlaid on the video, with the text "Click to play" next to it. The video player interface includes a progress bar at 13:53 and standard playback controls.

Use this link to learn more [AID in PA](https://aidinpa.org/)

# 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.



# 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**

# 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)