

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Tuesday 4/8/20



# Agenda

- Communications
- Health Update
- Employment Update – Earl Buford, Partner4Work
- 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	▼

# 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@allegchenycounty.us](mailto:incidentreports@allegchenycounty.us)
  - For homeless providers, fill out the incident report form and email the completed form to your assigned monitor and [cynthia.shields@allegchenycounty.us](mailto:cynthia.shields@allegchenycounty.us)
  - Others: [DHS-COVID19Planning@allegchenycounty.us](mailto:DHS-COVID19Planning@allegchenycounty.us)
- Information will be made public – *forthcoming*



At this time of change, Allegheny County Department of Human Services providers are altering their operations to continue to meet the needs of county residents. This dashboard shows operational changes at the service level and provider level in order to keep residents, providers and staff informed of service availability. To use the dashboard, select one of the tabs:

**Service-level** tab provides information about specific services that affect ALL providers of that service.

**Provider-specific** tab provides information that is unique to a provider/facility.

Within the tabs, filter by one or more of the following:

- **Essential service type:** which (if any) of the essential services are provided by a particular provider/facility
- **Program:** DHS program area (e.g., aging, child welfare, homeless and housing, family and community supports, intellectual disability, drug and alcohol services, mental health services, early intervention)
- **Start date:** when the change was implemented
- **Status:** whether the service is running as usual, modified, or temporarily closed
- **Risk area:** risk to overall service capability, staffing or service locations

See the **Notes** column for more information about each change. **Color-coded indicators** on the right of the screen display the status of each service. Hover-over the colored dots to view all available information in a pop-up window.

Are you a provider who has additional operational changes to report? Contact us using one of the following:

- **Any provider:** Email [DHSCOVID19planning@allegchenycounty.us](mailto:DHSCOVID19planning@allegchenycounty.us)
- **Behavioral health providers:** Complete the Office of Behavioral Health Incident Report form and email the completed form to: [incidentreports@allegchenycounty.us](mailto:incidentreports@allegchenycounty.us). Behavioral health providers are also invited to participate in phone calls that occur every Thursday from 10-11 a.m.
- **Homeless providers:** Fill out an Incident Report form and email the completed form to your assigned monitor and [Cynthia.Shields@allegchenycounty.us](mailto:Cynthia.Shields@allegchenycounty.us).

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### Service-level Information

**Essential Service:** All  
**Program Area:** All  
**Type of Service/ Subfunction:** All  
**Date of Start:** 3/1/2020 to 4/30/2020 and Null values  
**Status:** All

**1 to 40 Services/ Subfunctions Selected**

Program Area	Type of Service/ Subfunction	Date of Start	Notes of Change	Status
Aging	Accelerated Support for Older Persons (ASOP)	3/16/2020	Macedonia FACE is the provider agency for this program. It has remained opened during the virus outbreak. While its primary focus will be food distribution to those who need it, the agency is committed to being responsive to any additional client needs to the best of its ability...	Open and functioning as usual
	Adult Day Care	3/16/2020	Facilities closed.	Physical location closed, modifications to service
	Congregate meals	4/1/2020	By 4/1 all senior centers will provide an alternate to congregate meals.	Physical location closed, modifications to service
	Domiciliary Care	3/16/2020	PDA recommends not certifying any new Dom Care homes at this time. The ADA may continue to receive new provider applications. Interactions with new providers will occur over the phone rather than cond...	Closed with no service being provided
	Home Delivered Meals	4/1/2020	Reducing deliveries to one day per week, in most cases, to further limit social contact and risk to seniors.	Closed with no service being provided
	Older Adult Protective Services	3/20/2020	The partner agencies and after-hours call center have not had to modify their hours or limit their operations. Since investigators work primarily in the field, they have been able to continue to receive and follow up on reports of need without an issue. ...	Closed with no service being provided
	Ombudsman	3/30/2020	Staff working to field complaints from long-term care facilities via telephone.	Closed with no service being provided
	Options Care Management	3/16/2020	Face-to-face contact is now being completed over the phone. Care Managers are helping their consumers manage through this pandemic, especially the consumers that have limited supports and need extra communications and guidance.	Closed with no service being provided
	Personal Emergency Response System	4/1/2020	Providers found a way to do "contact-free" device installation.	Closed with no service being provided
	Senior Centers	3/16/2020	As required by county and state stay-at-home orders, all senior centers have closed. Centers are providing meals to individuals who indicate that they still want to receive meals. Center Providers have the discretion to choose to offer meals for pick-up or to deliver directly. Centers are also currently call...	Closed with no service being provided



## Allegheny County Human Services Operational Changes Tracker

At this time of change, Allegheny County Department of Human Services providers are altering their operations to continue to meet the needs of county residents. This dashboard shows operational changes at the service level and provider level in order to keep residents, providers and staff informed of service availability. To use the dashboard, select one of the tabs:

Click to get to  
underlying  
information

**Service-level** tab provides information about specific services that affect ALL providers of that service.

**Provider-specific** tab provides information that is unique to a provider/facility.

Within the tabs, filter by one or more of the following:

- *Essential service type*: which (if any) of the essential services are provided by a particular provider/facility
- *Program*: DHS program area (e.g., aging, child welfare, homeless and housing, family and community supports, intellectual disability, drug and alcohol services, mental health services, early intervention)
- *Start date*: when the change was implemented
- *Status*: whether the service is running as usual, modified, or temporarily closed
- *Risk area*: risk to overall service capability, staffing or service locations

See the *Notes* column for more information about each change. *Color-coded indicators* on the right of the screen display the status of each service. Hover-over the colored dots to view all available information in a pop-up window.

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Filter to find key information

## Provider-specific Information

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**Essential Service**  
All

**Program Area**  
All

**Provider**  
All

**Facility**  
All

**Start of Change**  
3/1/2020 to 4/30/2020 and Null values

**Status**  
All

**Risk Area**  
All

**Status**

- Open and functioning as usual
- Modifications to service
- Physical location open, modifications to service
- Physical location closed, modifications to service
- Closed with no service being provided



1 to 86 Provider Facilities Selected

Information color-coded by status of provider/facility

  
Provider specific information as reported to DHS

Provider	Facility	Type of Service/ Subfunction	Risk Area	Start of Change	Notes on Change	Status
ACTION Housing McKeesport	ACTION Housing McKeesport	Emergency shelter / Bridge housing	Service Locations Are there safe places to deliver service	3/16/2020	The ACTION Housing McKeesport downtown shelter and bridge housing programs are operating at 100% capacity, and telling their clients that they can stay at these facilities and not exit (unless clients want to exit). Therefore, they are not accepting new clients because there are no vacancies. If a client exits, then they would fill the vacancy with a new client.	<span style="color: green;">●</span>
ASCI	-	Foster Care Visitations	Overall Service Capability Ability to serve those in need	3/16/2020	Face to face visits occurring virtually.	<span style="color: purple;">●</span>
Achieva	-	-	Overall Service Capability Ability to serve those in need	3/20/2020	Providing telehealth	<span style="color: purple;">●</span>
Adelphoi Village	-	Group Care	Overall Service Capability Ability to serve those in need	3/16/2020	Placed a hold on all new admissions. Continue to accept and process referrals	<span style="color: purple;">●</span>
Allegheny Children's Initiative	-	Family Based Mental Health	Overall Service Capability Ability to serve those in need	3/17/2020	Providing telehealth services- coordination with outpatients clinics for medications.	<span style="color: yellow;">●</span>
		Service Coordination	Overall Service Capability Ability to serve those	3/18/2020	Open, not accepting referrals	<span style="color: yellow;">●</span>

# 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

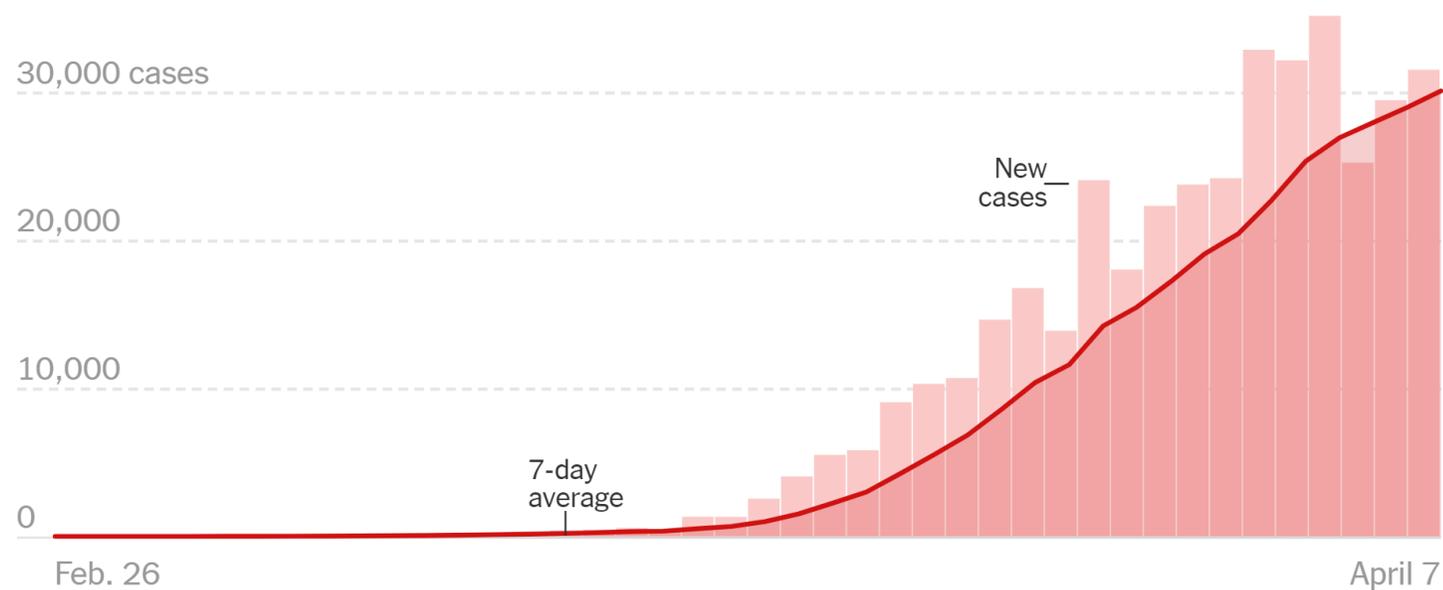
## Epidemiology Investigations/Contact Tracing

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

# Health update

- *Allegheny County*: 720 confirmed cases; 113 hospitalizations; 10 deaths ([source](#))
- *Pennsylvania*: 16,239 confirmed cases; 310 deaths ([source](#))
- *United States*: 397,754 confirmed cases; 12,956 deaths ([source](#)).

## New reported cases by day in the United States



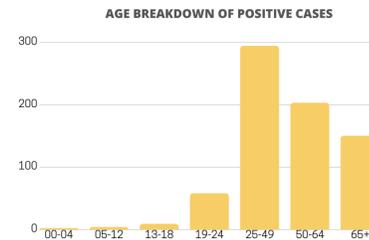
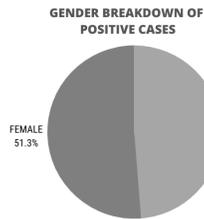
Date	Total cases	New cases	Total hospitalized
16-Mar	1		
17-Mar	6	5	
18-Mar	12	6	
19-Mar	18	6	
20-Mar	28	10	
21-Mar	31	3	5
22-Mar	40	9	5
23-Mar	48	8	6
24-Mar	58	10	6
25-Mar	88	30	13
26-Mar	133	45	20
27-Mar	158	25	25
28-Mar	219	61	31
29-Mar	265	46	35
30-Mar	290	25	38
31-Mar	325	35	51
1-Apr	356	31	61
2-Apr	419	63	70
3-Apr	476	57	78
4-Apr	552	76	86
5-Apr	605	53	87
6-Apr	642	37	92
7-Apr	689	47	101
8-Apr	720	31	113

## COVID-19 IN ALLEGHENY COUNTY

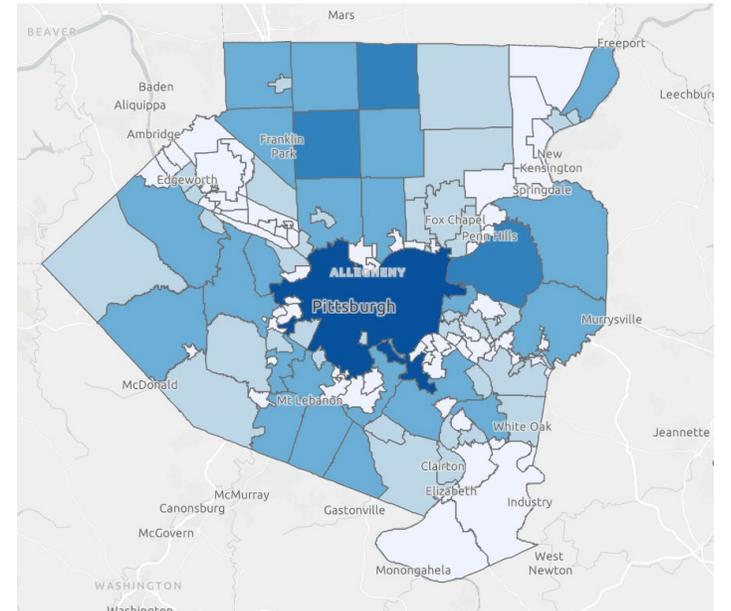
**720**  
POSITIVE CASES

**113**  
HOSPITALIZATIONS  
(PAST OR PRESENT)

**10**  
DEATHS



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



# Partner4Work

Allegheny County Department of Human Services - COVID-19 Call

April 8, 2020



# Partner4Work COVID-19 Updates

- **Partner4Work Update**
  - COVID-19 Resource Page (<https://www.partner4work.org/news/covid-19-resources/>)
- **PA CareerLink Update**
  - Remote/Virtual Services
  - Hot Jobs / Hiring Resource (<https://www.careerlinkpittsburgh.com/>)
  - Post-Pandemic Plan
- **Learn & Earn Update**
  - Learn & Earn Website (<https://www.partner4work.org/learnandearn>)
- **Unemployment Compensation Update**
  - UC Information (<https://www.uc.pa.gov/Pages/covid19.aspx>)

# Unemployment Compensation

## Additional Payments

- CARES Act will provide an additional **\$600 per week** to individuals receiving unemployment benefits beginning March 29, 2020 through July 31, 2020.
- PA Department of L&I is currently modifying the UC system to issue payments. Payments will be retroactive to March 29. UC claimants will **not** need to submit additional information.

## Extended Benefits

- CARES Act will provide an additional up to **13 weeks** of benefits for those exhausting unemployment compensation (through December 31, 2020).
- L&I will update the UC website with instructions on accessing these benefits.

## Self-Employed and Gig Workers

- CARES Act will provide unemployment benefits to the self-employed, independent contractors, and gig workers (through December 31, 2020). L&I will provide **separate instructions** for filing.

# Policy and legislative - State and local

- Republican legislation advanced out of the Appropriations Committee in the PA House to allow more businesses to open up during the crisis in contradiction to the orders of the Gov Wolf and the Secretary of Health.
- Pittsburgh City Council voted to extend the city's Declaration of Disaster Emergency through May 5, including stay-at-home and social distancing orders.

# Funding Sources compiled by



## [Emergency Action Fund-The Pittsburgh Foundation](#)

The Emergency Action Fund is intended to help our region's most vulnerable populations recover from the effects of COVID-19. Nonprofits that have a current 501(c)(3) status or a fiscal sponsor with this designation and serve residents of Allegheny, Westmoreland or Beaver Counties. Grants range from \$5,000 - \$25,000. For additional details on Funding Priorities and how to apply can be found [here](#).

## [Richard King Mellon Foundation-COVID-19 Response Initiatives](#)

Three separate initiatives including Emerging Operating Support grants.

## [Behavioral Health Nonprofits Emergency Funding- Staunton Farm Foundation](#)

For immediate needs as a result of COVID-19. Applications accepted on a rolling basis.

## [Crisis Mitigation Relief Fund- New Sun Rising](#)

For critical economic needs as a result of unemployment or underemployment due to the COVID-19 crisis. The initial round of funds has been depleted, but check the New Sun Rising website as more information will be communicated there as funding becomes available.

## [Community Foundation of Greene County Emergency Response Fund](#)

To address local needs as a result of COVID-19.

## [Neighborhood Allies](#)

Available to help nonprofits apply for the Paycheck Protection Program, a provision of the CARES Act which provides guaranteed loans to nonprofits and small businesses equal to 2.5 times their average monthly payroll expenses. These loans will be forgiven if your organization does not lay-off its staff or reduce salaries. Consider acting quickly to take advantage of this loan. Applications are being accepted now. See this [FAQ document](#) and [this guide and checklist](#) for more information.

# Family Strengths Survey

- In a collaborative effort by The Pittsburgh Study, and others 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>
- After completing this survey, families will have the option of providing their contact information for a chance to win a **\$100 gift card** (5 people randomly selected each week from everyone who answers the survey); this contact information will not be linked to survey responses.

# Free technology help for community-based organizations

Updated 4/6/20

## 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

# Courts, Jail

- The Jail announced today that one inmate has tested positive for coronavirus and that the individual and his/her cell mate have been quarantined since the onset of symptoms.
- The Jail reports that contract tracing will occur, and the jail is following guidance provided by the Allegheny County Health Department.

# Adults in Detention

- Substantially the same order as for juveniles
- The Pa Supreme Court denied the request to invoke its King's Bench authority to order the immediate presumptive release of specified categories of incarcerated persons to prevent the spread of COVID-19 in the county correctional institutions
- But pursuant to its general supervisory and administrative authority over all courts and magisterial district judges, the Court **directed the President Judges of each judicial district, or their judicial designees, to engage with other county stakeholders to review immediately the current capabilities of the county correctional institutions in their district to address the spread of COVID-19.**
- And, if utilization of public health best practices is not feasible due to the population of the county correctional institutions, President Judges should consult with relevant county stakeholders to identify individuals and/or classes of incarcerated persons for potential release or transfer to reduce the current and future populations of the institutions during this health crisis with careful regard for the safety of victims and their communities in general, with awareness of the statutory rights of victims, and with due consideration given to public health concerns related to inmates who may have contracted COVID-19.
- Moreover, **President Judges are to undertake efforts to limit the introduction of new inmates into the county prison system.**
- <http://www.pacourts.us/assets/files/page-1305/file-8910.pdf>

# 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

# 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	

# Food: for Seniors

No Updates 4/8/20

<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 4/8/20

<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>			

# AAA Updates: SeniorLine Call Center

- Total volume of calls has decreased slightly, but the SeniorLine is experiencing a higher volume of complex calls that require intensive information & assistance services.
  - As a result, total workload is above average
- Emergency situations involving at risk older adults can and are being reported to the AAA's Older Adult Protective Services program at any time, including nights and weekends
  - OAPS number: 412-350-6905

# 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: <ul style="list-style-type: none"> <li>-Developing mechanisms to get food closer to people (more distribution sites, transportation)</li> <li>-Contingency planning for sites that must close (additional food prep sites)</li> <li>-Meeting additional demand (additional food supply to Food Bank and pantries)</li> <li>-Processes for families in quarantine or other "last resort" situations (in their own home or in facility) (quick solutions)</li> </ul>					
<b>Service Locations:</b>	<b>At Risk</b>	Level 2 100% coverage to the public from either normal or alternative Service Locations	<b>Funding:</b>	<b>Stable</b>	Level 1 Normal funding available
<b>Notes:</b> see above			<b>Notes:</b> see above		

# Food Bank & Map Updates

- **Compassion Corner** (Food Bank walk ups): 1037 people – 63 yesterday
- **COVID Concierges:** 1770 calls - 71 yesterday
- **Emergency Distributions:** served 5970 cars with 305,900 pounds of food
- **SNAP:** 414 inquiries and 130 applications processed
- **Allegheny County Food Pantries (225 total)**
  - 4% have closed, 8% have reduced hours
  - 4% have increased their hours, 84% same hours as pre-coronavirus operations
- **Senior Boxes (CSFP) & 412 Food Rescue**
  - 89% sites are operating with no change in service
  - 2/3 of closed sites are being served by 412 or Food Bank staff
  - 58% of impacted seniors are being served by 412 or Food Bank staff

**Map Updates - Spring Break Options added**

# 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!
  - 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:**

- 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 #: 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>Level 3</p> <p>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>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> 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>Level 3</p> <p>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>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p> <p><b>Notes:</b> Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.</p>

# Behavioral Health: Meeting Schedule Updates

- BH Weekly Provider Meeting
  - Thursday April 9, 2020, 10-11am
  - Tentative Agenda:
    - Community Care Updates: APA, VBP
    - Procedure for PPE supply ordering
    - Procedure for Incident Reporting
    - DDAP Updates: Alcohol Withdrawal Webinar and Methadone Drop-Off Clarification
  - Link to join and call in information
    - [Join Microsoft Teams Meeting](#)
    - [+1 267-368-7515](#)
    - Conference ID: 756 098 069#
- There will be no monthly Behavioral Health Provider meeting on Friday April 10<sup>th</sup> and no D&A provider meeting on Monday April 13<sup>th</sup>
- Residential Provider meeting scheduled for Friday April 10<sup>th</sup> at 9:00am.
  - Invite forthcoming

# Behavioral Health: CMS Accelerated/Advance Payment Program for Medicare Providers

- CMS has approved approximately \$34 billion in the past week to healthcare providers to ensure providers and suppliers have needed resources to combat the pandemic
- Streamlined process has reduced the processing time for a request from 3-4 weeks to 4-6 days
- The advance and accelerated payments are a loan that providers must pay back
- To review the fact sheet on accelerated/advance payment process and to submit a request click [here](#)
- Payments are available to Part A providers including
  - Hospitals
  - Non-physician practitioners
  - Durable medical equipment suppliers
- This funding is separate from the \$100 billion provides in the CARES Act
  - The CARES Act appropriation is a payment that does not need repaid

# Behavioral Health: CMS Open Door Forum & Office Hour Calls

- **Special Open-Door Forum: CMS Hospital Without Walls During COVID-19 Public Health Emergency**
  - April 9<sup>th</sup> 1:30 pm – 2:30pm
  - Feature a Q&A session that is open to the public
  - Dial-in information:
    - 1-888-455-1397
    - Participant Code: 3535324
- **CMS “Office Hours” on COVID-19**
  - April 9<sup>th</sup> 5:00-6:00pm
  - Submit questions in advance to [partnership@cms.hhs.gov](mailto:partnership@cms.hhs.gov)
  - Topics:
    - Increasing Hospital Capacity – CMS Hospitals Without Walls
    - Rapidly Expanding the Healthcare Workforce
    - Putting Patients over Paperwork
    - Further Promoting Telehealth in Medicare
  - To Join:
    - **[Join by Webcast](#) or by phone:**  
**Dial-In Information:** 833-614-0820  
**Participant Passcode:** 1881716

# Behavioral Health: Support

- **PA DHS: Support & Referral Helpline**
  - Staffed 24/7 to counsel anyone dealing with anxiety and other challenging emotions
  - Refer to community-based resources that can further help meet individual needs
  - 1-855-284-2494
  - For TTY dial: 724-631-5600
- **NAMI: National Alliance on Mental Illness**
  - HelpLine opened M-F 9-2pm
  - 1-888-264-7972
  - <https://namikeystonepa.salsalabs.org/werehereforyou>



**NAMI** | Keystone  
National Alliance on Mental Illness | Pennsylvania

**in  
difficult  
times  
like this**

**We are here for you. Here's what we're doing:**

NAMI Keystone  
PA HelpLine  
1-888-264-7972  
9 a.m.- 2 p.m.

With safety in mind, our staff is working remotely. But we are answering our HelpLine Monday - Friday between 9 a.m. - 2 p.m. Staff is also monitoring voicemails and emails during the normal business hours of 9 a.m.- 5 p.m.

# Behavioral Health: Drug and Alcohol

- **Community Care Guidance for D&A Providers**

- New guidance for D&A providers around telehealth and other treatment services have recently been posted by Community Care.
- These and other resources for MH and D&A providers can be found here

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

- **DDAP Upcoming Webinar on Gambling Addiction**

- Stress management/mindfulness approach to working with the problem gambler
- Free training with limited spots and requires registration.
- April 9<sup>th</sup> from 2-3pm
- Further details including continuing education and registration steps can be found on the event page of the [CCGP website](#)

- **Message from Secretary Smith related to DDAP and COVID-19**

[WATCH VIDEO](#)

- To be added to DDAP's listserv and receive these, as well as other updates from the department, please email

[RA-DAPressoffice@pa.gov](mailto:RA-DAPressoffice@pa.gov)

# Behavioral Health: Early Intervention

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

**Still waiting:  
Guidance on Social Work and Nursing**



# Bureau of Early Intervention Services and Family Supports: Webinars for Families

## • Families of Children receiving Infant/Toddler EI services

- April 15<sup>th</sup> 12-1pm
- Join from PC, Mac, iOS or Android:  
<https://pau.zoom.us/j/904942246>
- Or join by phone:
  - + 1 312 626 6799 or +1 646 558 8656 (US Toll)
  - 855 880 1246 (US Toll Free)
  - 877 369 0926 (US Toll Free)
  - Meeting ID: 904 942 246

## • Families of Children receiving Preschool EI Services

- April 15<sup>th</sup> 2-3pm
- Join from PC, Mac, iOS or Android:  
<https://pau.zoom.us/j/380197977>
- Or join by phone:
  - +1 646 558 8656 or +1 312 626 6799 (US Toll)
  - 877 369 0926 (US Toll Free)
  - 855 880 1246 (US Toll Free)
  - Meeting ID: 380 197 977

# 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>	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		
<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>	<b>At Risk</b>	Level 3 60% - 100% 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> MATP guidelines issued today and will be reviewed			<b>Notes:</b>				



## MATP Guidance issued yesterday

<https://www.dhs.pa.gov/providers/Providers/Documents/Coronavirus%202020/MATP%20Guidance%20for%20COVID-19%204-7-20.pdf>

# Transportation: Traveler's Aid Update

- Methadone Clinic transportation will continue with limited staff starting on April 20<sup>th</sup>
- New clients will be accepted to the program
- Replacement gas cards and bus passes will be given, as needed
- To limit contact, new Connect cards will be issued to clients, as opposed to reloading an existing card
- Traveler's Aid will also limit the number of clients in the office at a time.
- Pick up time for May transportation passes and cards can be picked up on the following dates from 9:00 a.m. – 3:00 p.m.
  - Thursday            April 23
  - Friday                April 24
  - Monday              April 27
  - Tuesday             April 28
  - Wednesday         April 29
  - Thursday            April 30
  - Friday                May 1

# 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>	<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> 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> 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>	<b>Level 1</b> 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	<b>Funding:</b>	<b>Stable</b> Level 1 Normal funding available
<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 20-040** Residential Provider Checklist for Confirmed Cases of COVID-19
- **ODP Announcement 20-041** Provider Guidance for Reporting Cases of COVID-19
- **Additional changes are being drafted to Appendix K** of the Waiver Agreement
  - Clarifications/corrections
  - Annual Plan extension
  - Signature Requirements
  - Individual monitoring
- 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](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.



# Illumination Ovation to Thank Essential Workers

8 PM tonight:

Turn on your lights, step outside and applaud to thank the essential workers of Pittsburgh and around the world.



# CHARTING the LifeCourse



## Integrated Supports

People need supports to lead good lives. Using a combination of lots of different kinds of support helps to plot a trajectory toward an inclusive, quality, community life. This tool will help families and individuals think about how to work in partnership to support their vision for a good life.

### Technology

- \*iPad, cell phone, computer, websites and emails
- \*take a virtual tour of places located all over the globe such as museums and zoos and Mars.
- \*Become a virtual volunteer at places such as 412 Food Rescue.
- \*participate in religious services remotely
- \*send pictures and videos from phones to family and friends
- \*telehealth
- \*attend meetings and learning opportunities electronically
- \*Use Zoom to have a get together with friends and family
- \*YouTube
- \*Free online games Pogo.com
- \*Playing card games online for free playingcards.io

### Personal Strengths & Assets

- \*Are you friendly?
- \*Do you have coping skills that can help you through this hard time?
- \*Can you reach out to others both for your well-being and theirs
- \*Are you crafty?
- \*Peer Support and Advocacy Network (PSAN) 10:00 a.m. 12a.m. 1-866-661-WARM(9276)
- \*Find a Mental Health Therapist with online/phone options <https://www.psychologytoday.com> or use the number on the back of your insurance card
- \*What are your leisure skills (cards, coloring, TV, movies, video streaming, word searches, gardening, etc)?

### Relationships

- \*Mom, Dad, Brother, Sister, Nieces, Nephews, friends and co-workers
- \*Supports Coordinator and/or providers if there are needs or questions
- \*Create a Google document of shows or movies you're watching and share it among family and friends. Skype or facetime with the ones that watch the shows to get their take.
- \*Netflix Party is a new way to watch Netflix with your friends online <https://www.netflixparty.com/>
- \*If you have a need or have something to offer **Nextdoor** is the free private social network for your neighborhood community. <https://nextdoor.com>
- \*Google Hangouts for Virtual HAPPY HOUR with you friends, family members and/or neighbors.

**Allegheny  
County  
COVID-19  
STAR**

- \*Free access to online Yoga for 2 months with DoYogaWithMe.com
- \*Digital library activities. <https://www.nextpittsburgh.com/events/things-to-do-in-pittsburgh-this-week-virtually-and-safely/>
- \*US Mail to keep in touch
- \*Are there any parks you can walk around or nature you can spend time in?
- \*Make a list of all the museums, parks, social events, etc. you want to go once this is over. Rank them and then do it once you are able to

- \*Do you receive Social Security benefits?
- \*United Way of SWPA Emergency Action Fund
- \*Greater Pittsburgh Community Food Bank
- \*Financial assistance (2-1-1)
- \*Special shopping times for seniors
- \*You can receive extra **medications**, some pharmacies are making sure that you have a 90 day supply and free delivery (check with your pharmacy)
- \*Modest Needs is a tax-exempt charity where you can make small, emergency grants to low-income workers who're at risk

### Technology

WIFI hotspots:

<https://wifi.xfinity.com/>

<https://www.jfcspgh.org/covid-19-local-resources/>

For people without internet, or without videoconferencing capabilities, phone calls are still helpful.

### Personal Strengths & Assets

Resolve: resolve Crisis Services  
24 hours/7 days a week  
1-888-796-8226

Covid explained: <https://sccd.ca.gov/wp-content/uploads/sites/33/2020/03/Green-Mountain-SA-Info-By-and-For-People-with-Disabilities.pdf> -

<http://3riversmusictherapy.com/>

Online Therapy platforms:  
<https://lp.talkspace.com> and  
<https://www.betterhelp.com>

The Mental Health Support Line can be reached toll-free, 24/7 at 1-855-284-2494. Mental health and crisis support line for people dealing with anxiety or other difficult emotions. Callers will be able to speak with staff who are trained in trauma-informed principles and will listen, assess the person's needs, triage, and refer to other local supports and professionals as needed

Social Story about COVID:  
[https://www.flipsnack.com/KeshetChicago/coronavirus-social-story/full-view.html?fbclid=IwAR3qR6ELv56YZ6x-L9S6xune\\_NuG5SGgMbcJ3H1dzcoSPipAhntWEyNnJoE](https://www.flipsnack.com/KeshetChicago/coronavirus-social-story/full-view.html?fbclid=IwAR3qR6ELv56YZ6x-L9S6xune_NuG5SGgMbcJ3H1dzcoSPipAhntWEyNnJoE)

### Relationships

Set a regular phone date with a friend or family member for both companionship and to help if one of you gets sick.

Self Advocates United as 1 (SAU1) **Self Advocates United as 1 — Antivirus Power Connect** You can join any or all of the calls by computer at <https://zoom.us/j/624794330> or by phone: dial (646) 876-9923, then your meeting ID: 624 794 330 ##.

**EVERY Thursday at 1 pm**  
SARTAC, the Self Advocacy Resource for Technical Assistance Center, is hosting a call for **self advocates** across the USA to share info and support each other.  
<https://zoom.us/j/32481563> Dial 929 436 2866 Meeting ID: 324 815 633

### Community Based

[www.weareteachers.com](http://www.weareteachers.com) provides couple dozen tours (zoo, nature, farms, etc)

Allegheny County web page: Virtual, Online & Stay-at-Home Activities - Virtual and stay-at-home activities from some of your favorite organizations throughout Allegheny County.

<https://www.alleghenycounty.us/Health-Department/Resources/COVID-19/COVID-19.aspx>

**RADIO MARGARITAVILLE** is streaming Jimmy Buffett concerts daily to provide individuals the ability to mentally escape to an island paradise while stuck in their home.

<https://www.margaritaville.com/radio-margaritaville> -

\*Free 7pm. Planet Fitness workouts

<https://www.planetfitness.com/united-we-move>

\*Neighborhood legal services may be able to assist with regular

### Eligibility Specific

Urban Redevelopment Authority (URA) – Beginning Monday, March 23, households at or below 80% Area Median Income (AMI) in need of rental, mortgage payment, and/or utility assistance, specifically because their work hours were cut due to COVID-19, may call the Urban League of Greater Pittsburgh at 412.227.4163 to be screened for assistance.

# 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)