

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Monday 6/8/20



Reminder:  
Provider Briefings Changing to Once per Week

- Beginning, next week, the meetings will occur **once per week, on Thursdays.**

# Agenda

- Covid-19 Infection/Illness Report of DHS Provider Clients and Staff
- Plans to Maintain Essential Services



# New Questions on Neighborland – please share

**1. What's the best way to get the word out to your community?** There's new information about the virus, there are people who can help...but for immigrants and internationals especially, getting information is especially hard. Please let us know the ways we can reach your community.

**2. What kind of support is most helpful to you during this difficult time?** It's normal to be stressed and anxious during an emergency like this. We'd like to know more about what helps (or would help) most. Please give us your ideas for how we can make sure you're doing okay.

**3. Are you worried about someone you care about?** What issues are you seeing and how can we help make sure they are doing okay?

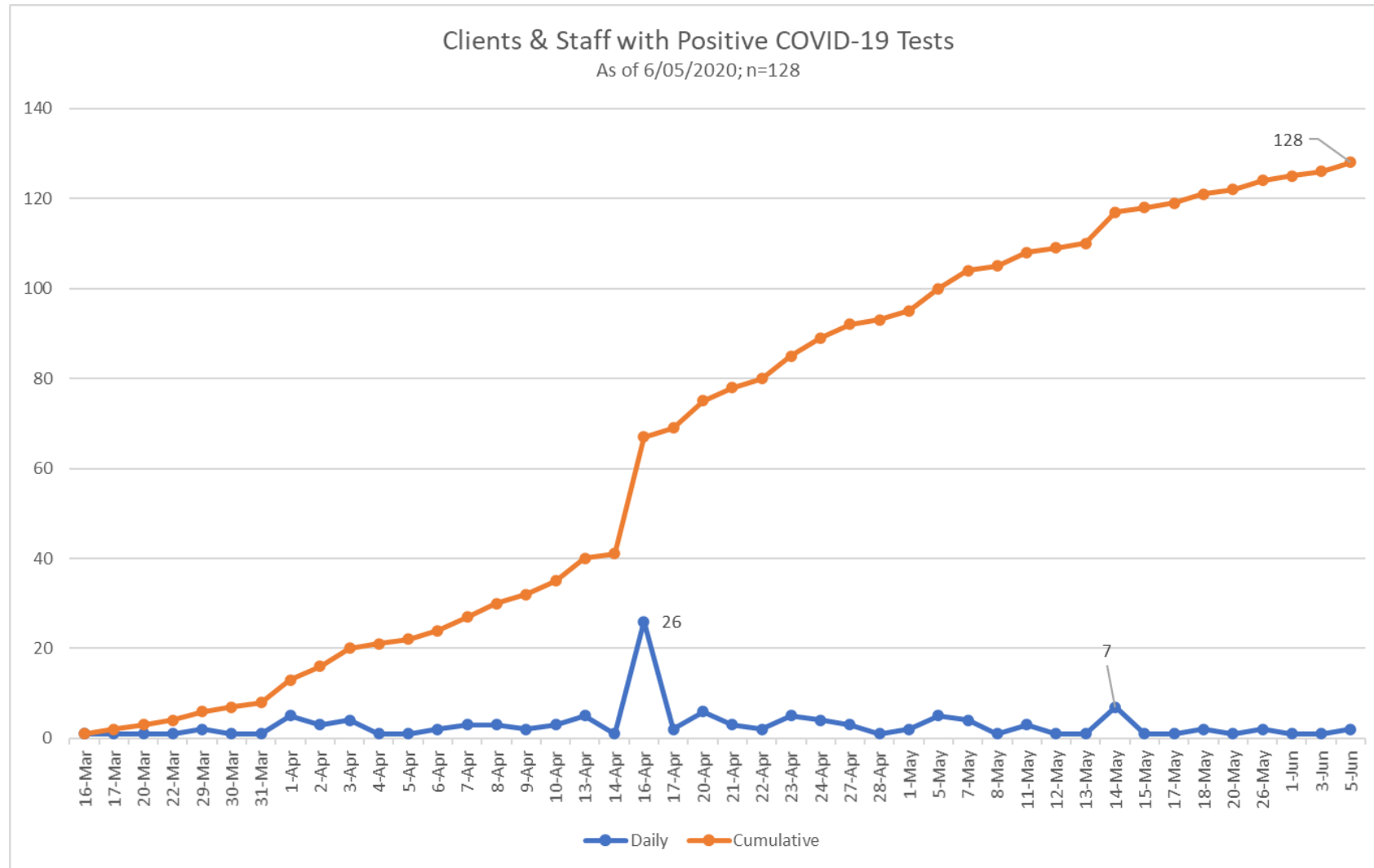
**4. How can we more actively support the fight against racism and injustice?**

<https://neighborland.com/allegHENYcounty>

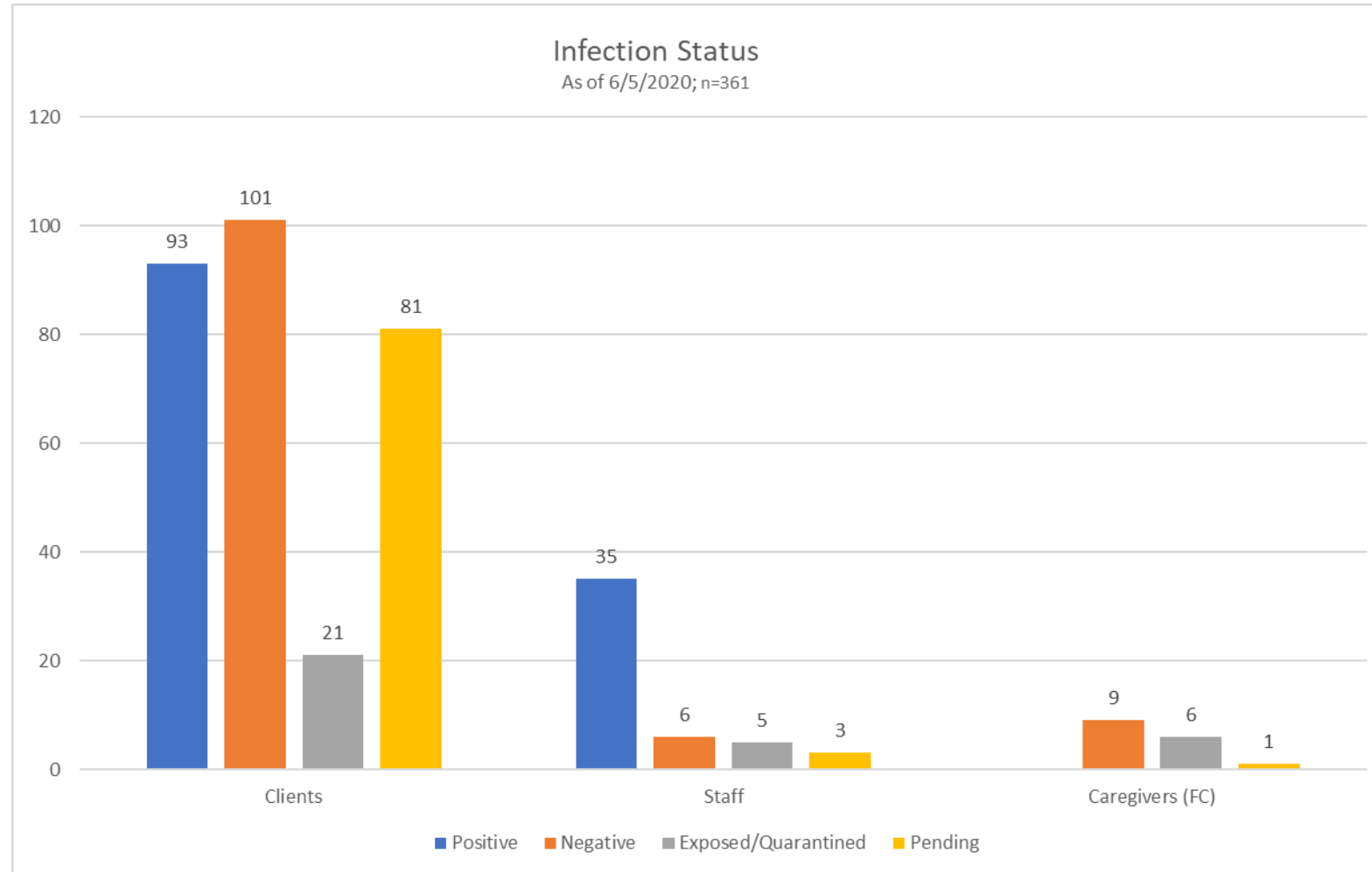
# Covid-19 Infection/Illness Report

- ▣ Collecting reports of infection/illness or exposure of DHS Provider Clients and Staff
- ▣ Reports provided through existing critical incident procedures:
  - Behavioral Health
  - Child Welfare
  - Intellectual Disability
  - Homeless Services – online tool created
- ▣ Some direct reports to DHS Privacy Officer

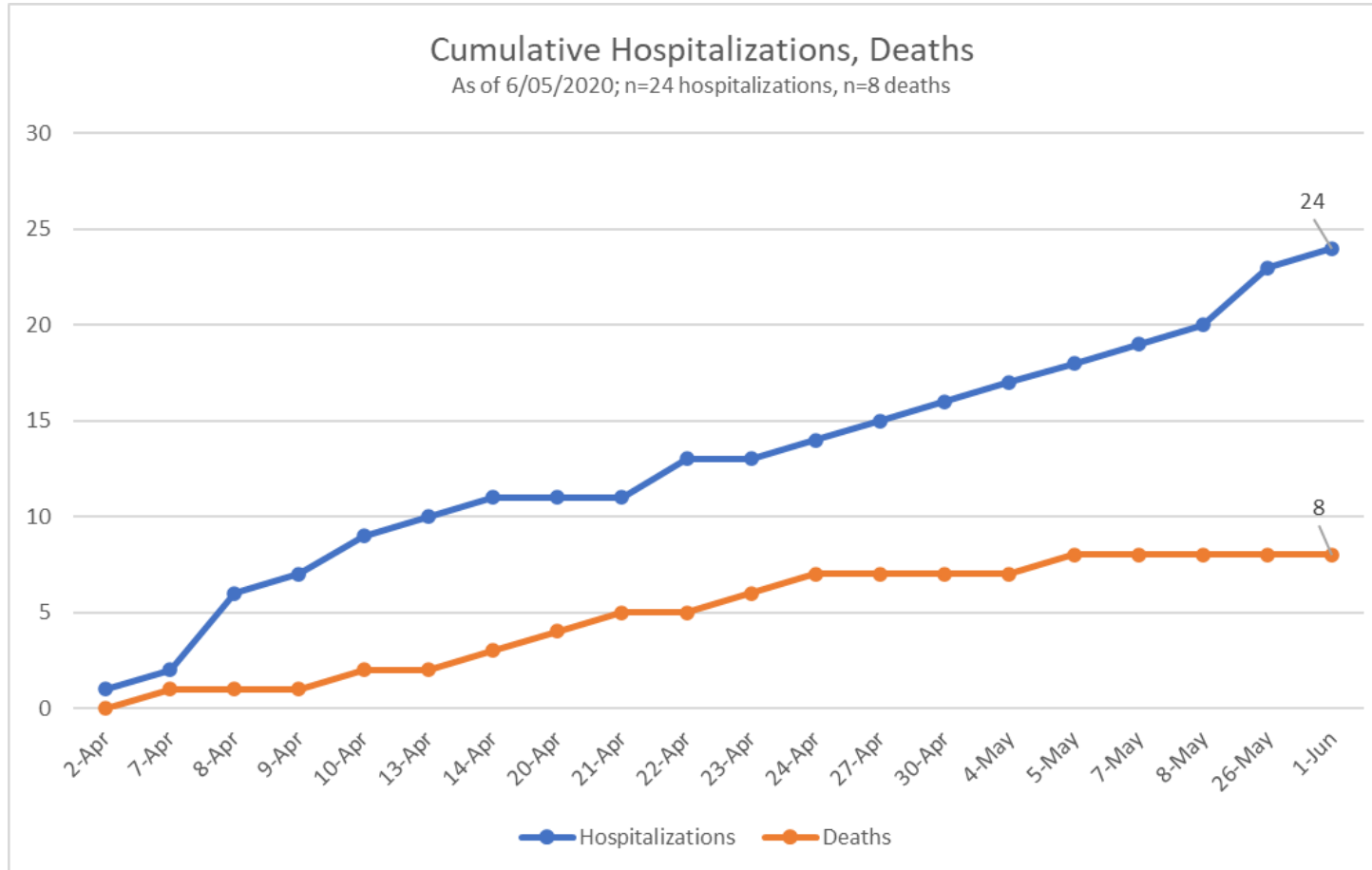
# Covid-19 Infection/Illness Report



# Covid-19 Infection/Illness Report

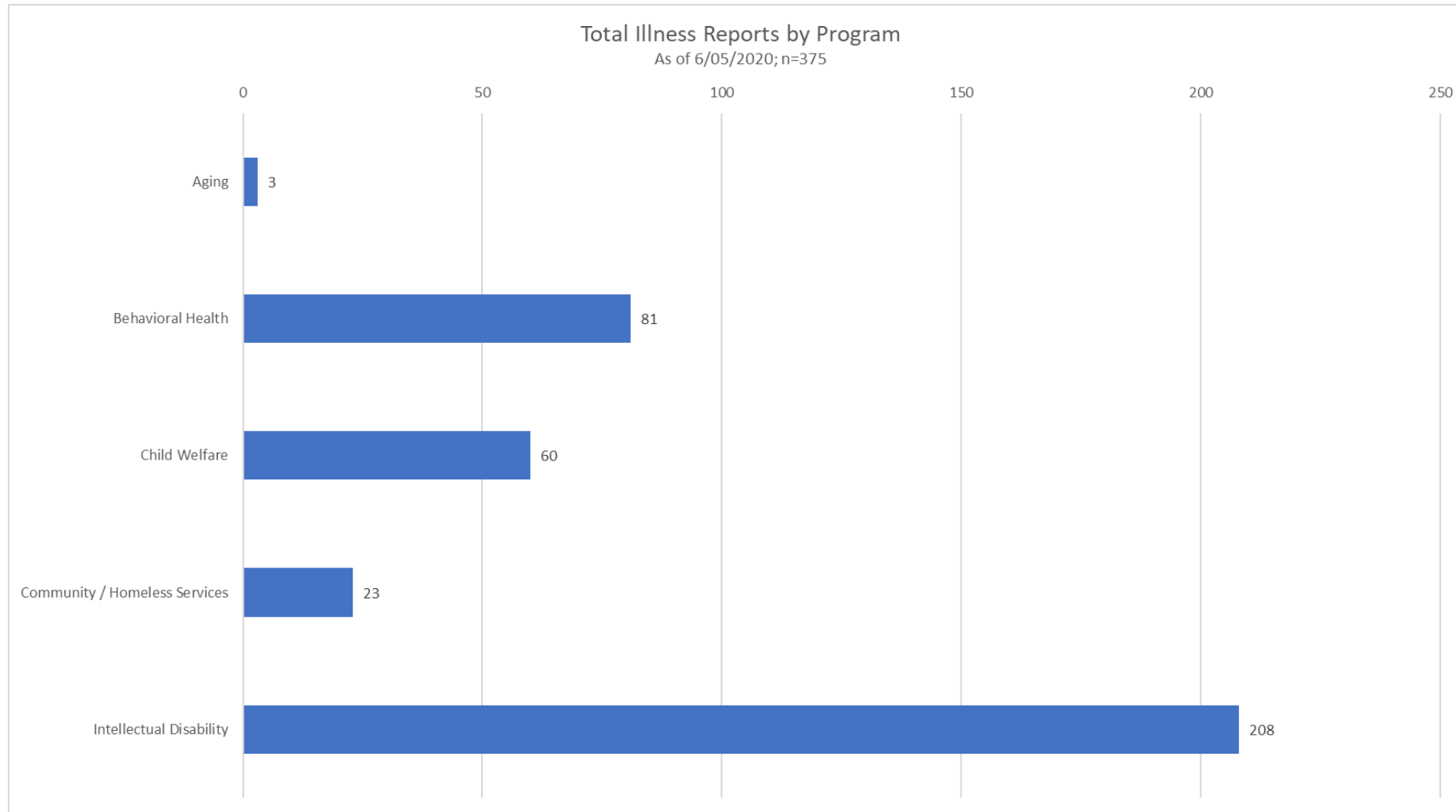


# Covid-19 Infection/Illness Report





# Covid-19 Infection/Illness Report



# Covid-19 Infection/Illness Report

What DHS is doing with the Illness reports?

- ▣ DHS program staff following up with providers that may be experiencing challenges dealing with an outbreak or related service issues
- ▣ Coordinating with the health department regarding outbreaks at DHS provider facilities
- ▣ Identifying clients who tested positive, and, when needed, informing providers concurrently serving these individuals
- ▣ Developing automated data exchanges and matching processes so that we can identify if a person who tested positive for Covid-19 is living in a congregate setting in Allegheny County

# Essential Services

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

# Policy for Entering Court Facilities

**Until further notice**, entrance to court facilities and offices is limited to Judges, court personnel, and persons attending court proceedings or having other official business with the court.

- The following persons shall not enter any court facility or court office:
  - Persons who, because of exposure to COVID-19 or travel to a country or region with an outbreak of COVID-19, have been advised to self-quarantine by any doctor, hospital, or health agency;
  - Persons who reside with or have had close contact with someone who has been advised to self-quarantine by any doctor, hospital, or health agency;
  - Persons who have been diagnosed with or have had known contact with anyone who has been diagnosed with COVID-19;
  - Persons experiencing symptoms of respiratory illness such as fever, severe cough, or shortness of breath.
  - Persons entering court facilities or offices must wear a protective mask or cloth face covering at all times, consistent with CDC guidelines.
- If you are unable to wear a mask/cloth face covering, you should advise court staff before coming to the facility or when you arrive at the entrance of the facility, or contact the Americans with Disabilities Act (ADA) Coordinator to discuss accommodations at **412-350-4044** or **412-350-5419** or by email at [courtaccess@alleghecourts.us](mailto:courtaccess@alleghecourts.us).

\*\*\* Those who cannot wear masks due to a disability should contact the court facility or the Americans with Disabilities Act Coordinator BEFORE coming to the court facility so that accommodations can be made to help you conduct your business without delays.\*\*\*

# 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>Aging 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	At Risk	Stable	Stable
<b>Early Intervention</b>	Stable	Stable	Unstable	Stable	At Risk
<b>Transportation</b> to essential medical and social services	Stable	Stable	At Risk	Stable	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

# 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		

# FARMERS TO FAMILIES Food Distribution

**Fresh produce & dairy boxes for anyone in need!**

**Friday, June 12, 1 - 3pm**

Drive-up or walk-up,  
no-contact pickup



**Clairton High School**

501 Waddell Avenue

Clairton, PA 15025



# The Food Bank drive-up food distribution this week:



Thursday, June 11th

10 a.m. - noon

Highmark Stadium

510 W Station Square Drive

<https://www.pittsburghfoodbank.org/get-help/emergency-distributions/>



# Food Access Coordination and Resources

<http://dhstraumaresourcelibrary.alleghenycounty.us/covid-19-information-for-dhs-providers/food-supplies/>

- Food Map, FAQs and more!

Food Access Call

Tuesdays at 3:30

[Join Microsoft Teams Meeting](#)

[+1 267-368-7515](tel:+12673687515) United States, Philadelphia (Toll)

Conference ID: 287 284 875#

# 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> 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> "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> Trying Together supporting childcare providers in accessing supplies, summer camp providers in the process of procuring supplies now		
<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>At Risk</b> Level 2 Concerns over short-term funds to cover operations - cash flow issues arising	
<b>Notes:</b> Childcare available for 0-5 year olds. Over 400 of ~650 regulated providers are opening or are in the process of reopening. Many opened June 1. Many summer camps are going virtual but many others operating some in person programming		<b>Notes:</b> Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers thru June 30, CARES funding going to providers this month		



## Catch Up With Your Vaccines!

### Don't let your child fall behind on their needed immunizations.

UPMC Children's Hospital of Pittsburgh, UPMC Children's Community Pediatrics, and Ronald McDonald House Charities of Pittsburgh and Morgantown are partnering to bring needed vaccines, safely, to western Pennsylvania communities.

Look for the Ronald McDonald Care Mobile in your community.

### Important!

Appropriate physical distancing measures will be maintained. Please give yourself adequate time in case of a wait. To ensure child, family and staff safety, adults and children over age 2 are asked to arrive wearing a mask. A mask will be provided if you do not have one. Child must be accompanied by one parent or legal guardian.

Have questions or need more information? Contact the Care Mobile at **412-352-1059**. Check [www.chp.edu](http://www.chp.edu) for more dates and locations this summer.

#### Services provided:

- Vaccinations, ages 2 months through high school
- WIC (Women, Infants, & Children) form assistance
- Health and safety information

#### Also available:

- Kindergarten registration information
- At-home activities for summertime
- Food and infant formula resources

Neighborhood	Location	Dates
Chartiers	Chartiers Early Childhood Center 3799 Chartiers Ave, Pittsburgh, PA 15204	June 8 <sup>th</sup> & 10 <sup>th</sup>
Clairton	Family Dollar 533 Miller Ave, Clairton, PA 15025	June 4 <sup>th</sup>
Coraopolis	Cornell School District 1099 Maple St, Coraopolis, PA 15108	August 31 <sup>st</sup>
Homestead/Munhall	Steel Valley Middle School 3114 Main St, Munhall, PA 15120	July 27 <sup>th</sup> & 29 <sup>th</sup>
Homewood	Homewood-Brushton YMCA 7140 Bennett St, Pittsburgh, PA 15208	June 25 <sup>th</sup> & July 23 <sup>rd</sup>
Natrona Heights	Allegheny Valley YMCA 5021 Freeport Rd, Natrona Heights, PA 15065	July 2 <sup>nd</sup> & August 6 <sup>th</sup>
New Castle	New Castle Jr/Sr High School 300 E Lincoln Ave, New Castle, PA 16101	July 20 <sup>th</sup> & August 19 <sup>th</sup>
New Kensington	Valley Points Family YMCA 800 Constitution Blvd, New Kensington, PA 15068	June 22 <sup>nd</sup> & July 16 <sup>th</sup>
North Side	Children's Museum of Pittsburgh 10 Children's Way, Pittsburgh, PA 15212	June 17 <sup>th</sup> & July 15 <sup>th</sup>
Penn Hills	Penn Hills Family Care Connection 10 Duff Rd, Penn Hills, PA 15235	June 18 <sup>th</sup> & July 31 <sup>st</sup>
Wilkinsburg	Wilkinsburg School District 718 Wallace Ave, Pittsburgh, PA 15221	June 19 <sup>th</sup> & July 13 <sup>th</sup>

Check <https://www.chp.edu/our-services/mobile-medical-clinic/schedule> for most up-to-date locations and dates!

All clinics run from 10AM - 2PM

# 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	
<p><b>Notes:</b> Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk.</p>				<p><b>Notes:</b> Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide.</p>			
<b>Service Locations:</b>	<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	
<p><b>Notes:</b> All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine hotel location is open.</p>				<p><b>Notes:</b> There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.</p>			

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

## **Family Quarantine/Isolation space:**

- 2- and 3-bedroom apartments for families
- For more information, please contact Remy Harris: [Remy.Harris@alleghenycounty.us](mailto:Remy.Harris@alleghenycounty.us)

## **Individual Quarantine/Isolation space:**

For more information, please contact:

Homeless referrals: [Jessica.McKown@alleghenycounty.us](mailto:Jessica.McKown@alleghenycounty.us)

Office of Behavioral Health referrals: [Diane.Johnson@alleghenycounty.us](mailto:Diane.Johnson@alleghenycounty.us)

Allegheny County Jail referrals: [Jennifer.Batterton@alleghenycounty.us](mailto:Jennifer.Batterton@alleghenycounty.us)

Immigrants and Internationals referrals: [bgreen@jfcspgh.org](mailto:bgreen@jfcspgh.org)

## **Client Cell Phones**

- Please contact Gabe Krivosh ([Gabriel.Krivosh@alleghenycounty.us](mailto:Gabriel.Krivosh@alleghenycounty.us)) for additional information

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

Carolyn Bebb, Tax Program Coordinator at DHS, is collecting success stories regarding individuals experiencing homelessness who received an economic impact payment, and how they have benefitted.

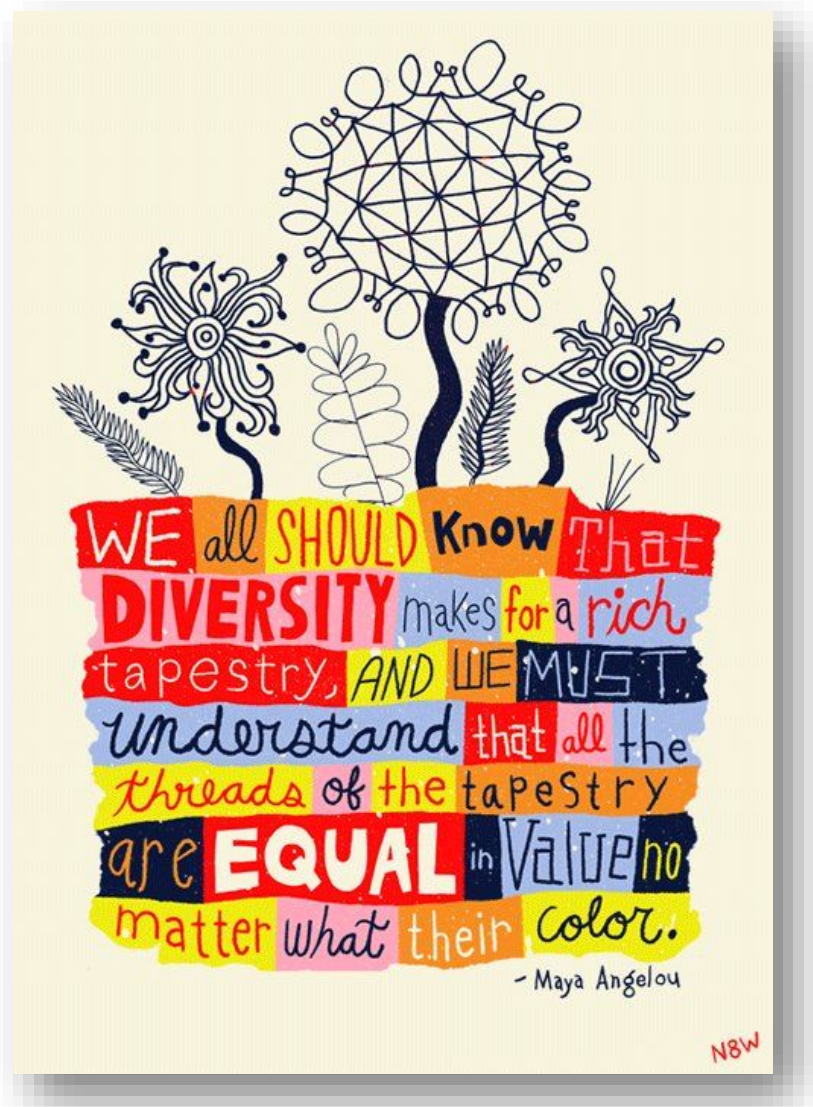
Please connect with Carolyn: [Carolyn.Bebb@alleghenycounty.us](mailto:Carolyn.Bebb@alleghenycounty.us)

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

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

- Every other Tuesday at 9:30 AM (next one is June 9)
- All homelessness service providers invited and encouraged to participate
- Call in information:
  - Phone number: 1-267-368-7515***
  - Conference ID #: 883 836 652***

# 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>	Level 2	<b>Supplies:</b>	<b>At Risk</b>	Level 3
		Agencies invoke their own COOP plan			40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in
<b>Notes:</b> At risk but stabilizing.			<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		
<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			Normal funding available
<b>Notes:</b> Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.			<b>Notes:</b> APA and gap payments have been developed for eligible levels of care/services.		



# 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>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>At Risk</b>	<b>Level 2</b> Concerns over short-term funds to cover operations - cash flow issues arising	
<b>Notes:</b> All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.			<b>Notes:</b> Providers have been greatly impacted by the loss of revenue			

# Transportation to essential medical and social services

No updates

<b>Essential Service:</b>		Transportation to essential medical and social services		<b>Overall Service Capability:</b>		<b>Stable</b>
<b>Staffing:</b>	Stable	Level 1	<b>Supplies:</b>	At Risk	Level 2	
		Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate			60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in	
<b>Notes:</b> Traveler's Aide and ACCESS are able to accommodate MATP transports at this time.			<b>Notes:</b> MATP guidelines have mandated that riders and drivers wear masks. Traveler's Aid and Access has been able to acquire PPE for staff.			
<b>Service Locations :</b>	Stable	Level 1	<b>Funding:</b>	Stable	Level 1	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public			Normal funding available	
<b>Notes:</b> MATP has issued guidances for providers and riders.			<b>Notes:</b>			

## *Reminder* ASAM Webinar on alignment of service descriptions

- DDAP scheduled online presentation for service descriptions alignment with ASAM
- The first presentation is on July 7<sup>th</sup>
- More information can be found [here](#)



### UPCOMING ASAM ONLINE OVERVIEW

#### Alignment of Service Delivery with ASAM Criteria, 2013

- WHO:** Substance Use Disorder Treatment Providers  
Program Directors/Managers  
Chief Executive Officers  
Clinical Supervisors  
Clinicians  
Payors  
Single County Authorities  
BH-MCOs
- WHAT:** Alignment of Service Delivery with ASAM Criteria, 2013
- WHERE:** Online Overview
- WHEN:** Beginning July 7, 2020. [View Rollout Schedule](#). No registration is required, use the specific link provided to join the designated meeting.

**DETAILS:** The Department of Drug and Alcohol Programs (DDAP) worked jointly with its sister agency, the Department of Human Services (DHS/OMHSAS) and its system partners to train over 8500 assessors and clinicians in the use of the ASAM Criteria and to facilitate the transition to the use of the ASAM Criteria as a level of care placement tool.

The next phase of the ASAM Criteria alignment process is to *make adjustments to the delivery of services* that ensures widespread use of evidence-based program standards, comprehensive treatment strategies and improved care coordination and transition between levels of care required for quality services, as well as for the implementation of the Pennsylvania 1115 Demonstration Waiver project.

Treatment providers that are recipients of public funds, including Medicaid and SCA dollars, will be required to make these adjustments. While this will be an ongoing process, these online presentations will begin this next phase of describing the expectations for aligning with the ASAM Criteria, 2013. Therefore, programmatic decision-makers should plan on participating on one of the presentations for each level of care (LoC) related to services delivered. DDAP will also be releasing supporting written documentation via its listserv and website for each LoC, will be holding web and live Q & A sessions, etc. to assist with this next phase of the ASAM Criteria alignment. Please watch the website and listserv for additional details.

# 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>
<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>
<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		






Graduation Gift Baskets  
delivered today!

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**The Biggest. The Best ever.  
A Unique Party You Won't Forget!!**



Join us in  
celebrating  
the class of  
2020



***Virtual Graduation  
Celebration!***

Sponsored by Allegheny County Department of Human Services

Date June 11, 2020

Time 2-4pm

Place <https://bit.ly/3eMXGY1>

OR +1 646 558 8656

Meeting ID 441 097 2396

Password 208870

If you have any questions, please  
contact:

Angela Moffe:  
[Angela.moffe@alleghenycounty.us](mailto:Angela.moffe@alleghenycounty.us)

Bryan Campbell:  
[BryanC@auberde.org](mailto:BryanC@auberde.org)

**CYF has begun to include anti-racism resources in our weekly staff email. Today's email included a recorded interview with the author of "White Awake: An Honest Look To What it Means to Be White"**



**Each week we will share articles, activities, podcasts and videos with staff to promote our growth.**

# 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>	<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> We continue to reach out to agencies weekly. Provider agencies are getting a lot of information but seem to be keeping up service delivery in light of COVID. We have confirmed providers have and are implementing COVID response plans when necessary.			<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>	<b>Level 1</b> 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 20-066** Guidance for Visitation in Residential Settings Licensed by the Office of Developmental Programs (ODP) in the Green Phase of the Process to Reopen Pennsylvania

Continue to follow local information and directives, along with PA Department of Health and the State Office of Developmental Programs. Links to COVID-19 updates can be found on MyODP.org, <https://www.myodp.org/mod/page/view.php?id=26808>

6/8/2020

# ID/A Provider Meeting Announcement

June 19th from 10:00 til noon via ZOOM

Please send priority topics to:

[Brenda.Bulkoski@AlleghenyCounty.us](mailto:Brenda.Bulkoski@AlleghenyCounty.us)

By June 12th

Meeting link and agenda coming soon!

# 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.

