

THIS CALL IS BEING RECORDED

DHS Provider Briefings

Thursday 10/15/20

Provider Briefings are held
weekly, on Thursdays.



Agenda

- Announcements/updates
- Legislative updates
- Health metrics
- Health of the Network Update: Office of Developmental Supports, Brenda Bulkoski, Deputy Director
- Health of the Network Update: Area Agency on Aging, Kurt Emmerling, Administrator/Deputy Director
- DHS Human Service Building client and visitor experience improvements, Scott Hemphill, Chief Information Officer
- Program updates



Help Needed in Elections Division Now

- Allegheny County is currently looking for temporary election processing assistants (primarily data processing and clerical work) at \$20/hour for various shifts
- If interested, call **412-350-6109**

COVID-19 Test Site in McKeesport

McKeesport
COVID-19
Drive Thru Testing Site

SPECIAL EVENING/WEEKEND HOURS

OCTOBER 12-17; 19-24

Mondays: Closed
Tuesdays, Fridays, Saturdays: 10 am-4 pm
Wednesdays, Thursdays: 12-7 pm

- Address: 455 Industry Road, McKeesport
- New hours:
- Free COVID-19 Testing for anyone over 3 years old. Made possible by CARES Act funding.
- Testing by **Appointment Only**. Pre-register online or via phone at 412-209-2262. Same-day appointments available by phone only.
- This is a drive-thru site with self-administered tests. No prescription or referral needed.
- **If you are unable to drive, contact the COVID-19 Hotline at 1-888-856-2774 for additional options & resources.**
- Registration and testing information available at bit.ly/McKeesportCOVIDTestSite

COVID-19 Mobile Testing Schedule

Squirrel Hill Health Center

register at <http://allegheycovidtesting.com>

- Tuesday, Oct. 13
9 am to 12 pm
Allegheny County Children Youth & Families
10700 Frankstown Road
Penn Hills, PA 15235 (Penn Hills)
- Wednesday, Oct. 14
9 am to 12 pm
Jewish Association on Aging
100 JHF Drive, Lower Level
Pittsburgh, PA 15217 (Squirrel Hill)
- Thursday, October 15
9 am to 12 pm
Leland Point
5230 Wolfe Drive
Pittsburgh, PA 15236 (Baldwin)
- Friday, Oct. 16
9 am to 12 pm
Jewish Association on Aging
100 JHF Drive, Lower Level
Pittsburgh, PA 15217 (Squirrel Hill)



Schedule announced Mondays on
Allegheny County Health Dept Facebook & Twitter

10/14/2020

Live Well: Allegheny Flu Shots

<http://www.livewellallegheny.com/health-screenings-flu-shot-clinics/>



LIVE WELL STAY WELL.
COMMUNITY-CLINICAL LINKAGES

Health Screenings & Flu Shot Clinics

LET'S WELLNESS FOR AFRICAN AMERICANS
Live Well Allegheny
#LIVEWELLALLEGHENY

No-cost flu shots and screenings for chronic diseases, such as high cholesterol, diabetes, high blood pressure

OCTOBER	TIME	LOCATION
7th	3-5 PM	Propel Hazelwood Charter School
8th	5-8 PM	Caliguri Plaza (Allentown)
13th	5-8 PM	Gualtieri Manor (Beechview)
14th	3-4 PM	Propel Hazelwood Charter School
	5-8 PM	Frank Mazza Pavilion (Brookline)
15th	5-8 PM	Carrick Regency (Carrick)
18th	2-4 PM	Hazelwood Below the Tracks (5007 Lytle Street)
20th	5-8 PM	Morse Gardens (Southside)
21st	2-4 PM	Finello Pavilion (Oakland)
22nd	5-8 PM	Murray Towers (Squirrel Hill)
24th	10 AM-2 PM	SOKO Community Market (Hill District)



For more information, call or text the Duquesne University Center for Integrative Health at 412-342-8276

10/7/2020

Active Solicitations

RFI for a Racial Equity Training and Support Directory

- Submissions Due October 26

Available on [DHS Solicitations Page](#), along with form to sign up to receive email notifications when we post new solicitations

Recent Publications

<https://www.alleghenycountyanalytics.us/>



Publications | October 14, 2020

EVICTIION CASES IN ALLEGHENY COUNTY, 2012–2019



Publications | September 22, 2020

WOMEN IN THE ALLEGHENY COUNTY CRIMINAL JUSTICE SYSTEM



Publications | October 5, 2020

PUBLIC DEFENSE AT PRELIMINARY ARRAIGNMENTS ASSOCIATED WITH REDUCED JAIL BOOKINGS AND DECREASED DISPARITIES



Publications | September 28, 2020

A BEHAVIORAL HEALTH AND CRIMINAL JUSTICE CROSS-SYSTEM EVALUATION: FINDINGS AND RECOMMENDATIONS



Publications | October 1, 2020

STUDENTS' EXPERIENCES WITH THE JUVENILE AND CRIMINAL JUSTICE SYSTEMS IN AND OUT OF SCHOOL: A LONGITUDINAL ANALYSIS OF PITTSBURGH PUBLIC SCHOOL STUDENTS, 2010–2018

In case you missed it:



Publications | March 14, 2020

MOVING TO OPPORTUNITY OR DISADVANTAGE? AN ANALYSIS OF HOUSING CHOICE VOUCHER AND RAPID REHOUSING PROGRAMS IN ALLEGHENY COUNTY



Publications | February 18, 2020

LABOR MARKET EXPERIENCES OF ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES CLIENTS



Publications | January 31, 2020

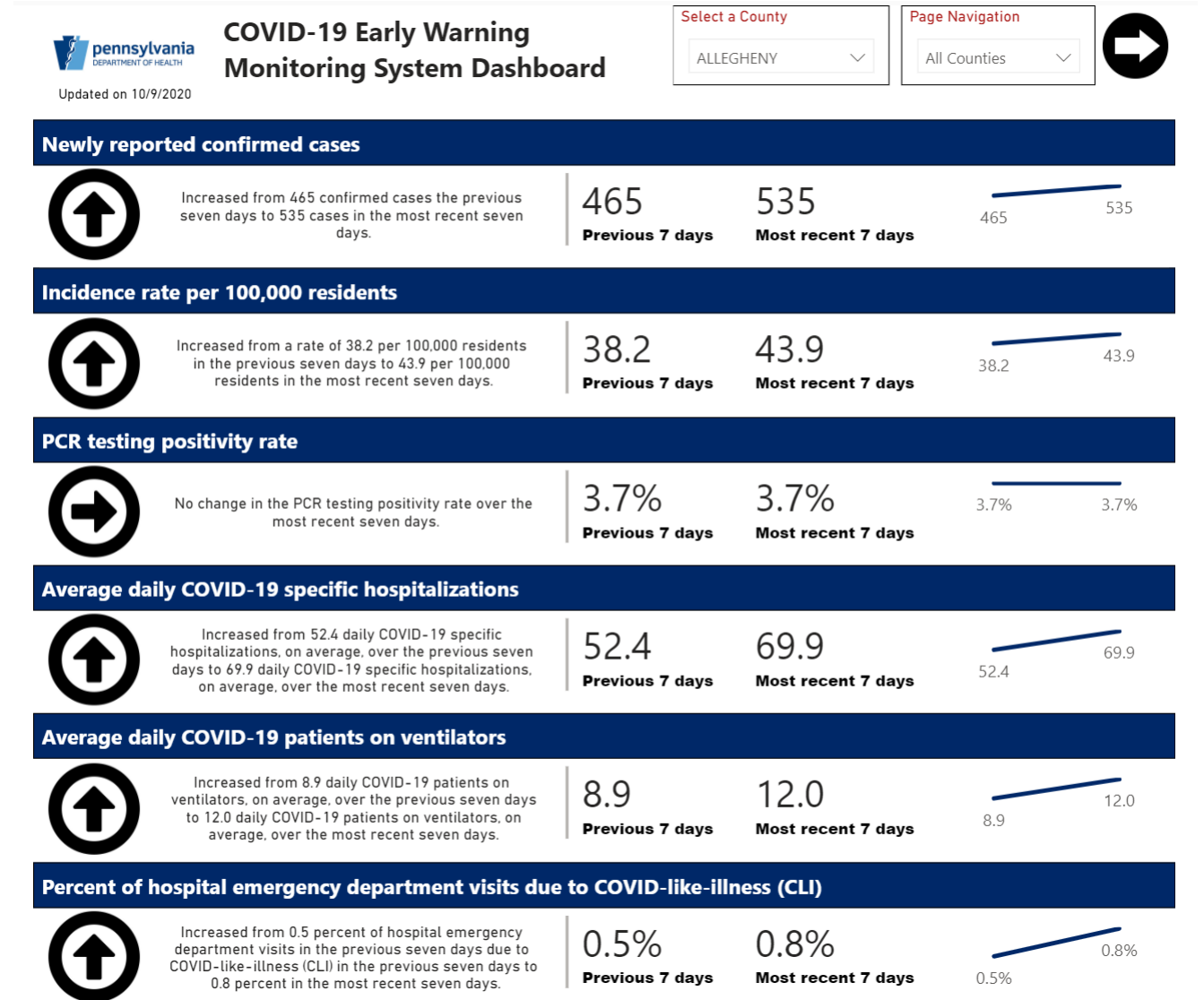
YOUTH AGING OUT OF THE CHILD WELFARE SYSTEM: ANALYSIS OF OUTCOMES

Policy & Legislative Update – State

- Next week, the General Assembly is expected to move these bills:
 - Senate consideration of COVID-19 funding-related bills, including a bill creating the \$200m Nonprofit Economic Emergency Delivery Systems (NEEDS) Grants Program.
 - House bill with bipartisan support that increases the cap on emergency rental assistance for PHFA's COVID Relief-Mortgage and Rental Assistance Grant Program (HB 2868).

PA State Metrics

- Compares this week (October 3rd to October 9th) to previous week (Sept. 26th to October 2nd). Data is updated every Friday.
- All are increasing except PCR positivity rate (which is steady).
 - Average daily hospitalizations increased by 33% over the last week.
 - Patients on ventilators increased by 35% over the last week.
- Rachel Levine said that PA is at the beginning of a 'fall resurgence'

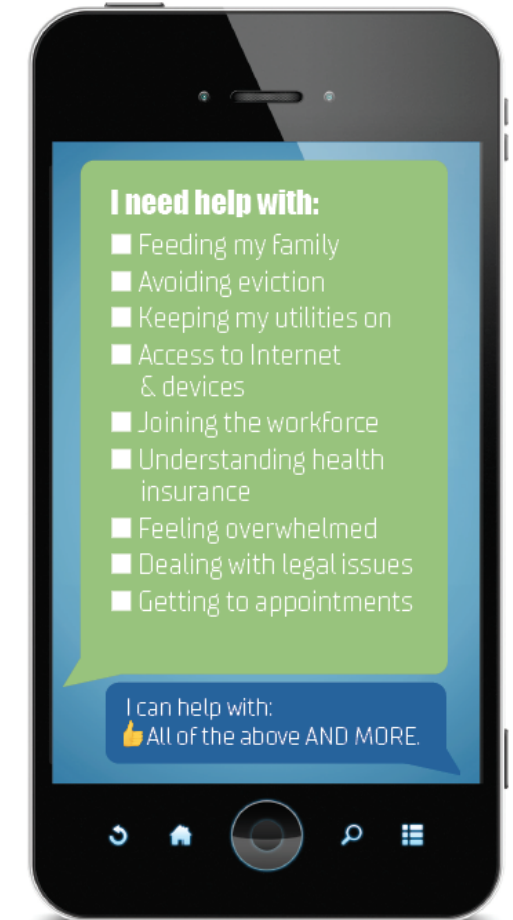


PA state's early warning system dashboard

(<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Monitoring-Dashboard.aspx>).

Masks for Clients are coming in the mail!

- DHS has partnered with United Way to mail 4 cloth masks to every DHS client household.
- This was made possible using CARES funds.
- Each package will have 2 informational cards (shown to the right). Each card is translated in Spanish on the reverse side.
- Mailing will begin next week and continue for 4-6 weeks.



2-1-1 CAN HELP.

It's your friendly-community-24-hour-professionally-staffed hotline for help with human services. If you need help, info or referrals in your community, contact 2-1-1 first.

- Dial 2-1-1 ■ Visit pa211sw.org
- Text your zip to 898-211.



10/8/2020

Reminder: Order Supplies!

- There are still extensive protective supplies available at **no cost to you** through Global Links!
- Consider your needs for the remainder of the year and place your orders at the link below.
- Supplies available: Emergency facemasks, Full-face shields, Non-Contact Infrared Thermometers (Limit 2 per order), Hand Sanitizer (8oz and 64oz options), Clorox Clean-Up Disinfectant
- <https://www.tfaforms.com/4848830>

Image of emergency facemask



Limit of 2 per order



64 oz size



8 oz size



Image of full-face shield

Bactronix Treatment Available

- Electrostatically applied treatment that will both disinfect and prevent the growth of microbial activity (including COVID-19) from surfaces for up to six months
- Need to vacate the space for less than one hour while treatment is applied; only need to remove personal items and paper from surfaces (safe for application on electronics)
- After application, only “eco-friendly” (non-alcohol, non-chlorine) cleaners can be used on surfaces

Bactronix Treatment Available

- We will provide some of the eco-friendly cleaning products for you to use after application
- Treatment was applied at DHS buildings – no noticeable residue left behind
- Due to time and funding constraints, at this time the treatment is only available to providers at highest risk of a COVID outbreak:
 - Larger congregate care providers
 - Community Learning Hubs
 - Family Centers
 - Senior Centers

[Bactronix Request Form Link](#)

Link can also be found on the DHS COVID 19 Provider Information site:

Operations

[Bactronix Request Form](#)

[Cleaning Services Request Form](#)

- DHS is partnering with ServiceMaster to provide cleaning/sanitation services when someone who has or was exposed to COVID-19 was in the building.

[Free COVID-19 Testing Available at Community Health Clinics in Allegheny County](#) (May 26, 2020)

[Neighborland Survey](#) (May 8, 2020)

[COVID-19 Testing Locations in Allegheny County](#) (May 3, 2020)

[Temporary Health and Human Service Worker Platform](#) (May 1, 2020)

- DHS has developed a platform to connect providers to temporary workers in the event that full-time personnel is unavailable due to an emergency. Check [Employment and Financial Assistance](#) for information about training your Human Resources staff.

[Supply Request Form: Global Links COVID-19 Southwest PA Request for Materials](#) (April 22, 2020)

- DHS is now partnering with Global Links for supply requests. Please see the [Food and Supplies](#) page for specifics

[Operational Changes Tracker](#) (April 15, 2020)

[Tracking COVID-19 Provider Expenses Presentation](#) (April 14, 2020)

[Provider Exemption Letter](#) (March 24, 2020)

- This letter indicates that your agency is deemed an essential provider in support of the Allegheny County Department of Human Services. Please keep a copy of this letter available at your offices and share it with staff electronically so they can present it should they be stopped while driving.

Daily Briefing Materials



REMINDER! — INTERNET ACCESS REQUESTS!

- Request in-home, portable internet access for your clients in need.
- Hotspots are available now! Distributions are held most Fridays.
- We received 250 laptops and have resumed distribution. More are on the way!
- Request form link below:

[DHS Device Request Form](#)



FOOD DISTRIBUTIONS



FRESH FOOD DISTRIBUTION

Paragon foods will distribute a mixed box of produce, meat and dairy products every week day from 10 AM - 12 PM during the month of October.

MONDAY

Pittsburgh Perry
3875 Perrysville Avenue, 15214

TUESDAY

Pittsburgh Faison
7430 Tioga Street, 15208

WEDNESDAY

Pittsburgh Gifted Center
1400 Crucible Street, 15205

THURSDAY

Pittsburgh Milliones
3117 Centre Avenue, 15219

FRIDAY

Pittsburgh Carmalt
1550 Breining Street, 15234



Expect great things.



ALL-IN
TO REOPEN OUR SCHOOLS

FARMERS TO FAMILIES

Food Distribution

17

CLAIRTON

SATURDAY, OCTOBER 17, 2020 AT 11 AM EDT – 1 PM EDT

Farmers to Families Food Distribution | Clairton

Clairton High School

24

HILL DISTRICT

SATURDAY, OCTOBER 24, 2020 AT 9 AM EDT – 11 AM EDT

Farmers to Families Food Distribution | Hill District

Shop N Save - Hill District

22

THURSDAY, OCTOBER 22, 2020 AT 2 PM EDT – 3 PM EDT

Farmers to Families - Millvale

Millvale Community Center

Thu, Oct 15 Thu, Oct 22 Thu, Oct 29 +4



FOOD DISTRIBUTIONS

October 17

McKeesport

WHAT: Drive-Up Food Distribution WHEN: Saturday, October 17 (10 a.m. – noon) WHERE: 1960 Eden Park Blvd., McKeesport, PA 15132

MAKE A RESERVATION

October 24

Wilkinsburg

WHAT: Drive-Up Food Distribution WHEN: Saturday, October 24 (11 a.m. – 1 p.m.) WHERE: Enter at 333 Lincoln Highway (Intersection of N Trenton and Penn Ave), Pittsburgh, PA 15221

MAKE A RESERVATION

October 26

Duquesne

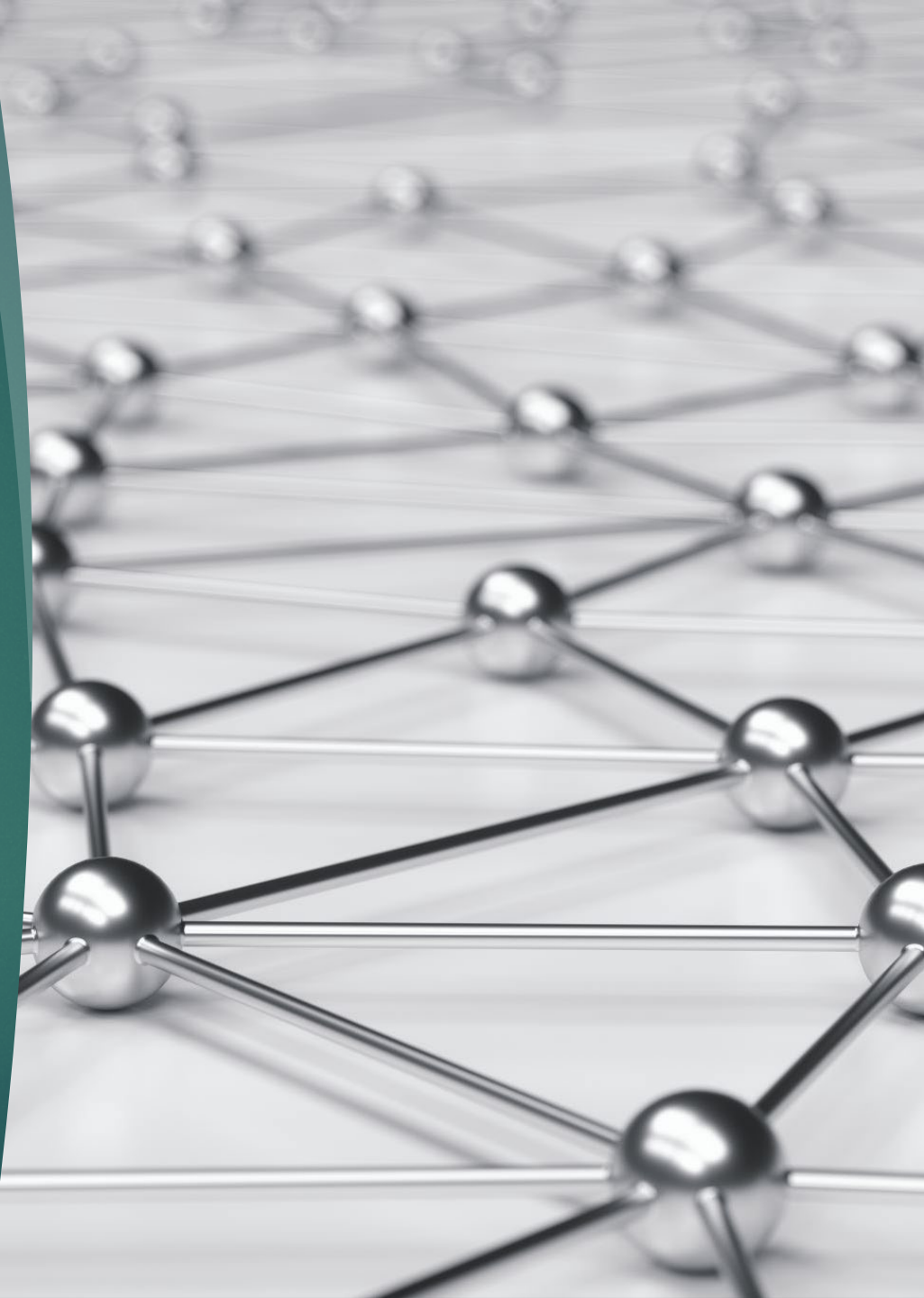
WHAT: Drive-Up Food Distribution WHEN: Monday, October 26 (noon – 2 p.m.) WHERE: Greater Pittsburgh Community Food Bank; 1 N Linden Street, Duquesne, PA 15110

MAKE A RESERVATION

<https://www.pittsburghfoodbank.org/get-help/drive-up/>

ID/A Provider Health of the Network

OFFICE OF DEVELOPMENTAL SUPPORTS



Current COVID counts



Total Tested	Positive	Negative	Deaths
356	101	233	6

333 Community Based Residential	23 Private Residents
90 Positive	11 Positive
223 Negative	10 Negative
4 Deaths	2 Deaths

Counts as of 10/14/2020

Some Indicators of Provider Network Stability

- ▶ **Staffing**
- ▶ **Service Provision**
- ▶ **Ability to Bill and get Paid**
- ▶ **PPE/Other Preparations**



Balancing while moving forward



Staffing – staff availability in light of positive staff cases & recruitment challenges

Service Provision

Community Participation Facility re-opening
Remote services

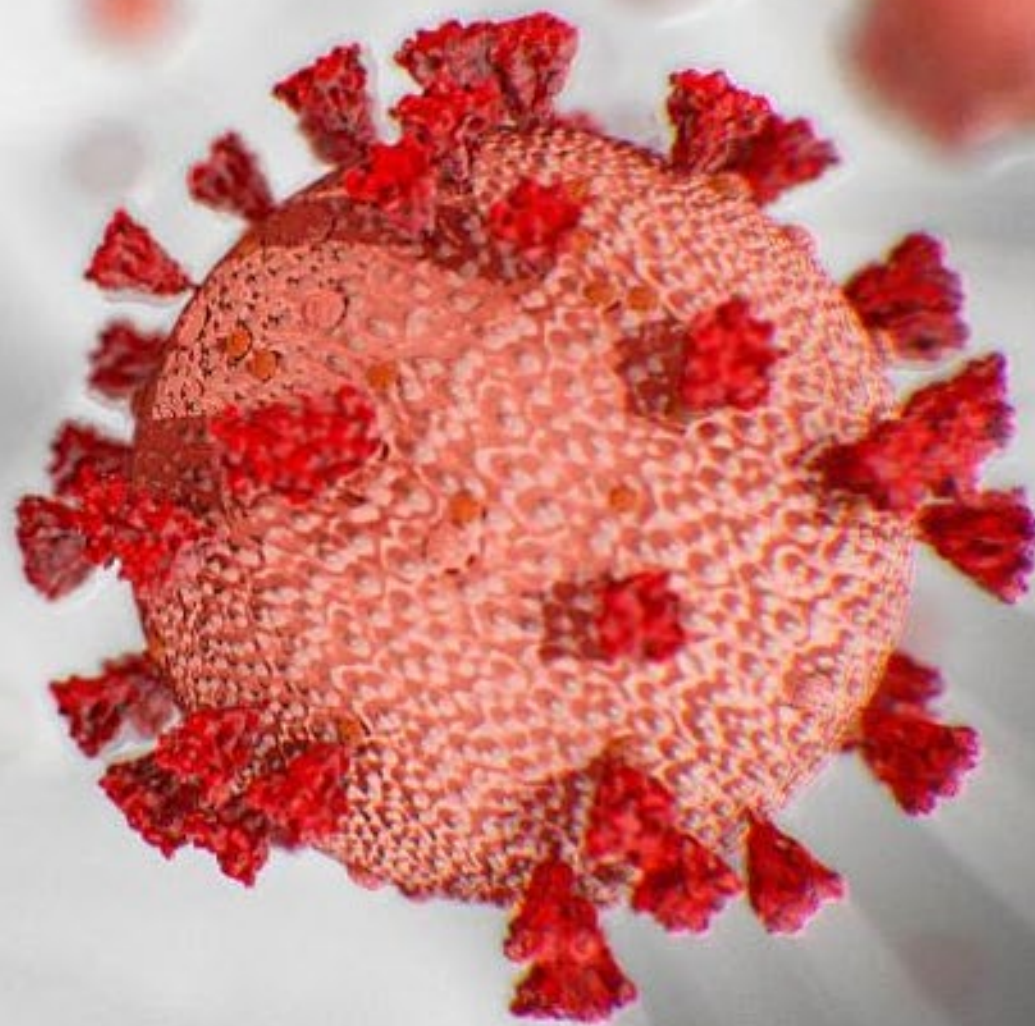
PPE/Other Preparations – staying prepared for spikes; taking advantage of options such as Service Master and Bactronix

New Residential Admissions

CARES Funds

To Our Entire Provider
Network.....





**AAA: UPDATE FOR PROVIDERS
HOW HAS COVID IMPACTED SENIORS AND SENIOR SERVICES?**

SENIORLINE CALL CENTER

THIS IS THE AAA'S FRONT DOOR, WHERE MOST SENIORS CONTACT US.

Post-Pandemic Changes

- Following temporary fluctuations, call volumes are returning to regular monthly averages.
- 3,300 calls per month.

HOME-DELIVERED MEALS & NUTRITION

STATIS. SOME POTENTIAL FOR FUTURE ISSUES

Post-Pandemic Changes

- Total consumers served has increased from 2,054 to 2,447 (16%)
- Total numbers of meals delivered per month has increased from 37k to 51k (26%)
- Hot meals have transitioned into frozen meals due to health and safety concerns related to Covid-19.
- Home-Delivered Meals drivers have not been able to perform the wellness check component of deliveries to the full extent due to social distancing concerns.

HOME-DELIVERED MEALS & NUTRITION

STATUS: **POTENTIAL FOR FUTURE RISK**

Unmet Needs

- If volumes remain at the increased level currently being experienced, the meals preparation and delivery systems will become strained.

SENIOR CENTERS

Post-Pandemic Changes

- Allegheny County Senior Centers remain closed for in-person activities due to the pandemic. (There are minor exceptions, but the vast majority are not open currently.)
- Congregate Meals services have been transitioned to Grab-and-Go Meals services
- Grab-and-Go Meals sites have increased and can continue to operate as needed without strain on the system

SENIOR CENTERS

Financial Concerns

- Ongoing closures of Allegheny County Senior Centers presents financial concerns to Senior Center providers that could result in permanent staffing reductions and closures.

- The Senior Center network is working with multiple agencies to provide virtual activities and programming and is also exploring the utilization of public access television to reach participants.

IN-HOME SERVICES

STATUS: **STABLE**

Post-Pandemic Changes

- Temporary closures for all but 1 Adult Daily Living provider
- Temporary decreases in all other services are ranging from 3-10% monthly
 - Minimal impact

PROTECTIVE SERVICES

STATIS: POTENTIAL FOR FUTURE RISK

Post-Pandemic Changes

- Staff limiting in-person interactions as directed by PDA
- Volumes remain high (in line with regular volumes)
 - 512 Reports of Need and 295 Active Investigations per month

Unmet Needs

- Individuals served by this program always trend towards the most vulnerable; concerns in this demographic are increased by the pandemic

COMMUNITY CARE TRANSITIONS

THIS PROGRAM KEEPS PEOPLE 18YEARS-OLDEST SENIORS FROM RETURNING TO A HOSPITAL SETTING ONCE THEY ARE DISCHARGED.

Post-Pandemic Changes

- Staff operating via telephonic interactions

OMBUDSMAN

STATUS: **STABLE**

Post-Pandemic Changes

- Staff operating via telephonic interactions as directed by PDA

Unmet Needs

- Limited access to residents in long-term care facilities has presented unique challenges to this program as telephonic interactions limit advocacy efforts



MONITORING

STATUS: **STABLE**

Post-Pandemic Changes

- Transitioned to a primarily virtual monitoring model
- COVID allowed the AAA the opportunity to revise and reimagine how monitoring could take place.

OPTIONS CARE MANAGEMENT

STATUS: **STABLE**

Post-Pandemic Changes

- Staff operating via telephonic interactions as directed by PDA
- New referrals have declined approx. 30% post-pandemic

Unmet Needs

- If new referrals decline long-term, negative impact will be felt by Care Management and In-Home Services providers

SENIOR COMPANION PROGRAM

STATUS: **STABLE**

Post-Pandemic Changes

- Volunteers operating via telephonic interactions as directed by PDA

Unmet Needs

- This program provides in person visits to older adults facing social isolation challenges; telephonic interactions limits the impact of the program.

DOMICILIARY CARE

STATUS: **STABLE**

Post-Pandemic Changes

- Staff operating via telephonic interactions as directed by PDA

Unmet Needs

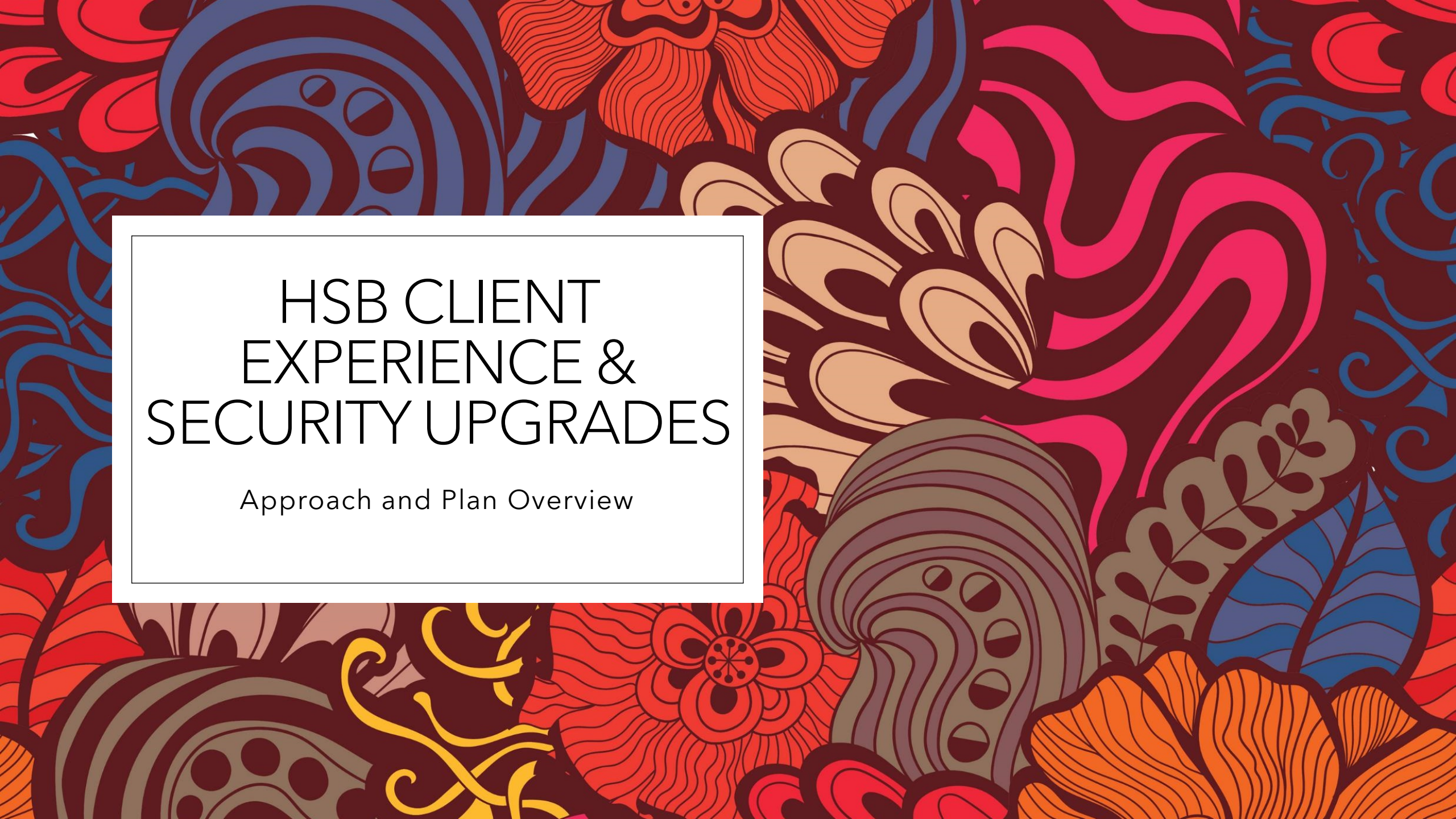
- None

Financial Concerns

- None

Notes:

- Long-term needs for PPE anticipated for eventual return to in person visits



HSB CLIENT EXPERIENCE & SECURITY UPGRADES

Approach and Plan Overview



Our goal is to transform **how clients interface with DHS** at the Human Services Building...

...by providing a **warm** and **respectful** experience...

...that ensures the client receives the **assistance** they need...

...in a **safe** and **secure** environment.

Approach #1: *Redesigning the Lobby*

The **lobby** is our chance at a **good first impression...**
...at a **difficult time** for the client.



Approach #2:
Receptionist at the Front Desk



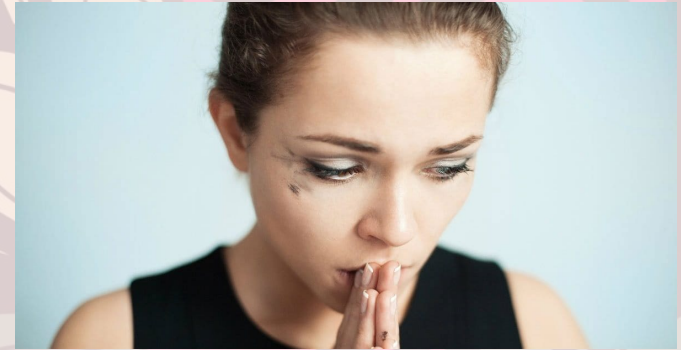
Clients should be greeted by a warm, friendly smile – not by a security guard.

Receptionists can be trained on navigation of services, de-escalation, and crisis intervention.



Approach #3:
Dedicated Client Waiting Area & Interaction Space

Feedback shows that clients feel ashamed and overlooked while waiting in our *lobby*.



Dedicated space for clients can help them feel respected, while also ensuring staff safety.

Approach #4: ***Clear Designation of Public and Private Spaces***



Physical barriers – walls, turnstiles, signs, even simple ropes – are a primary deterrent to foot traffic in unwanted areas.

Photo ID badges allow staff to easily identify those who should and should not have access to our facilities

Approach #5: ***Prohibited Items, Lockers, and Weapons Detection***

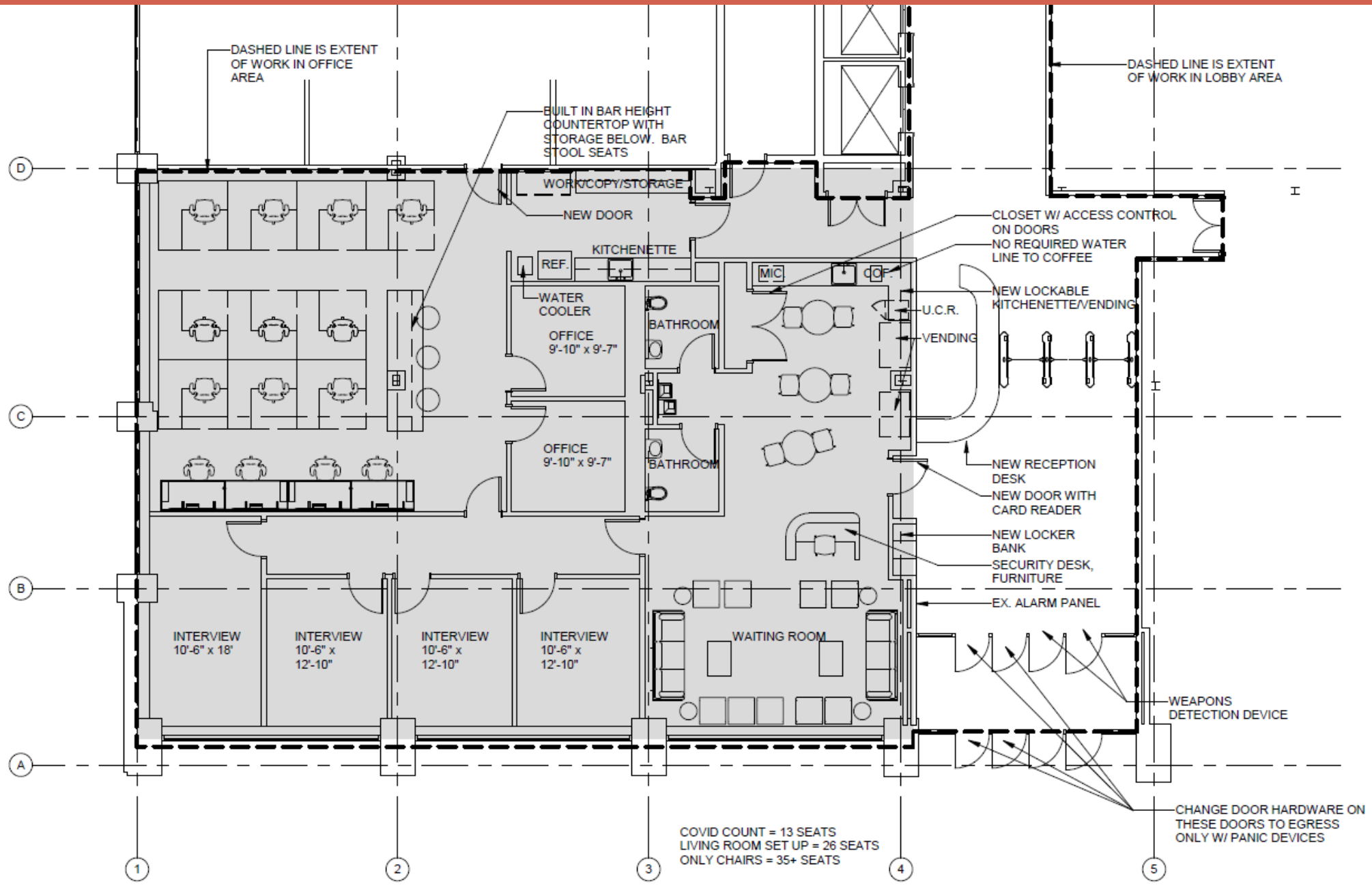
To ensure everyone's safety, we need to set parameters around what we allow to enter our offices.



We want to accommodate storage of client belongings, which may include prohibited items, using secure lockers.

Weapons Detection technology can spot threat objects without intrusion of personal space.

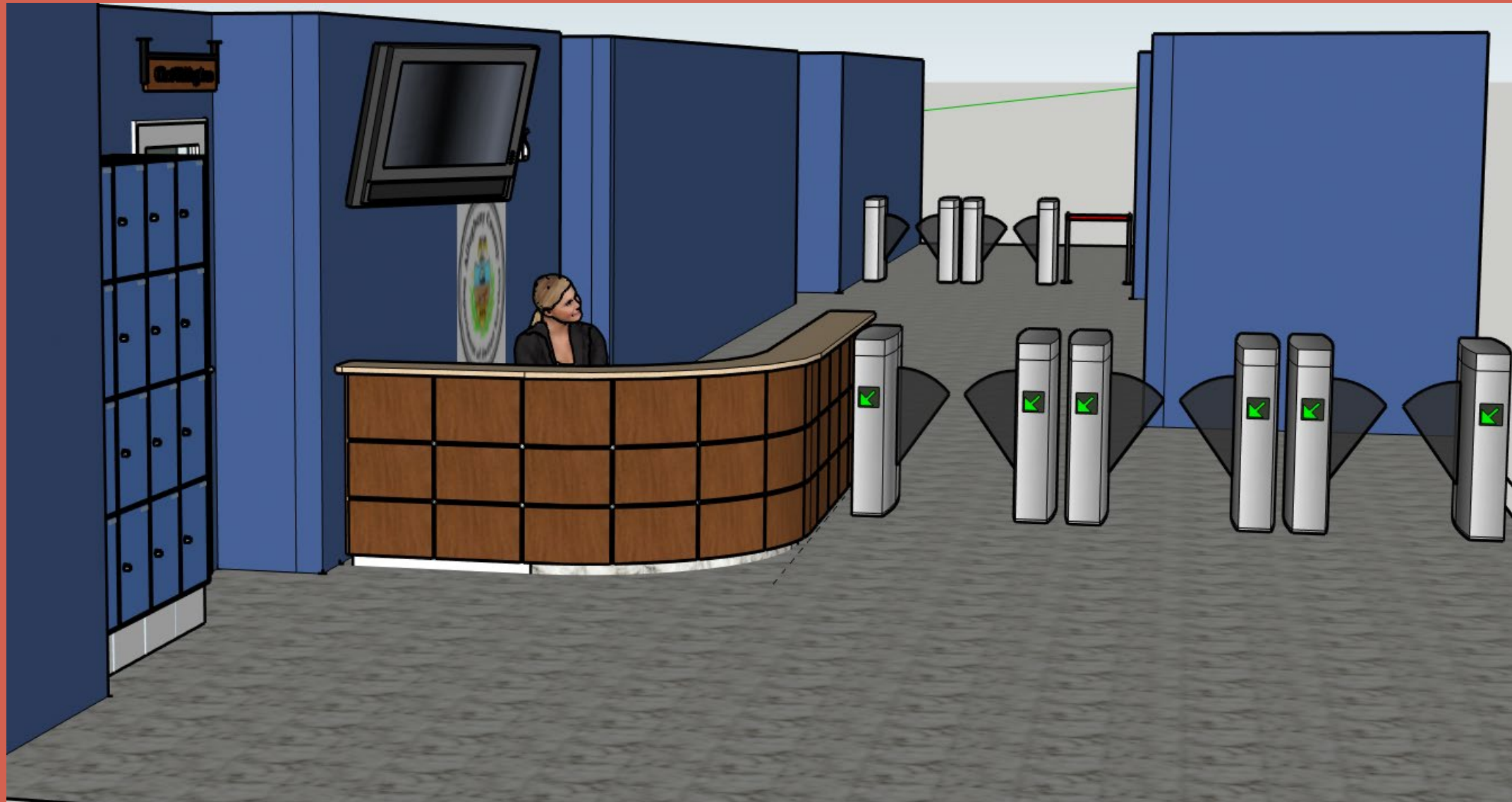




Front-door view



Front Desk - Client & Visitor Check-in View



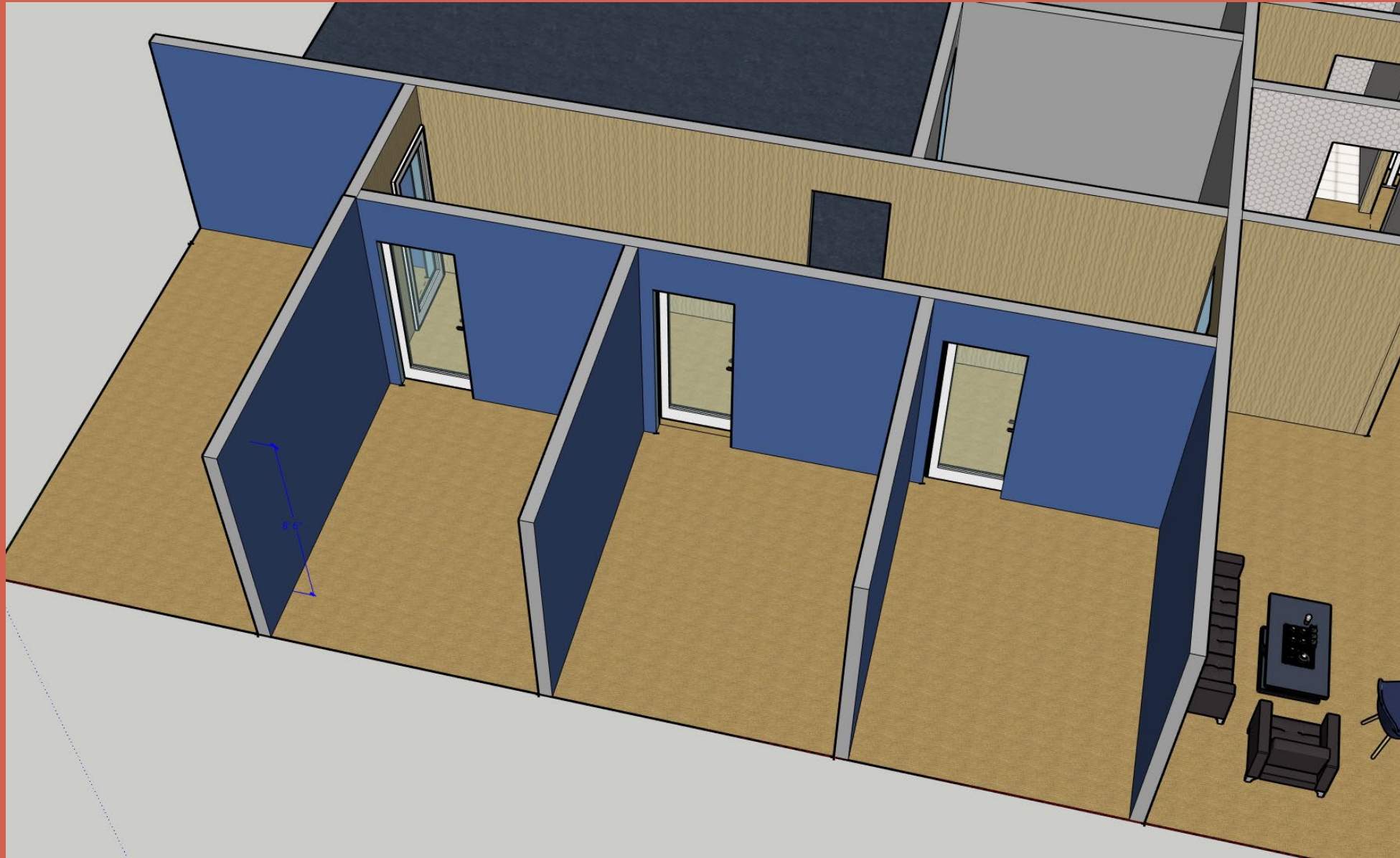
Client Waiting Area



Client Waiting Area



Four New Interview Rooms



Key Contacts

- Provider questions for Allegheny County Health Department
 - DHS-COVID19Planning@alleghenycounty.us
 - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
 - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- Key DHS staff
 - Payment inquiries: Dan Evancho Dan.Evancho@alleghenycounty.us
 - Contract inquiries: Kathy Heinz Kathy.Heinz@alleghenycounty.us
Laura Brigido Laura.Brigido@alleghenycounty.us
- United Way 2-1-1
 - For basic needs assistance or general COVID-19 inquiries call the 24/7 COVID-19 Hotline at 1-888-856-2774. Language services are available.

