



Overview

Together We Thrive is the annual report of the City of Philadelphia's Managing Director's Office, Health and Human Services Cabinet (MDO-HHS). HHS is led by Eva Gladstein, Deputy Managing Director for Health and Human Services. It includes the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), the Office of Community Empowerment and Opportunity (CEO), the Office of Domestic Violence Strategies (ODVS), the Mayor's Commission on Aging (MCOA), the Office of Homeless Services (OHS), and the Philadelphia Department of Public Health (PDPH).

In the 2020-2021 Together We Thrive Report, we highlighted HHS's response to the sudden arrival of the COVID-19 pandemic in early 2020, which disrupted nearly every facet of life in Philadelphia and demanded a swift reimagining of how health and human services are delivered. We committed to a renewed focus on racial equity and a pursuit of policies and programs that promote health, safety, and connection for every Philadelphian. These tenets and the lessons we learned early in the pandemic continue to guide HHS and enable us to pivot and adapt to unpredictable challenges and new opportunities.

While the pandemic is still here, the COVID-19 vaccines and boosters provide the most effective tools to protect health and reduce COVID-19 related illnesses, hospitalizations, and deaths. With partnerships across the city, PDPH has built a sustainable network of COVID-19 vaccine providers to ensure the vaccine is accessible to any Philadelphian who wishes to be vaccinated. The impact of the vaccines has allowed the City to shift its approach from managing a broad-scale crisis to targeting resources and planning for our long-term recovery. While Philadelphians have started adjusting to a city that looks more like the one we once knew, we also recognize that the pandemic is not over. Together We Thrive 2022 has been an opportunity to reflect on the HHS cabinet's collaborative efforts to help the people of Philadelphia through the pandemic and beyond.



ANNUAL REPORT OF PHILADELPHIA'S HEALTH AND HUMAN SERVICES CABINET

Glossary

СВН	Community Behavioral Health
CEO	Office of Community Empowerment and Opportunity
CLIP	Community Life Improvement Program
DBHIDS	Department of Behavioral Health and Intellectual disAbility Services
DHCD	Division of Housing and Community Development
DHS	Department of Human Services
FY	Fiscal Year
ннѕ	Health and Human Services
L&I	Department of Licenses and Inspections
мсоа	Mayor's Commission on Aging
MDO	Managing Director's Office
OCF	Office of Children and Families
ODVS	Office of Domestic Violence Strategies
онѕ	Office of Homeless Services
ORU	Opioid Response Unit
PDPH	Philadelphia Department of Public Health
PHA	Philadelphia Housing Authority
PHDC	Philadelphia Housing Development Corporation
PPD	Philadelphia Police Department
SEPTA	Southeastern Pennsylvania Transportation Authority
SUD	Substance Use Disorder

The HHS Cabinet is committed to:



HEALTHY PEOPLE

Working for every Philadelphian to be able to live in a healthy environment with stable access to food, housing, high quality physical and behavioral health care, and for those whose health is at risk, offering early intervention and prevention services in the community.



CONNECTED PEOPLE

Developing pathways for economic mobility and full integration into the life of the city, such that someone experiencing health or economic vulnerability can select and access the services and activities they need to heal and to thrive.



SAFE PEOPLE

Keeping Philadelphians safe from injury in their homes and communities and providing trauma-informed services across the health and human services system.



EQUITABLE CITY

Pursuing policies and programs that promote racial equity, which is imperative to address the historical and systemic barriers to the health, safety, and connectedness of Philadelphians.



Committing to a Renewed Focus on Racial Equity

The disparities in health and well-being experienced by Black and Latino/a/x Philadelphians drive HHS's work. We strive to build a city where structures, systems, and environments support and enhance the health of all residents, especially those who have historically been marginalized. As a government body, HHS can help remediate the barriers to health, safety, and connectedness that Philadelphians of color disproportionately experience from the confluence of public health crises, social determinants of health, and systemic racism.

The last Thrive report detailed actionable, demonstrable policy solutions like expanding the Child Tax Credit and increased federal funding to scale up permanent supportive housing that help address the longstanding effects of economic, medical, and social injustice. This report builds on Thrive 2020-2021 by highlighting specific examples of how the HHS Cluster has taken action to advance racial equity to help keep Philadelphians safe, healthy, and connected.

Improving Access to Vaccines for People of Color

The emergence of COVID-19 highlighted the pre-pandemic reality that Philadelphians of color disproportionately live in environments that do not adequately protect their health and safety. Black and Latino/a/x Philadelphians have had the highest rates of infection, hospitalization, and death from COVID-19. With the introduction of the vaccines, deaths overall have decreased and, although the racial disparity continues, it has been reduced. To address the disparate impact of COVID-19 disease burden and vaccination access experienced by communities of color, PDPH has shifted its vaccination strategy to emphasize access for people of color and others who may have difficulty accessing vaccines, such as people who are experiencing homelessness. This has included placing vaccine clinics in low vaccination census tracts as well as partnering with trusted community organizations and with Philly Counts to increase vaccination rates. The work of HHS agencies in coordination with many other City departments and healthcare partners has helped Philadelphia become one of the most vaccinated cities in the country. Although the disparity of vaccination rates between Black and white Philadelphians has narrowed, there is still more work to be done to address racial inequities.



FIG. 1 Deaths by Race (Rate)

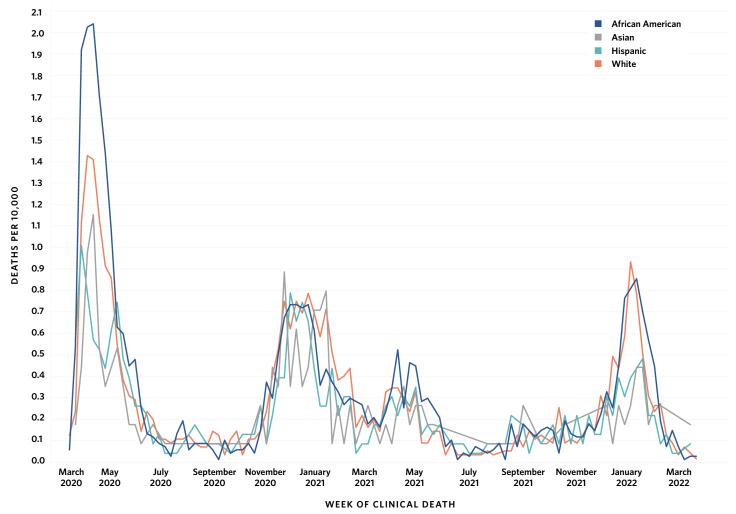
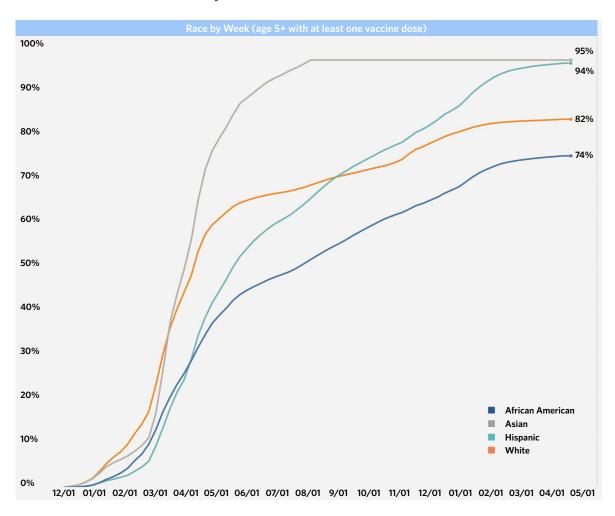




FIG. 2 COVID-19 Vaccine Rate by Race





Funding Community Organizations to Advance Racial Equity

HHS agencies have advanced their commitment to racial equity by funding organizations that serve communities of color. For example, PDPH has convened and regularly supports the activities of a newly formed Racial Equity Harm Reduction Workgroup. This group distributed six mini-grants to organizations serving Black and Latino/a/x populations. The grants were funded by Vital Strategies, but the selection process was in conjunction with the Division of Substance Use Prevention and Harm Reduction. Three organizations received \$50,000 each, and an additional three received \$10,000 each. In partnership with Bread & Roses Community Fund, CEO also supported non-profits that serve communities of color who were harmed during COVID-19 pandemic through the Neighborhood Equitable Recovery Fund (NERF). The first round of grants, which totaled \$450,000, provided \$15,000 to 30 community-based organizations. The second round of 25 grants is expected to be distributed in the Spring of 2022. Additionally, in July 2021, the Kensington Community Resilience Fund (KCR Fund) announced the first round of \$10,000 grants awarded to twenty community-based organizations in the Kensington, Harrowgate, and Fairhill neighborhoods. The KCR Fund is a public-private-community partnership between residents, philanthropy, Bread & Roses Community Fund, and the City of Philadelphia. Its community-led grantmaking process supports community residents to increase neighborhood investment to address issues that are most important to them. In collaboration with the City's Community Services Cabinet, HHS leads the planning process and fundraising effort.

Cross-Agency Diversity, Equity, Inclusion (DEI) Efforts

The HHS agencies collaborate and share best practices to better integrate Diversity, Equity, Inclusion (DEI) efforts within their work. For example, the DBHIDS DEI Team focuses on mitigating disparities by advancing racial and justice equity throughout their department, provider network, and the City's most vulnerable, marginalized, and historically resilient communities. The DBHIDS DEI Team created the "Healing Space," a brave, virtual, employee wellness-focused safe space to meet others on a healing journey and lean on one another for support and strength. The Healing Space started in 2020 following the murder of George Floyd and it continued during other difficult and traumatic times including the police-involved shooting death of Walter Wallace Jr., the U.S. Capitol insurrection, increased acts of hate and violence towards the Asian diaspora communities, and the anniversary of the 1985 MOVE bombing and news of the victims' remains. In FY21, 13 of these events were open to HHS agencies and 325 individuals attended to process the events and share in a discussion of how we can try to care for ourselves and Philadelphians during difficult times.



Coordinated Strategies of the HHS Cabinet

The purpose of the HHS Cabinet is to make progress towards the shared goal of ensuring the health and well-being of all Philadelphians. Our experience demonstrates that this is best achieved through aligning work and systems between HHS agencies, across City government, and with community partners. The close working relationships in the HHS cabinet allow for better and more efficient government through deduplication of efforts, information sharing, coordinated advocacy, linkages between services for residents, and preparedness to respond to new challenges. The following five strategies continue to be the drivers of HHS work:

- 1 Implement and lead cross-departmental working groups to advance major City initiatives.
- 2 Create and maintain strong and effective internal and external partnerships.
- 3 Improve services provided to individuals.
- Educate Philadelphians on critical issues by providing reliable information and by proactively engaging people in the community.
- Advocate for federal, state, and local policy change.

For each of the five strategies, this report highlights a selection of representative work and recent achievements from across the HHS cabinet. For additional updates about HHS department-specific progress and priorities, see the appendix for recent publications.







HHS agencies **implement and lead cross-departmental working groups** to advance major initiatives – providing strategic planning, oversight, and guidance for implementation.

Youth Residential Placement Task Force (YRPTF)

With coordination by MDO-HHS and collaboration with Community Behavioral Health (CBH) and the Philadelphia Department of Human Services (DHS), the YRPTF created and distributed the "Youth and Family Rights Guides" across all contracted/in-network child welfare, juvenile justice, and psychiatric behavioral health residential facilities. Prior to a full rollout, a cross-system webinar was held in December 2020 to train nearly 80 participants on implementation expectations with the recorded webinar viewed close to 300 times. These guides improve safety and communication with youth and family members by educating them on their rights when they enter a residential facility and providing contact information for their team members.

Housing Security Working Group (HSWG)

Housing Security Working Group (HSWG) is a cross-sector, action-oriented committee convened by the Office of Community Empowerment and Opportunity (CEO) to support the implementation of the recommendations issued by the Mayor's Task force on Eviction Prevention and Response in June 2018. HSWG meets bi-monthly and has five bi-monthly Action Team meetings on eviction records sealing, prefiling mediation, expanding legal representation, illegal evictions, and sheriff's sale. The HSWG and its Action Teams include members from 36 organizations including 7 City agencies, 9 legal services organizations, representatives from tenants' unions, landlord organizations, community development coalitions, and city councilmember's offices. The HSWG advocates for and facilitates the launch of new programs and policies to prevent evictions and ameliorate the effects of evictions for Philadelphia residents. This includes the CEO pre-filing mediation pilot started in 2019 with funding from AARP. This pilot laid the groundwork for the nationallyrecognized Eviction Diversion Program launched in August 2020 by DHCD in partnership with Good Shepherd Mediation Program, Philadelphia Legal Assistance, Community Legal Services, Tenant Union Representative Network, and Philadelphia Fair Housing Commission. These long-standing partnerships created by the HSWG have enabled quick responses to adapt to the shifting COVID-19 pandemic and eviction crisis.



Mayor's Commission on Aging (MCOA)

Mayor's Commission on Aging (MCOA) has been revitalized in FY21 with the appointments of 17 leaders from a variety of sectors across the city, including health, housing, law, nonprofits, community centers, and higher education. This advisory group strives to serve the aging population from many angles and help bring the Age-Friendly Philadelphia Action Plan to life.

Intergovernmental Council on Homelessness (ICH)

Intergovernmental Council on Homelessness (ICH) represents the interdisciplinary partnership between various departmental stakeholders including OHS, DBHIDS, DHS, and PDPH that is intended to improve communication and integration to streamline and improve the system's operations and service delivery. The group hosted two meetings a year and attended quarterly community meetings. To acknowledge the unique pandemic-related challenges that people experiencing homelessness faced, PDPH was added to the ICH.

Social Services-Led Encampment Resolution Working Group

MDO-HHS coordinated City partners to peacefully resolve the protest encampments on Ridge Ave and the Parkway, developing a nationally lauded agreement with activists by initiating a range of new low- or no-barrier housing programs. The resolution of the protest encampments resulted in the creation of a Streets to Homes Rapid Rehousing Program. Parties involved included HHS, OHS, DBHIDS, L&I, PPD, Streets, CLIP, MDO, Law, PHA, PHDC. By the time the encampment closed, we had made 205 placements to a number of different housing, treatment, medical, and relocation resources throughout the city.

DBHIDS Vaccine Strategy Workgroup

DBHIDS Vaccine Strategy Workgroup is a cross-departmental work group created in December 2020. The group initially focused on vaccine distribution across the DBHIDS healthcare provider network and providing information around the vaccine mandate. The workgroup has developed guidance and communication outlets to disseminate critical information regarding the ongoing pandemic to the DBHIDS provider network. In collaboration with PDPH, DBHIDS hosted 16 vaccine clinics at provider sites and two provider town halls. These efforts resulted in 86% of the DBHIDS provider network being fully vaccinated or having a documented exemption as of December 2021.



Opioid Response Unit Strategy Groups

The Opioid Response Unit (ORU) was created to coordinate the City's long-term, strategic response to the ongoing opioid epidemic in Philadelphia. The ORU has four strategy groups, three of which are led by subject matter experts from HHS: MDO-HHS leads the Community Support group; PDPH leads the Prevention group; and DBHIDS leads the Treatment group. For example, the Prevention Group completed 9 out of 11 of the action items. This included reducing overdoses and increasing harm reduction through the launch of the 'Fentanyl Is In Everything' campaign, the distribution of fentanyl education cards and test strips, and 6 mini-grants awarded to organizations serving Black and Hispanic populations in neighborhoods with high rates of drug use and overdoses.

OD Stat

OD Stat is Philadelphia's Overdose Fatality Review. PDPH, DBHIDS, and MDO-HHS continued to support MDO in leading OD Stat along with City agencies and many external partners represented. Through quarterly meetings, OD Stat conducts in-depth case reviews of overdose decedents and makes policy and programmatic recommendations to reduce overdose deaths in Philadelphia. In FY21, five recommendations were completed. For example, DBHIDS created a guide on best practices around MAT dosing and policies and distributed it to providers. They also improved community naloxone awareness and use by developing a new wave of Naloxone Awareness Campaign with www.phillynaloxone.com.





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HHS agencies create and maintain strong internal and external partnerships that facilitate responsiveness to stakeholders and help address the interconnected factors that impact each aspect of health and well-being.

PARTNERSHIPS	KEY ACHIEVEMENTS
OHS with MDO and DHCD	Developed a low barrier, financial assistance program to provide flexible direct cash payments to eligible tenants. The Pre-Pandemic Financial Assistance (PPFA) program helped tenants with Alias Writs dated prior to the pandemic. As the financial hardship preceded the COVID-19 pandemic, these tenants were not eligible for the City's other rental assistance programs which were funded by HUD. In response, City Council allocated \$3 million in general funds to provide flexible financial assistance to relocate to safe and stable housing or maintain their current housing. Tenants also received resources such as financial counseling, benefits access, and employment services.
ODVS with PDPH Division of Maternal, Child, and Family Health.	ODVS became a member of the Maternal Mortality Review Committee which identifies pregnancy-associated and pregnancy-related deaths as well as develops policy and programmatic interventions to prevent future deaths. ODVS provided recommendations related to intimate partner violence that were published in the PDPH-MCFH's Maternal Mortality Report .
ODVS with DBHIDS + OHS + Women Against Abuse + Nationalities Services Center + over 50 individuals representing 25+ stakeholder organizations	As co-chair and backbone of Shared Safety collaboration – a coordinated community response to address intimate partner violence, sexual violence, and human trafficking – ODVS took the responsibility of managing its website and e-newsletter. In FY21, 601 people received the newsletter with a 36% click rate, up from 211 people with a 28% click rate in FY20. ODVS supported the group's work to identify housing resources that were available to survivors of domestic violence as reported in detail in the Snapshot of Domestic Violence Housing Resources Before the COVID-19 Pandemic Report .
CEO with Commerce, VestedIn, and Entrepreneur Works.	Provided grants through the Salon and Barbershop Emergency Relief (SABER) Fund to salons and barbershops struggling due to COVID-19 restrictions that kept Pennsylvania barbershops and salons closed for part of 2020. CEO awarded 159 grants for an average of \$6,200 to businesses.



PARTNERSHIPS	KEY ACHIEVEMENTS
MDO-HHS with DBHIDS, CBH, The School District of Philadelphia, and Drexel University.	The Support Team for Education Partnership (STEP) initiative provides a four-person social-emotional team in 22 Philadelphia schools to provide a range of services such as counseling, behavior planning, social service connection, and family peer support. In January 2021, the STEP hit a major milestone of becoming licensed as a Medicaid provider, creating funding sustainability through claims billing. In school year 2020-2021, a fully virtual year, the program served 1,098 unique students and provided 45,512 hours of student and school support during the pandemic.
OHS with Community College of Philadelphia (CCP), and PHA	Renovated a PHA scattered site unit into a shared-housing site to house CCP Students who are in the Fostering Independence Tuition Waiver Program and do not have a stable place to live. CCP and PHA provide other supports such as academic-related advising and counseling services, tutoring, help with job searches, and career readiness supports.
OHS with SELF Inc., DBHIDS, and PHA	Provided permanent supportive housing through SELF+Cooperative , utilizing 35 renovated PHA scattered site units. The initiative incorporates an innovative Shared Housing approach where unrelated individuals share a house and expenses to create community and increase access to safe, stable affordable housing.
DBHIDS with the Office of Mental Health and Substance Abuse Services and 12 crisis call centers in PA	Developed a plan to implement 988 , a federally designated nationwide Mental Health Crisis and Suicide Prevention Number. In preparation for this implementation, DBHIDS led the procurement and expansion of the Community Mobile Crisis Teams. DBHIDS also supports MDO Office of Criminal Justice and PPD in the development of the co-response mobile unit called the Crisis Intervention Response Team (CIRT). This includes overseeing the contract with the behavioral health co-response providers, embedding behavioral health navigators into the 911 radio room, and developing protocols for call transfers between 988 and 911 systems.
MDO-HHS with CLIP, Color Me Back, Scattergood Foundation, CEO, Impact Services, MDO - Community Services, DBHIDS, Sheller Family Foundation, and The Barra Foundation	Adapted the Same Day Work and Pay (SDWP) program model to operate safely during COVID-19, included a cohort model, extended work periods, and contact tracing. In FY22, the Mural Arts program called Color Me Back made 1,503 payments to 114 people, totaling \$75,150. In FY21, CLIP made 1,567 payments to 226 people, totaling \$78,350. We engaged Scattergood Foundation to complete a strategic plan for the SDWP program that outlined a communities of practice model, and transitioned the work to CEO to serve as the backbone of the Collective Impact model for sustainability and expansion.



PARTNERSHIPS	KEY ACHIEVEMENTS
MDO-HHS with Broad Street Ministry, Prevention Point Philadelphia, SEAMAAC, 25+ caterers and restaurants, 25+ service providers, 30+ funders,	STEP Up to the Plate, an outdoor meal service program, was extended through City and philanthropic support. The program provided outdoor meals, wrap-around supports, and connection to COVID-19 vaccines and stimulus checks. On December 31, 2021 Step Up to the Plate concluded services. Since its start in April 2020, the program provided 878,165 meals to housed and unhoused individuals in Kensington, Center City, and South Philly.
CEO with Families Forward and Office of Reentry Services	Provided 8 locations to access screenings, application assistance, and enrollment into more than 29 local, state, and federal benefits programs through the BenePhilly Centers. In FY21, residents received 654 screenings and filled out 6,429 applications, resulting in 1,748 enrollments that generated an average benefit value of \$4,267 per household.
PDPH with first responders, law enforcement, social service providers, and harm reduction organizations	Distributed over 62,000 doses of naloxone , the life-saving medication that reverses opioid overdoses, to a range of partners in FY21. PDPH also provided bereavement support services to 1,970 unique individuals whose family member died of a drug overdose.
PDPH with CLIP and Kensington Initiative for Needle Disposal (KIND) through Impact Services	Collected and removed 120,000 discarded syringes from city streets in FY21 through PDPH's environmental service programs, Project Reach, and syringe disposal kiosks.
OHS with First Step Staffing, OCF, Spring Point Partners, the PA Office of Early Childhood Education, PA CareerLink, University of Pennsylvania Fels Institute of Government, and SEPTA	Launched the Help for the Hurdles initiative which offers transportation and childcare assistance, both common obstacles to employment, to over 600 eligible emergency shelter residents. Together, these partnerships provide various pathways to employment and training opportunities. This support combined with opportunities for educational assistance and a work readiness workshop helps participants obtain employment needed to exit shelter sooner. Focus groups with Fels graduate students will help identify any other barriers to employment to assist future cohorts.



PARTNERSHIPS	KEY ACHIEVEMENTS
OHS with DHS	Obtained 75 Family Unification Vouchers to enable children to be reunited with their parents after a court determination of safety when the only remaining barrier is lack of housing.
DBHIDS with PDPH	Organized a Social Determinants of Health Workgroup to facilitate DBHIDS departmental collaborations on instituting strategies to address the social determinants of health needs for the people served through the behavioral health system. DBHIDS also participates in the PDPH led Resource and Referrals workgroup to align efforts across departments to connect individuals with services to address their health and wellbeing.
CEO with the U.S. Department of Housing & Urban Development, 12 City departments, and 29 partners in West Philadelphia	Coordinates existing organizations' efforts to increase opportunities for residents living, working, and going to school within its boundaries through the West Philadelphia Promise Zone. The Promise Zone is a 10-year designation that the Obama administration created in 2014. The Promise Zone's work is organized into committees including Housing, Health and Wellness, Workforce and Economic Opportunity, and Public Safety. In FY21, \$1.7 million in grants was awarded to Promise Zone partners for housing and community development projects. Additionally, in FY21 the Public Safety Committee held two community events addressing the risks of guns and gun violence that over 100 people attended.
ODVS with DBHIDS, OHS, PPD, and DHS	Held multiple trainings for City staff and providers in the dynamics of intimate partner violence, sexual violence and trafficking, and how to provide trauma-informed services to survivors. In FY21, ODVS coordinated over 20 trainings for OHS, DHS,DBHIDS, and other City department staff and providers. Approximately 1,400 individuals participated in the trainings. This includes the Behavioral Health Training and Education Network, where ODVS expanded the training plan to include clinical-level courses. In partnership with Women Against Abuse, ODVS also brought in a national expert to train police officers on how to investigate gender-based crimes including domestic violence, sexual assault, strangulation, and stalking. In addition to training, ODVS's supports the DHS Domestic Violence Unit with domestic violence consults and technical assistance. In total, 545 consults were completed, 17% done by ODVS.





HHS agencies **improve services provided to individuals** by implementing new best practices and bringing successful practices to scale.

Youth Mental Health

Intensive Behavioral Health Services (IBHS) is a treatment program available to youth in home, school, and community settings. Every School District of Philadelphia school has an assigned IBHS provider to support youth. CBH requires IBHS providers to utilize evidence-based practices, raising the quality and effectiveness of treatment delivered. In the 2020-2021 school year, DBHIDS's Evidenced-Based Practice and Innovation Center (EPIC) in coordination with the University of Pennsylvania began the first year of a four-year training cycle for 27 contracted providers. All providers will receive in-depth training and consultation to become certified in offering Cognitive Behavior Therapy, a group-based therapeutic trauma program called CBITS, and a teacher consultation model called BRIDGE by the end of 2024.



Adults Needing Behavioral Health Services and Trauma-Informed Support

In an effort to address gaps within the adult crisis continuum and ensure all Philadelphians have access to crisis services across the city, DBHIDS expanded the Adult Community Mobile Crisis Response Teams (CMCRT). These teams often act as first responders to provide support, crisis counseling, psychological first aid, psycho-education, and referral for other appropriate services. In addition to two existing providers, DBHIDS awarded contracts to two new providers to expand CMCRT across the city via a community model. Philadelphia now has four Adult Mobile Crisis Response providers, each hiring multiple teams, to cover all zip codes, 24/7, 365 days a year. A Learning Collaborative was initiated to ensure consistency and opportunity for continuous improvement as the model becomes increasingly actualized.

DBHIDS also created a locally-driven system to address the impact of trauma on individuals and communities through the Network of Neighbors. Using their expertise on trauma-informed care, the Network trained 255 community members in 2021-2022 to lead responses to stress, trauma, loss, and violence within their own communities. As trusted faces of their neighborhoods, responders are in the best position to restore a sense of safety, facilitate healing, and inspire hope after a violent or traumatic event. It is designed to strengthen local efforts first and recede into the background as neighborhood networks emerge and strengthen, hopefully resulting in a Philadelphia where each neighborhood is home to its own trauma response network.



People in Congregate Care

When COVID-19 hit, our system was tested as we tried to reduce the burden of the illness from communities that can be particularly vulnerable. With PDPH's expertise in managing infectious disease, OHS and DBHIDS kept shelters and treatment programs safe for participants throughout the pandemic by reducing bed density, developing quarantine procedures, procuring personal protective equipment for all shelter sites, and transitioning to grab-and-go meals. COVID Prevention Spaces continued to provide a non-congregate housing option for people over 65 or who have underlying conditions that make them especially vulnerable to a serious case of COVID-19. In FY21, 316 people who were in congregate settings or would otherwise be placed in congregate care were served in the 4 COVID Prevention sites. These prevention methods limited the COVID-19 infections to 255 known positive cases out of the 9,571 people who received emergency shelter in FY21- a 2.7% infection rate. Not one single program ceased operating due to the pandemic and providers continued to exit 2,269 individuals into permanent housing.

In 2010, DBHIDS began a Housing Residential Transformation process. At that time, congregate mental health programs were downsized to create new independent housing opportunities in the community, while residential services were transitioned into community support services (i.e., mobile psychiatric rehabilitation and peer support). Agencies across DBHIDS have continued to lead these efforts with Housing Transformation 2.0. They work with residential treatment providers to achieve equity for staff and ensure individuals are both living in and engaged in the community, in the least restrictive setting possible. In FY21, DBHIDS supported over 550 individuals on their path to independent living in the community with proper support and services.

Senior and Aging Populations

MCOA continued to support the transition from congregate meals to grab and go meals in Senior Centers across the city. In FY21, the Philadelphia Corporation for Aging (PCA) served 452,138 meals at Senior Centers and delivered 1,359,815 meals to homes across the city. The Senior Community Service Employment Program (SCSEP) has continued to support participants whose programs had been moved online by expanding access to virtual training opportunities and daily wellness checks. In FY21, SCSEP funded 97 seniors to provide over 70,000 hours of service to the community. After their service, 38 seniors exited the program to employment, and they now earn a median wage of \$15 an hour.

In 2021, a collaborative effort transformed the Riverview Personal Care Home into the community-based PEACE Program (Partners Establishing Accessible & Affordable Housing; Caring for Frail Older Adults Empathetically). HHS agencies including OHS, MCOA, DBHIDS and CBH partnered with PCA, Skilled Nursing Facilities, personal care homes, ombudsman, and advocates to start the program. All of the residents from the Riverview Personal Care Home were safely relocated to sustainable housing with the appropriate level of care and support. The PEACE program will continue to improve access to stable, supportive housing for frail older adults experiencing homelessness and/or behavioral health challenges.



Sanitation Services for Vulnerable Populations

To support the COVID-19 recovery efforts, MDO-HHS expanded sanitation services resources by adding restrooms to Center City and Kensington. In FY21, the Love Park restrooms had over 40,000 visits while the restroom in Kensington had over 73,000 visits. In the Fall of 2020, the City transitioned from restroom trailers to porta potties, which are more suitable for use in freezing weather. PDPH onboarded two Public Restroom Specialists who help ensure that the bathrooms are in good working order; they have received positive feedback from people accessing the public restrooms.

Survivors of Intimate Partner Violence, Sexual violence, and Trafficking.

In addition to trainings, ODVS and OHS support the work of a domestic violence collaborative, which includes Congreso, Lutheran Settlement, Women Against Abuse (WAA), and Women in Transition. Amidst the pandemic, they have reimagined accessible and person-centered services for people impacted by domestic violence including an emergency hotel placement collaboration and the use of very flexible financial and rental assistance that helped prevent homelessness and connected individuals to a safe place to stay. The DV collaborative found that 100% of surveyed clients report satisfaction with trauma-informed, culturally and linguistically appropriate services including counseling sessions designed for young people who witnessed violence or experienced dating violence.

People Who Are Incarcerated or Formerly Incarcerated

HHS agencies have formed strong partnerships to remove barriers to reentry and support individuals who are involved with the criminal justice system. To reduce fines and fees that impede low-income individuals' upward mobility, CEO joined a national partnership called Cities and Counties for Fines and Fees Justice (CCFFJ). This work includes a \$1.5M pilot with Drexel and Rutgers to study the effect of Accelerated Rehabilitative Disposition (ARD) fee elimination. The HHS cluster has also supported citywide reentry efforts to ensure that formerly incarcerated Philadelphians have access to the resources and opportunities they need to thrive in their communities, including housing stability. In partnership with Clarifi and the City's Financial Empowerment Centers, CEO supports the Supervision to Aid Re-Entry (STAR) Housing program, a federal reentry court program for Philadelphia residents. In FY21, they provided 7 housing counseling sessions to 40 individuals, with 10 of those individuals accessing grant funds for housing stability. Similarly, OHS partnered with the Office of Criminal Justice, Office of Re-Entry Partnerships, and DBH Behavioral Health Justice Division to launch a Rapid Re-Housing project in FY21 to increase housing stability for people released from jail. This project is a part of the Resources for Human Development, Inc. Re-entry Housing Smart collaboration to improve the health of people experiencing homelessness by providing them with housing and support services. Workforce development is another important support for successful entry. In FY21, CEO provided pre-employment training and transitional employment to 43 individuals who attended Community Legal Services' criminal record expungement clinics.



Child Tax Credit Outreach Campaign

CEO engaged with Mayor's Policy Office, Philly Counts, the Department of Revenue, OCF, HHS, and others to build internal support and plan for the execution of a Child Tax Credit outreach campaign. From its creation in May 2021, the website phila.gov/childtaxcredit had over 3,000 page views, more than three times the views of CEO's second-highest viewed page. The website focused on providing information and resources to those with low incomes who typically do not file taxes. The campaign kicked off in July 2021 and the outcomes including phone calls, text messages, mailing, and referrals to tax prep partners will be included in the next annual Thrive report.



New Families, Infants, and Toddlers

PDPH has continued to find innovative ways to support new families and ensure every child in Philadelphia gets a healthy start in life. After a year-long pilot of Philly Families CAN, the PDPH Division of Maternal, Child, and Family Health officially launched the centralized intake system for maternal and infant home visiting programs in January of 2021. 393 families were referred to Philly Families CAN in FY21, which connects families to support for pregnancy, childbirth, and child development. The Division of Maternal, Child, and Family Health also expanded access to lactation consultants through Pacify, an app that provides free, 24/7, on-demand tele-lactation support. In FY21, 1,518 people enrolled in the Pacify app and completed 1,445 tele-lactation visits. DBHIDS similarly supports mothers, infants, and toddlers, with a particular focus on addressing behavioral health needs. For example, the Infant Toddler Early Intervention program connected 286 caregivers of infants and toddlers to a highly effective intervention to address social, emotional, and behavioral concerns. DBHIDS recognizes that pregnant individuals who are struggling with or who are in early recovery from substance use disorders need an all-inclusive approach to care. Mommy's Helping Hands is a voluntary, complex care management program that provides pregnant and postpartum women who may be struggling with substance misuse and/or substance use disorder an assessment and care coordination. In FY21, there were 81 participants who enrolled in the program and 95% of surveyed enrollees were satisfied with the program.





HHS agencies educate Philadelphians on critical issues by providing reliable information and by proactively engaging people in the community to connect them with resources that promote health and well-being

Individuals at High Risk for Overdose and Substance Use-Related Morbidity

PDPH supports the activities of two external partners that provide linkage-tocare and harm reduction programming. The first is the Linkage and Engagement After Prison (LEAP) program where Action Wellness provides case management for individuals with Opioid Use Disorder leaving Philadelphia Department of Prisons. In FY21, 147 new and continuously engaged individuals were linked or referred to services. Although COVID-19 limited the number of clients that LEAP could engage in the jails throughout 2021, the program adapted by providing cell phones to case management recipients as a creative solution to communication barriers. The second program is the Alternate Response Unit (AR-2), a collaborative pilot that started in 2019 between PDPH, Philadelphia Fire Department's Emergency Medical Services, and DBHIDS based in Kensington. Paramedics and social service case managers travel together to provide support to overdose survivors, with the goal of connecting them to treatment. AR-2 rapidly connected 163 individuals to treatment for substance use in FY21. In addition to these two programs, PDPH educated and trained 3,750 individuals in overdose recognition and naloxone use through virtual and in-person trainings.

COVID-19 Vaccination Outreach

PDPH has continued to provide vital leadership and partnership to City officials and employees, HHS providers, and individuals citywide who are seeking information about the COVID-19 pandemic. Through community outreach events, mass media, regular press conferences, and partnerships with multiple community partners, PDPH has been a reliable source of vaccine information to Philadelphians. This clear information has also supported the work of other HHS agencies and City partners to increase vaccinations. Since February 2021 Philly Counts leveraged its existing network of staff and volunteers and shifted to provide COVID-19 outreach, education, organizing, and canvassing efforts to over 27,000 residents in seven months. In partnership with OHS, PDPH staff went to shelters to educate participants about vaccines as well as to administer vaccines to 819 people who received at least one COVID-19 vaccine dose and 658 individuals were fully vaccinated. DBHIDS hosted 4 vaccine forums with 250 people attending. After the second forum, greater access to vaccination was given to individuals with intellectual disAbilities and their families. As of September 2021, 67% of the Intellectual disAbility (ID) community supported by DBHIDS was vaccinated. As of March 8, 2022, more than 76 percent of Philadelphia adults are now fully vaccinated, and 93 percent of residents 12 and older have received at least 1 dose. This effort has been achieved through hundreds of community partnerships, building on existing community engagement and creating new channels of communication.



Youth Workforce Development and Career Pathways

CEO's Youth Strategies Unit provides programs and support for Philadelphia youth to increase access to age-appropriate workforce development and post-secondary planning. The Promise Corps program provides teams of AmeriCorps College and Career Coaches to high schools in West Philadelphia who provide one-on-one coaching and guidance on their postsecondary options. In the 2020-2021 school year, students enrolled in the program spent an average of 114 hours with a Promise Corps coach who helped them establish short and long-term goals to drive them towards their desired plan.



Behavioral Health Screenings and Education

DBHIDS offers no-cost, confidential behavioral health screenings both online and in the community by partnering with behavioral healthcare provider organizations. Online screenings can be accessed 24/7 via HealthyMinds Philly (healthymindsphilly.org) while in-person screenings can be requested at community events through healthymindsphilly.org. These screenings done by trained clinicians de-stigmatize mental health needs and help reach struggling individuals earlier to support them in accessing resources and services. In FY21, 24,935 screenings were completed online and 339 screenings were completed in-person through 75 screening events held in the community. At these events, DBHIDS also partners with a network of Recovery Advocates who assist participants in navigating the resources and services available to them. To further increase access to wellness-related resources and support on a community level, DBHIDS created the Community Wellness Engagement Unit (CWEU). The mobile unit makes use of teams of Certified Peer Specialists, Certified Recovery Specialists, and Behavioral Health Specialists. Through 173 events in FY21, CWEU engaged 1,642 individuals to connect them to behavioral health support, guidance, and linkages to care. Lastly, Mental Health First Aid (MHFA) is a groundbreaking early intervention and public education program that taught 648 community members in FY21 about behavioral health and how to assist a person experiencing a behavioral health problem.





HHS agencies advocate for federal, state, and local policy change to shape a more equitable future.

Federal Advocacy for the Child Tax Credit (CTC)

CEO participated in advocacy efforts for both the implementation and proposed expansion of the Child Tax Credit (CTC) which makes at least \$3,000 per child available to most Philadelphia families. In partnership with the Mayor's Policy Office and Philadelphia's Department of Human Services, CEO assisted with implementation of changes to rules about foster parents' access to social security numbers so they could claim Child Tax Credit for kids in their care. CEO also engaged with the White House and the U.S. Department of the Treasury to push for easier ways to claim the CTC and reach eligible parents. OHS and CEO worked together to advocate for the CTC for HUD-assisted families, highlighting the impact the money would have on families experiencing homelessness. The expanded Child Tax Credit kept millions of U.S. children out of poverty in 2021. According to the Mayor's Policy Office, the CTC combined with an expansion of the Earned Income Tax Credit could lift 75,000 Philadelphians out of poverty, and cut the child poverty rate by a third. The potential to lift so many families out of poverty has motivated CEO to advocate for the extension of the CTC to continue into the 2022 tax year.

Statewide Telehealth Expansion

During the pandemic, state oversight and regulatory bodies allowed for broad implementation of telehealth services, which were previously very limited to only licensed clinicians through state approval. Community Behavioral Health (CBH) was at the table advocating with its state partners along the way. CBH will continue to work with its provider network, state monitoring bodies, other Behavioral Health Managed Care Organizations, and national best practice standards to build more robust, accessible, and comprehensive services utilizing Telehealth. Expanded opportunities for treatment are now permanently available because telehealth emerged as a new modality in PA Medicaid reimbursable services. Before COVID-19 pandemic, about 1% of CBH members were served using this modality. Now, as high as 75% of members are seen via Telehealth in one month.



Local COVID-19 Regulations

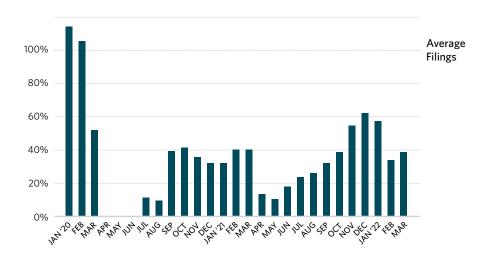
Philadelphia passed a series of regulations approved by the Board of Health to keep Philadelphians safe in the pandemic with a focus on the protection of those at highest risk of COVID-19 due to age or occupation. This includes the City's mask mandate and later mandated that required vaccination of healthcare workers, staff, students and faculty at colleges and universities, and for anyone entering an establishment that serves food or drink. Daily average cases, hospitalizations, ICU admissions, and deaths are updated and displayed at Phila. gov/COVID.



Eviction Diversion Collaboration with the Municipal Court

MDO-HHS worked with DHCD, PHDC, the Municipal Court, and many other partners to implement a Court ordered Eviction Diversion Program which provided an opportunity for landlords and tenants experiencing a COVID-19 hardship to work together on a solution without having to go to Court. In April 2021, landlords were required to apply for rental assistance, enroll in the City's Eviction Diversion Program, and then wait 45 days before filing for eviction for non-payment of rent. Throughout the changes to the Eviction Diversion Program, eviction filings have remained well below previous years, as seen in the Eviction Lab's graph below.

FIG. 3 Monthly Eviction Filings Relative to Average





Moving Forward

The pandemic has exacerbated preexisting inequalities and shone a light on the shortfalls of our safety net- but it also forged stronger partnerships among HHS agencies, City partners, and community organizations and required innovative responses to emerging challenges. Expansive federal funding to mitigate the economic impact of the pandemic has created programs and systems that will be sustained beyond the pandemic and the 2021 Child Tax Credit has demonstrated what increased funding can achieve in terms of expanding the social and economic mobility and wellbeing of children and families. As the world finds its way to a new normal, the HHS cluster will continue to prepare to respond to new challenges using the lessons we have learned. HHS agencies plan to build on the strategies described in this report to create a more equitable City that supports the health, safety, and connectedness of every Philadelphian.

The Health and Human Services cluster is committed to listening to our staff, stakeholders, and program participants to identify policy opportunities to advance the health and well-being of Philadelphians. To this end, the HHS cluster is preparing a policy agenda to align our goals and coordinate our advocacy efforts to make the systemic changes needed for a more equitable future. This agenda will be integrated into the next annual HHS Together We Thrive Report to guide our advocacy in the following year.

For a more comprehensive review of work occurring across the HHS agencies, visit the reports and webpages linked in the appendix.





APPENDIX

Recent Reports

The Philadelphia Interagency Research and Public Safety

Collaborative report

<u>Snapshot of Domestic Violence Housing Resources Before the</u>
<u>COVID-19 Pandemic</u>

DBHIDS Annual Report: 2019-2020

OHS 2020 Annual Report

Health of the City 2020

CEO Strategic Framework 2019

2020 - 2021 West Philadelphia Promise Corps Progress Report

OD STAT Annual Report





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2021-2022

Annual Report of Philadelphia's Health and Human Services Cabinet