

# Monday, April 20, 2020

## COVID-19 Command Center

### Massachusetts Emergency Management Agency

## Situation Update

### State Actions in Today's Report:

- Daily Case Update (Link in sidebar)
- CARES Act Unemployment Benefits for Self-Employed, Gig Economy, and Other Workers Available
- DPH Releases New Comprehensive COVID-19 Data
- Update on Mobile Testing Program
- Update on Holyoke and Chelsea Soldiers' Homes
- By The Numbers: New EOTSS Dashboards



### Helpful Links:

- [Jobs Available to Assist Long Term Care Facilities](#)
- [Mass.Gov/covid19](#)
- [Massachusetts Emergency Management Agency](#)
- [Unemployment & COVID-19](#)
- [Dept. Of Transitional Assistance Online Portal](#)
- [FrontlineMA.org](#)
- [Emergency Childcare Site](#)
- [MBTA.com/covid19](#)
- [COVID-19 Cost Eligibility and Tracking Guidance](#)
- [Complete List of Emergency Orders & Guidance](#)

#### Background on the Command Center

The COVID Command Center, under the leadership of Secretary Marylou Sudders and reporting to Governor Charlie Baker and Lt. Governor Karyn Polito, is the Commonwealth's single point of strategic decision making and coordination for the Administration's comprehensive COVID-19 response.



## Situation in Numbers

Massachusetts **current as of 4/20**

39,643 Total Cases ([click here for more information](#))

1,809 Deaths

169,398 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

United States **current as of 4/20**

Case numbers are updated regularly at noon. Saturday/Sunday reports are preliminary and have not been confirmed with state/territorial health departments.

### Total Cases Reported to CDC:

746,625 Total Cases

39,083 Deaths

55 Jurisdictions Reporting Cases (50 states, D.C., Puerto Rico, Guam, Northern Marianas, and US V.I.)

### Social Distancing Basics:

- ✓ Call/Facetime/online chat with friends and loved ones.

If you go out:

- ✓ Avoid crowds
- ✓ Stay 6 feet away from others
- ✓ Don't shake hands or hug

## *State Actions Today*

### **CARES Act Unemployment Benefits For Self-Employed, Gig Economy, and Other Workers** ([News Release](#))

The Baker-Polito Administration announced today that Massachusetts residents who are not eligible for regular unemployment benefits can now apply online for the new Pandemic Unemployment Assistance (PUA) program.

The new federal PUA program provides up to 39 weeks of unemployment benefits to those who are unable to work because of a COVID-19-related reason but are not eligible for regular or extended unemployment benefits. This includes self-employed workers, independent contractors, gig economy workers, and those with limited work history. Applicants can learn more and apply at [www.mass.gov/pua](http://www.mass.gov/pua).

To be eligible for this new program, individuals must provide self-certification that they are otherwise able and available to work but are prevented from doing so by circumstances relating to COVID-19, including their own illness or that of a family member.

Those able to telework with pay and individuals receiving paid sick or other leave will not qualify for PUA. Individuals receiving paid sick leave or other paid leave benefits for less than their customary work week, however, may still be eligible for PUA. Also, those working fewer hours, resulting in a loss of income due to COVID-19, who are not eligible for regular unemployment benefits may be eligible for PUA.

The federal CARES Act signed into law on March 27 created PUA, as well as another temporary federal program called Federal Pandemic Unemployment Compensation (FPUC) that provides an additional \$600 weekly benefit for those receiving unemployment benefits or PUA. FPUC provides that additional benefit through July 25, 2020. The Commonwealth [announced implementation of FPUC earlier this month](#).

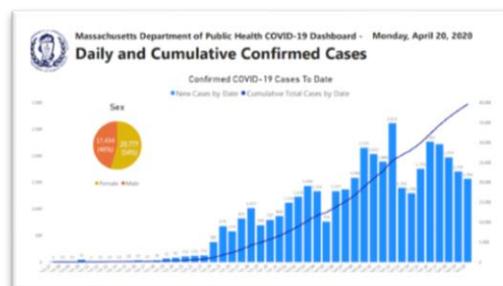
All approved PUA applications will initially receive the minimum weekly benefit amount, plus the additional \$600 FPUC weekly benefit. Once a worker's wages are verified, weekly benefit amounts may increase. The amount of PUA benefits received is based on the individual's reported previous income. PUA benefits may not be more than the state's maximum weekly benefit rate for regular unemployment, which is \$823 in Massachusetts.

Weekly benefits, including any increase to your weekly benefit amount, will be retroactive to January 27, 2020, or the date when you became unemployed, whichever is more recent, as long as you became unable to work because of a COVID-19 related reason.

### **New DPH Daily Dashboard Released**

Today the Administration released an enhanced, comprehensive and detailed COVID-19 data report, including trend data in a variety of areas. The new daily dashboard is 23 pages in length and includes information on cases rates, testing, and breakdowns by age, sex, race and ethnicity, and geography of confirmed cases. It also includes a similar breakdown of death data. Beyond the case data, the report also includes specific information on COVID-19 hospital census information, a list of nursing homes, skilled nursing facilities and rest homes with known clusters of COVID-19 cases and data on PPE distribution by recipient type and geography.

([See the new Daily Dashboard report](#))



COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

**Update on Testing**

As of today, **169,398** tests have been conducted; **7,157** new tests conducted. Daily test reporting data, including number of positive cases, can be found at [here](#) at 4:00 PM each day.

**Update on Mobile Testing Program for Long Term Care, Assisted Living Residences and EOHHS Sites**

The Mobile Testing Program has expanded and can now test both symptomatic and asymptomatic residents and staff at nursing homes, rest homes, Assisted Living Residences, and EOHHS group homes and care sites. Facilities with clinical capacity, can also order test kits to perform themselves. The program operates under the auspices of the Massachusetts National Guard, in partnership with the Department of Public Health, Fallon Ambulance, and Broad Institute of Cambridge. See a summary below of activity today and since the launch of the program.

**Onsite Testing**

Date	Number of Tests Completed	Facilities Visited
4/19	593	6
<b>Total (as of 4/19)</b>	<b>8,831</b>	<b>311</b>

**Testing Kits Provided**

Date	Number of Kits Sent	Facility Count
4/19	240	2
<b>Total (as of 4/19)</b>	<b>14,842</b>	<b>146</b>

**Mobile Testing at EOHHS Group Homes & Care Sites (as of 4/19)**

DDS, DMH, DCF and DPH Facilities	
Clients	2297
Staff	1446
<b>Total Tests</b>	<b>3,743</b>
Number of Locations	<b>206</b>

***Other Important Updates***

**Holyoke Soldiers' Home**

- On Sunday, Governor Charlie Baker advised flags be lowered to half-staff at the Soldiers' Home in Holyoke and Soldiers' Home in Chelsea, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis and as a mark of solemn respect and in honor of the lives of all departed veterans.
- Today, the Military Friends Foundation is delivering a donation of 20 iPads for veterans to use to communicate with their families and for personal entertainment during quarantine.
- Additional social work staff is being brought onboard to support staff during this challenging time on weekends and per diem throughout the week.
- Consultative support from Baystate Medical Practice Management is being brought on to assist in administrative procedures.
- The Clinical Command continues to respond to the COVID-19 outbreak while bringing on additional management staff for nursing, facilities, operations and administration to complement the existing staff. Continued focus on quarantine zones for COVID-19 positive residents, enforcing use of PPE and monitoring supply, and ensuring increased disinfection protocols.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

- The Holyoke Soldiers' Home continues regular communication with veteran residents' health care proxies, and is scheduling regular updates for families, which is made possible through the additional clinical case management nursing staff that was brought on board.
  - Families can call the Family Hotline at 413-552-4764 Monday – Friday 8:00 a.m. – 6:00 p.m., and Saturday 9:00 a.m. – 1:00 p.m.; Families can also request updates via email at [CommunicationsMailbox-HLY@Mass.gov](mailto:CommunicationsMailbox-HLY@Mass.gov).
  - Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file. If a family member requests an update and is **not** the health care proxy, the name of the health care proxy will be shared and it will be suggested that the health care proxy should call and request the update.
- **The total numbers at the Holyoke Soldiers' Home as of Monday:**
  - 62 veteran resident deaths (52 positive, 8 negatives, 1 pending, 1 unknown)
    - Today's update includes 2 deaths: 2 positive who were DNR, DNH
  - 89 veteran residents have tested positive
  - 63 veteran residents have tested negative
  - 11 veteran residents have pending tests
  - 81 employees have tested positive

**Chelsea Soldiers' Home**

- On Sunday, Governor Charlie Baker advised flags be lowered to half-staff at the Soldiers' Home in Chelsea, Soldiers' Home in Holyoke, as well as the Massachusetts Veterans Memorial Cemetery in Agawam and Winchendon due to the fact Military Honors are unavailable during this public health crisis and as a mark of solemn respect and in honor of the lives of all departed veterans.
- The Chelsea Community, Soldiers' Home Alumni, and the Chelsea Police and Fire Departments showed their overflowing support for Soldiers' Home staff and Veterans on Sunday afternoon by throwing a heartwarming mobile parade complete with sirens, horns, and signs. It was comforting to see so many members of the Chelsea Community rally together, while practicing social distancing, despite being one of the hardest hit communities in the Commonwealth.
- Today, the Military Friends Foundation is delivering a donation of 5 iPads for veterans to use to communicate with their families and for personal entertainment during quarantine.
- The Chelsea Soldiers' Home clinical command continues to respond to the COVID-19 pandemic, including regular coordinating calls with the VA Health Care System, continuously reviewing and implementing infection control policy, and daily monitoring of personal protective equipment (PPE) supply, and is receiving a shipment of 1,000 gowns today.
- The Chelsea Soldiers' Home continues to collaborate with the VA Health Care System to proactively transfer veterans who may need care, and to accept Veterans back who have been medically cleared to return from VA facilities.
- Staffing levels continue to be monitored closely by the Chelsea clinical command, and identified gaps driven by positive employees in self-quarantine per CDC guidelines are being filled by contractors from staffing agencies as needed. So far 47 slots have been filled through staffing agency contracted roles.
- Veteran residents are communicating with their families and loved ones via video with support from the Chelsea Soldiers' Home Social Work team.
  - Families can request updates on their loved ones by contacting the Home at [CSH@mass.gov](mailto:CSH@mass.gov) and through phone and video conversations. Please note the Soldiers' Home can only share medical information about a resident with the authorized health care proxy on file.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

- If a family member who is not the health care proxy requests an update, the name of the proxy will be shared and it will be suggested that the health care proxy should call and request the update.
- **The total numbers at Chelsea Soldiers' Home as of Monday:**
  - 16 veteran resident deaths (12 tested positive, 4 tested negative)
  - 25 veteran residents who have tested positive
  - 206 veteran residents who have tested negative
  - 52 staff tested positive

## *How to Help Out*

- [Donate](#) to the Massachusetts COVID-19 Relief Fund.
- Volunteer opportunities for health professionals: [Please click here.](#)
- Volunteer for the new Community Tracing Collaborative by visiting the [PIH Ma-Response](#) page [or DIRECT link](#) to recruiter web.
- Donate or sell personal protective equipment: [Please click here.](#)
- Health care facilities can learn more about [requesting personal protective equipment here.](#)
- Apply for Jobs at COVID-19 Temporary Care Sites [\(Details Here\).](#)

### **Give Blood:**

As you are aware, the COVID-19 virus has caused the cancellation of blood drives across the Commonwealth. There is an urgent need ***now***. The Governor has deemed “Blood and plasma donors and the employees of the organizations that operate and manage related activities” as an essential service. Your support is needed to communicate to your residents that the need is urgent, and donating is a necessity to supply the hospitals with the blood our neighbors require. Donating blood is safe and people should not hesitate to give. In addition, there is a need for community blood drive sites in the eastern part of the state. Identifying donation sites is vital to meet the demand as we go forward. Your local knowledge, suggestions of sites, and potential partners are crucial to meeting the needs of our neighbors who need blood and blood products. To schedule a new blood drive contact Bill Forsyth at (617) 699-3808 or at email [William.Forsyth@redcross.org](mailto:William.Forsyth@redcross.org).

**Those who are healthy, feeling well and eligible to give blood or platelets, are urged to make an appointment to donate as soon as possible** by using the Red Cross Blood Donor App, visiting [RedCrossBlood.org](https://www.redcrossblood.org) or calling 1-800-RED CROSS (1-800-733-2767).

## *Resources*

### **Disaster Recovery Information**

On March 27, the President [declared](#) a Major Disaster Declaration for the Commonwealth of Massachusetts related to the COVID-19 pandemic response. Through this declaration, federal aid will be made available to cities and towns, state agencies, and certain non-profits in all Massachusetts counties to help pay for emergency protective measures (response costs) related to the COVID-19 pandemic. MEMA's Recovery Unit has developed a [website](#) with information and guidance regarding the disaster declaration, eligibility criteria, and the application process.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

**COVID-19 Public Resources Map**

MEMA, together with MA VOAD and other partners, has developed a [COVID-19 Public Resources Map](#) showing the location of resources available to the public, such as food banks, houses of worship, and Project Bread site locations. Please note that this map is not inclusive of all resources, and is only as accurate as the information that has been provided to MEMA.

**Massachusetts COVID-19 Response Dashboard**

MEMA has developed and maintains a public-facing COVID-19 ArcGIS Online dashboard, available [here](#). This dashboard is continuously updated and captures information about current COVID 19 case counts, cases by age, cases by county, hospital status, hospital bed status, death tolls, and deaths by age. Users should refresh the dashboard on a daily basis as enhancements are continuously being added.

**New EOTSS Dashboards**

# Commonwealth Twitter engagement

Last updated: April 15, 2020

Twitter engagement in the last 30 days

96,000

Twitter engagement for same period last year

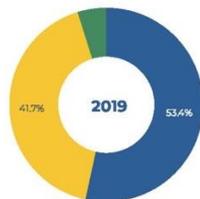
4,300

Engagement includes likes, replies, and retweets for all accounts we're tracking, which are:  
[@MassGovernor](#) | [@MassDPH](#) | [@MassEOHED](#) | [@MassLWD](#) | [@MassGov](#)

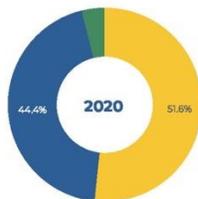
## Mass.gov web analytics

Updated daily

For the first time, more people are viewing Mass.gov on mobile devices than on laptops/desktop computers.



● desktop  
● mobile  
● tablet

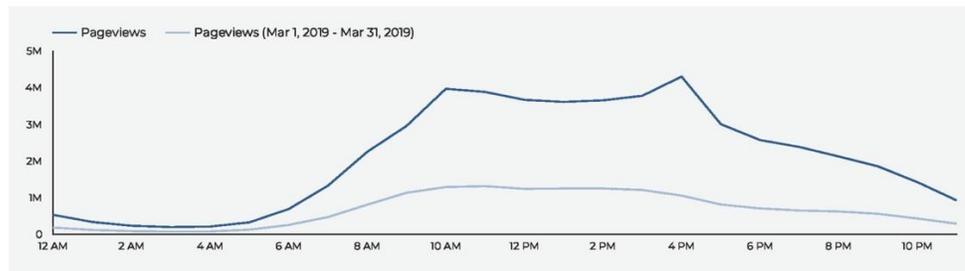


This visual shows traffic by device type for the last 28 days compared with the same period last year.

Mobile visits makes up more than half of all traffic in the last month (vs. this time last year).

Most Mass.gov visitors read content between 9 a.m. and 5 p.m.

Regular business hours are always the busiest time on Mass.gov, but COVID-19 related traffic has made this trend much more pronounced.



Help us improve this dashboard: [Tell us if something is confusing or missing.](#)

## *Stay Informed*

- Get information from trusted sources. Visit <https://www.mass.gov/covid19> for the latest news, case counts, and lab testing results. Call 2-1-1 with questions. Text the keyword **COVIDMA** to **888-777** to receive notifications to your phone. To receive these notifications in Spanish, text **COVIDMAESP** to **888-777**
- Take care of your emotional health:
- Call 2-1-1 and choose the “CALL2TALK” option.
- Samaritans is continuing operations 24/7, as always. During this unprecedented time, it can feel overwhelming to receive constant messages about COVID-19. Call or text their 24/7 helpline any time at 877-870-4673.
- The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster, including disease outbreaks like COVID-19. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

### **Please share our Communications Resources**

#### **Infographics**

- [Stop the Spread of Germs](#)
- [Social distancing: for youth](#) for [general audience](#)
- [Coping with stress or fear](#)
- [What to do if you are sick](#)
- [10 tips for at-home quarantine or self-monitoring](#)

#### **Short videos:**

[10 Tips for at home quarantine or self-monitoring](#)

[Stop the Spread of Germs like Seasonal Flu and COVID-19 \(:30\)](#)

[Help Prevent COVID-19 with Social Distancing \(:30\)](#)

[How Young People Can Help Prevent COVID-19 with Social Distancing \(:30\)](#)

[Coping with Stress and Fear from COVID-19 \(:30\)](#)

[Stay Home - Save Lives \(:06\)](#)

#### **Spanish Radio Spots (available on request):**

- Prevent the Spread of Germs
- Social Distancing
- Stay Home. Stay Safe. Save Lives.

## *Requests for Red Cross Emergency Response*

### **American Red Cross**

The American Red Cross (ARC) of Massachusetts is committed to fulfilling our Mission of providing emergency relief to our neighbors following a home fire or other disaster. In order to maintain our commitment to assisting to those affected while balancing our volunteer workforce safety, we have implemented the below temporary changes to our response protocols. ARC we will be responding to your requests for service with a virtual response and ask your assistance in sharing this information with your Incident Commanders and Dispatch Center personnel.

COVID-19 RESPONSE COMMAND CENTER  
DAILY SITUATION REPORT

**Notification:** Continue to request a response by contacting our long-standing emergency line **800-564-1234**.

**When calling:** Please have contact information for the head of household for each displaced family unit.

A point of contact from the Fire Department or Emergency Management on-scene that we can coordinate with if needed. Quick assessment as to extent of damage.

**What we will do:**

- Contact each head of household by phone or video chat. Open a virtual case for each affected family.
- Arrange for lodging if needed.
- Deliver a Client Assistance Card (financial assistance) to hotel, family member's home, etc.
- Provide Recovery guidance and assistance in the days following the incident.

If a virtual response is not possible, we will send a minimal number of Red Cross volunteers to the scene to orchestrate the virtual intake process. We value our partnership with your department and encourage you to contact us with any questions.