



DHS News

Newsletter of the Allegheny County
Department of Human Services



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COVID-19 and OID: A Brief Q & A with Brenda Bulkoski

What was the most challenging issue your office faced when responding to COVID-19?

Organizing our office communications to stay in good touch with each other and our providers/SCOs, families and individuals within a very short period of time. Within 2-3 days, everyone was remote.

What lessons did your office learn from its COVID-19 response?

That you can never plan for everything! But truly, we learned the value of being transparent, and keeping information moving forward. We learned that our providers have different approaches to their COVID response and the value of meeting them where they are in that response.

How will the lessons you learned help your office to better serve Allegheny County residents in the future?

I do think that throughout this, our communications with providers, supports coordination organizations, and the state ODP, and our individuals and families has been supportive, forward thinking and results oriented.

What aspect of your office's response makes you most proud?

How staff (including our supervisors and managers) supported each other through daily meetings and kept in touch beyond the day-to-day, how we continued to meet the needs of our consumers with ID and autism, and how we kept our provider network informed. We kept up with our responsibility to keep services and supports available to the individuals in our care.