

Assistance/Hotline Numbers

The Allegheny Link: 1-866-730-2368

Behavioral Health Crisis Line: 1-888-796-8226

Child Abuse Hotline: 1-800-932-0313

Director's Action Line: 1-800-862-6783

Office of Intellectual Disability: 412-253-1399

Older Adult Protective Services: 412-350-6905

Senior Line: 412-350-5460

DHS is

responsible for providing and administering publicly funded human services to Allegheny County residents.

DHS Principles

All services will be:

- High quality, comprehensive and accessible.
- Individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community.
- Integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs and goals; create relationships and natural supports; and take steps necessary to accomplish these goals.

Allegheny County Department of Human Services

Human Services Building
One Smithfield Street
Pittsburgh, PA 15222-2221

DHS funding information available at www.alleghenycounty.us/dhs/funding.aspx

Produced by the DHS Office of Community Relations 7/2014

Department of Human Services

Executive Office: 412-350-5701

Office of Administrative and Information Management
Services: 412-350-3536

Office of Community Relations: 412-350-6787

Office of Data Analysis, Research and Evaluation:
412-350-5701

TDD Line: 412-473-2017

Website: www.alleghenycounty.us/dhs

Area Agency on Aging

Administration: 1-800-344-4319

Senior Line: 412-350-5460

Older Adult Protective Services: 412-350-6905

TDD Line: 412-350-2727

Office of Behavioral Health

Administration: 412-350-4457

24-hr Telephone Crisis Hotline: 1-888-796-8226

24-hr Emergency (*for commitments*): 412-350-4457

TTY Line: 412-350-3467

Office of Children, Youth and Families

Administration: 412-350-5701

Report Child Abuse: 412-473-2000

TDD Line: 412-473-2017

Office of Community Services

Administration: 412-350-6611

Office of Intellectual Disability

Administration: 412-436-2750

Intake/Registration: 412-253-1250

TTY Line: 412-350-3467

Department of Human Services Administration

Rich Fitzgerald, *Allegheny County Executive*

Marc Cherna, *DHS Director*

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness or physical disability.



Allegheny County Department of Human Services



Meeting the human services needs of county residents — most particularly our vulnerable populations — through an extensive range of information exchange, prevention, early intervention, case management, crisis intervention and after-care services.

Department of Human Services

The Department of Human Services

Provides and administers publicly funded human services to county residents primarily through its program offices.

- Area Agency on Aging
- Behavioral Health
- Children, Youth and Families
- Community Services
- Intellectual Disability

Area Agency on Aging

Addresses the needs of the older adult population in Allegheny County. Services include:

- 24-hr older adult protective services
- advocacy for long-term-care consumers
- caregiver support
- dom care (adult foster care)
- health insurance counseling
- needs assessment
- nursing home alternatives
- senior community centers
- training and employment services referrals

Behavioral Health

Helps people with mental illness, children/youth with serious emotional disturbance, and individuals with drug and alcohol dependencies through a network of contracted agencies. Services include:

MENTAL HEALTH

- 24-hr crisis intervention and emergency services
- 24-hr residential recovery
- community education/outreach
- housing support services
- justice related services
- peer and recovery support services

- recovery-based treatment options
- service coordination/community treatment teams
- social, vocational and psychiatric rehabilitation
- student assistance programs

DRUG AND ALCOHOL

- 24-hr crisis intervention and engagement center
- case coordination
- detoxification and methadone maintenance
- out-patient treatment
- partial hospitalization
- prevention programs
- short-and long-term in-patient, residential treatment
- student assistance programs

Children, Youth and Families

Protects children from abuse and neglect and provides a wide range of prevention and supportive services to children and families, including:

- 24-hr child protective services (investigating reports of abuse/neglect)
- comprehensive in-home services
- foster/residential care
- meeting families' tangible needs (shelter, clothing, food)
- support and after-care

Community Services

Provides and administers a wide array of safety net services primarily for low-income and vulnerable people. Services include:

FAMILY AND COMMUNITY SERVICES

- early childhood development and education
- food programs for children

- non-emergency medical transportation
- service opportunities through KEYS AmeriCorps®

EMPLOYMENT AND TRAINING SERVICES

- for county residents receiving cash assistance (TANF) and/or food stamps (SNAP)
- for older adults (STEP)

HOMELESS SERVICES

- bridge, transitional and permanent housing
- emergency shelters
- housing case management
- rental assistance

OUTREACH AND PREVENTION SERVICES

Community-based supports and services for

- adults with low incomes
- pregnant women
- families with infants/children
- incarcerated adults
- older adults and those with disabilities
- children witnessing violence
- youth in out-of-school settings

Intellectual Disability

The Office of Intellectual Disability oversees supports provided to county residents with a diagnosis of intellectual disability (MR). Services include:

- outreach and information
- intake and registration
- connecting individuals to supports coordination