

Department of Human Services

Executive Office Support Offices

Office of Administrative and Information
Management Services

Office of Community Relations

Office of Data Analysis, Research and Evaluation

Human Services Building
One Smithfield Street
Pittsburgh, PA 15222
412-350-5701

www.alleghenycounty.us/dhs
www.facebook.com/acdhs

Program Offices

Area Agency on Aging

2100 Wharton St., Birmingham Towers, 2nd Floor
Pittsburgh, PA 15203
Administration: 1-800-344-4319
SeniorLine: 412-350-5460

Office of Behavioral Health

One Smithfield St., Suite 300, Pittsburgh, PA 15222
Administration: 412-350-4457
24-hr Telephone Crisis Hotline: 1-888-796-8226
24-hr Emergency (for commitments): 412-350-4457

Office of Children, Youth and Families

One Smithfield St., Suite 400, Pittsburgh, PA 15222
Administration: 412-350-5701

Office of Intellectual Disability

2020 Ardmore Blvd, Suite 380, Pittsburgh, PA 15221
Administration: 412-436-2750
Intake/Registration: 412-253-1250

To Report Abuse (24/7)

Of a child: 412-473-2000
Of an adult with a disability: 1-800-490-8505
Of an adult over the age of 60: 412-350-6905

Resource Numbers

Director's Action Line
(consumer concerns/complaints): 1-800-862-6783
Allegheny Link
(resources for aging/disability/
homelessness/parent support): 1-866-730-2368

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

*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.



Rich Fitzgerald, Allegheny County Executive
Marc Cherna, DHS Director
Patricia L. Valentine, DHS Executive
Deputy Director for Integrated Program Services

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.

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The Department of Human Services

The Allegheny County Department of Human Services provides and administers publicly funded human services to county residents primarily through program offices. The Executive Deputy Director for Integrated Program Services oversees all program offices and transition-age youth and cross-systems programs.

Services for Older Adults

These services address the needs of the older adult population in Allegheny County. They 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 Services

These services help people with mental illness, children/youth with serious emotional disturbance, and individuals with drug and alcohol dependencies through a network of contracted agencies. They 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

Protective Services for Children and Youth

These services are designed to strengthen families and protect children from abuse and neglect. They include:

- 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

Safety Net Services

Primarily for low-income and vulnerable people. These 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

Services for Those with Intellectual Disability

These supports are provided to county residents with a diagnosis of intellectual disability (MR). They include:

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

DHS Executive and Support Offices

DHS has an Executive Office and three internal support offices responsible for overall strategy, policy and operations.

Administrative and Information Management Services

- administrative and information management support for DHS staff and contracted providers

Community Relations

- strategic internal/external communications and events
- DHS services-related question/concern/complaint line (Director's Action Line)
- Disability- and aging-related information and assistance; Homeless coordinated intake; and home visiting referrals (Allegheny Link)

Data Analysis, Research and Evaluation

- quality assurance efforts
- research and evaluation

