

**DHS Counts!**  
**Allegheny County residents served in 2018**

- DHS served 1 in 6 Allegheny County residents (approximately 200,000 individuals).
- Older Adult Protective Services investigated 2,069 reports of elder abuse or neglect.
- 4,569 vulnerable seniors received in-home, independence-fostering services such as personal care, medical equipment, light housekeeping, nutritious meals and when appropriate, home modifications for safety.
- 3,287 homebound, older adults received home delivered meals.
- DHS successfully responded to 59 emergency situations in the community involving seniors. As needed heaters, fans, food, resource coordination, and wellbeing and safety checks were provided due to fire, extreme weather conditions, and the absence of utilities.
- The Ombudsman Program provided 3,235 long-term care residents with advocacy assistance to resolve concerns and complaints about nursing homes, personal care homes and community services.
- 1,707 older adults maintained their physical and mental wellness by participating in the Life Enrichment Program at county senior centers.
- 471 older adults completed prevention programs to reduce their risks of falls.
- 10,871 Level-of-Care assessments were completed to assist older adults in gaining access to services and supports in the community or in a residential care facility.
- The SeniorLine engaged in nearly 51,281 contacts with older adults and their advocates.
- The Office of Children, Youth and Families, mandated by law to protect children from abuse and neglect, received 16,214 family referrals involving 24,890 children.
- At any point of time during the year, approximately 899 families involved in child welfare were receiving in home services. These families included approximately 3,244 children
- 589 children who had been removed from their home for safety reasons were reunified with their families.
- 367 children involved with the child welfare system were placed into loving homes through adoption or permanent custodianship.

- 3,786 families, including 10,278 parents and their children were provided with a wide array of family strengthening services at Family Support Centers.
- 2,026 children, 3-5 years of age in low income families received child development and educational services fostering school readiness through Head Start and Early Head Start.
- 739 families were referred to home visiting programs throughout Allegheny County
- 6,500 children from low-income families attended DHS sponsored afterschool and summer programs
- An estimated 892 children received 383,859 nutritious suppers and snacks at 39 after-school programs throughout Allegheny County during the period October 1, 2017 - September 30, 2018.
- An estimated 2,369 children (average daily participation) received 116,102 nutritious breakfasts and lunches at 71 sites throughout Allegheny County during summer 2018.
- 665 individuals with intellectual disabilities received employment support services.
- 2,264 individuals with intellectual disabilities received supports necessary to live as independently as possible in our community.
- 184 young people received services from Residential Treatment Facilities (RTF) which provide 24-hour intensive, out of home, mental health interventions.
- 61,567 individuals received mental health services.
- 13,320 individuals received substance use disorder services.
- 5,673 individuals received early intervention services.
- 3,373 students received a behavioral health screening that assessed for non-academic barriers to learning.
- 8,535 individuals received behavioral crisis services (mobile, walk in, residential, and telephone).
- 461 people diagnosed with a mental disorder were diverted from or supported through the criminal justice system and assisted in re-entering the community after incarceration.
- 192 people were served through Mental Health Court.

- 176 people were served through Drug Court and 270 people were served through DUI court.
- 921 individuals participated in programming to help them transition from the criminal justice system to the community.
- Around half of the participants (47%) who take part in vocational training coordinated by Goodwill successfully complete the training. 89% of participants who complete training are placed into jobs.
- 15,859 individuals, from newborns to seniors, were served by the Medical Assistance Transportation Program (MATP) and received 979,761 one-way transportation trips through all service modes (mileage reimbursement, mass transit, ride-hailing, and shared-ride paratransit).
- The Director's Action Line made 13,114 contacts with individuals during the process of investigating concerns about DHS and responding to requests for information and referrals.
- 30,320 residents (16,634 reported living with a disability,) seeking connections to housing along with a variety of other social service needs, made 40,357 incoming contacts (phone calls and in-person) to the Allegheny Link.
- Information and educational materials on prevention and DHS services were distributed at more than 100 community events to approximately 200,000 individuals.
- Donated goods and services, valued in excess of \$2M, were solicited and distributed to benefit DHS-served residents, mainly children.