

# ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

## LGBTQ ADVISORY COUNCIL

DHS is responsible for providing and administering publicly-funded human services to Allegheny County residents. DHS is dedicated to meeting these human services needs through an extensive range of services. These services include but are not limited to:

- At-risk child development and education
- Child protective services, adoption and foster parenting
- Drug and alcohol services
- Emergency shelters and housing for the homeless
- Energy assistance
- Family and parent support
- Hunger services
- Job training and placement for youth and adults
- Mental health services  
(includes 24-hour crisis counseling)
- Non-emergency medical transportation
- Out-of-school programs  
(before/after school and summer)
- Services for individuals with intellectual disabilities
- Services for older adults

For more information about the services and agencies contracted by Allegheny County Department of Human Services please visit our website at: [www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs).

The LGBTQ Advisory Council was established in 2012 to advise the DHS director and senior staff regarding the human service needs of LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer/ Questioning) county residents.

Representing diverse subpopulations among service providers and the LGBTQ community, Advisory Council members identify evolving needs of the community and advise the Department regarding culturally competent, inclusive, and responsive practices that meet these needs. The Advisory Council also provides information concerning human services to the LGBTQ community.

The Advisory Council holds regularly scheduled meetings that are open to the public.

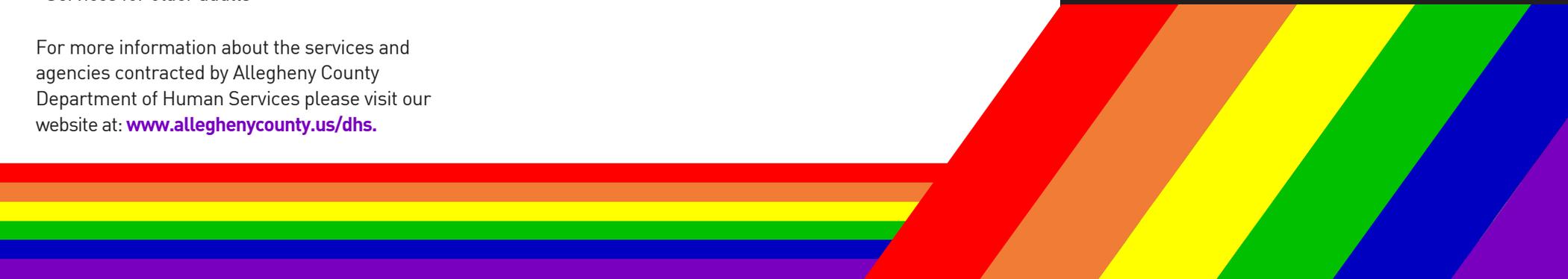
For more information about the LGBTQ Advisory Council, including the meeting schedule, please visit: [www.alleghenycounty.us/dhs/lgbtq.aspx](http://www.alleghenycounty.us/dhs/lgbtq.aspx)

For comments, concerns and suggestions please e-mail: [DHS-LGBTQ@alleghenycounty.us](mailto:DHS-LGBTQ@alleghenycounty.us)

Accessing Human Services  
in Allegheny County –

# WHAT THE LGBTQ COMMUNITY NEEDS TO KNOW

Produced by the [LGBTQ Advisory Council](#) for the Allegheny County Department of Human Services



## AS AN LGBTQ PERSON OR FAMILY SEEKING SERVICES, YOU HAVE A RIGHT TO:

**ACCESS**—Receive services provided by DHS without experiencing discrimination, receiving the same quality of service as heterosexual or cisgender people

**CONFIDENTIALITY**—Have your confidentiality strictly maintained, including not being “out-ed” without explicit permission

**HOLISTIC SERVICE**—Being treated as a person with multiple characteristics, not simply as an LGBTQ person

**INCLUSION**—Participate fully in publicly available services, regardless of sexual orientation, gender identity or expression

**QUALITY SERVICE**—Be treated with respect and offered appropriate services to meet individual needs

**RESPECT**—Receiving services without enduring feelings of judgment, prejudice, or discrimination

### *Allegheny County Department of Human Services Non-Discrimination Policy*

*The Allegheny County Department of Human Services provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability\*, familial status, military services, or religious, community or social affiliations.*

*\*Disability includes HIV status*



## DISCRIMINATION MAY LOOK LIKE:

- Being denied services due to sexual orientation, gender identity or expression
- Being subjected to derogatory and/or offensive language from agency staff
- Agency staff choosing to ignore harassment or aggressive behaviors from other consumers
- Experiencing bullying or aggressive behavior by agency staff
- Being isolated or separated from group settings
- Service providers inappropriately attributing all personal or life challenges to sexual orientation or gender identity
- Purposely being referred to services that are not LGBTQ welcoming or affirming (against your wishes)
- Being denied access to shared services or arrangements available to heterosexual couples

Discrimination may be experienced in ways that are not represented on this list. If you suspect you may be experiencing discrimination, even if you are unsure, please contact someone to discuss or report the situation.

The Allegheny County Department of Human Services contracts with many community agencies to provide services to individuals and families living in Allegheny County. The protections outlined here apply to services provided by these community agencies, not just County facilities.

## IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION:

Please connect with one of the following resources to assert your voice and share your concerns:

### **DHS Director’s Action Line:**

Provides Allegheny County residents access to resolve their questions, concerns and complaints relating to services provided by DHS. By Initiating this process, a DAL specialist will investigate your complaint and respond to you in a timely manner.

**1-800-862-6783 // [DAL@alleghenycounty.us](mailto:DAL@alleghenycounty.us)**

### **Allegheny County Human Relations Commission**

The Allegheny County Human Relations Commission (HRC) was established to ensure that all residents in Allegheny County enjoy the full benefits of citizenship and are afforded equal opportunities for employment, housing and use of public accommodation facilities.

To submit a formal complaint please visit the HRC website where one can find forms to file an official complaint.

**[www.alleghenycounty.us/HRC/](http://www.alleghenycounty.us/HRC/)**

**Tele. 412-350-2668**

### **DHS LGBTQ Liaison**

You may directly contact the DHS LGBTQ Liaison with questions, comments, complaints or suggestions. You may also request for the Liaison to share your comments with the LGBTQ Advisory Council, but this is not required.

**[DHS-LGBTQ@alleghenycounty.us](mailto:DHS-LGBTQ@alleghenycounty.us)**