The Allegheny County Department of Human Services (DHS) is responsible for providing and administering publicly-funded human services to County residents.

Services are designed to protect children; strengthen families; improve children’s prospects for school and beyond; improve the mental health of children, youth and adults; support those struggling with substance use issues; prevent incarceration and reduce recidivism; improve the lives of people with intellectual disabilities and autism; prevent and reduce homelessness; protect vulnerable adults; and provide a range of services to enable older adults to remain safely in their own homes or communities.

All services, policies and processes will be informed by a commitment to diversity, equity and inclusion, requiring the active and intentional inclusion of people of varying social identities (e.g., race, ethnicity, gender identity and expression, sexual orientation, age, socioeconomic class, ability, religion, citizenship status and country of origin).

The DHS Executive Office oversees the network of integrated programs and services offered through the following offices:

- Area Agency on Aging (AAA)
- Office of Behavioral Health (OBH)
- Office of Children, Youth and Families (CYF)
- Office of Community Services (OCS)
- Office of Developmental Supports (ODS)

Supporting the program offices’ work are:

- The Office of Administration (OA) is responsible for technology, human resources, provider relations, fiscal operations and monitoring, budgeting, contract oversight and workspace services.
- The Office of Analytics, Technology and Planning (ATP) supports and conducts research to produce community-ready information about the work of DHS, oversees department IT needs and engages in planning for evidence-based services.
- The Office of Equity and Engagement (OEE) supports DHS’s mission by providing a range of equity/inclusion, engagement and communication functions.

### Department Overview

<table>
<thead>
<tr>
<th>People served – CY 2020</th>
<th>~200,000*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filled county staff positions (a/o 03/01/2021)</td>
<td>885</td>
</tr>
<tr>
<td>Contracted Providers † ‡ (FY 2020-2021)</td>
<td>405</td>
</tr>
<tr>
<td>Total Budget (FY 2020–2021)</td>
<td>$1.070 billion – Includes Allegheny Health Choices, Juvenile Court and Shuman Juvenile Detention Center</td>
</tr>
<tr>
<td>Funding Sources</td>
<td>68 (a/o 1/21) each with separate laws, regulations and reporting requirements</td>
</tr>
</tbody>
</table>

* “People served” includes individuals who are recorded in various DHS applications as well as an estimate of the number of people who participated in group services.
† Contracted agencies account for 89.8% of total budget
‡ DHS contracts with MWDBE and faith-based providers across all program areas.

Erin Dalton, Director
One Smithfield Street, Suite 400
Pittsburgh, PA 15222-2221
Phone: 412-350-5701
Fax: 412-350-4004
alleghenycounty.us/dhs

Vision Statement
To create an accessible, culturally competent, integrated and comprehensive human services system that ensures individually tailored, seamless and holistic services to Allegheny County residents, in particular, the county’s vulnerable populations.

Guiding 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 the steps necessary to accomplish these goals.

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