



The DAL guarantees quality customer service

DAL specialists respond to callers with questions or concerns about any service offered through DHS. The DAL will:

- work to get answers to your questions
- help to resolve your concerns
- investigate your complaints
- Answer questions about DHS, its programs or services, or its staff.

If your needs cannot be met right away, the DAL specialist will get back to you with their results within a few working days.

You can reach a DAL specialist

By phone at **800-862-6783**,
Monday – Friday, 8:00 am to 5:00 pm.

By visiting One Smithfield Street,
Pittsburgh, 15222, Monday – Friday,
8:30 am to 4:00 pm

Text “action” to 412-324-3388 to initiate follow up contact by phone or e-mail.

By email at DAL@alleghenycounty.us

Do NOT contact the DAL to report abuse.

Instead, to report abuse

Of a child under 18:
call **1-800-932-0313**

Of an adult with a disability (18-59):
call **1-800-490-8505**

Of an adult over 59:
call **412-350-6905**



DAL specialists respond to callers with questions, concerns or complaints about any service offered through DHS including those for:

- children and families who are receiving child welfare services
- children and adults with mental health concerns
- older adults
- individuals and families experiencing homelessness
- individuals with a diagnosis of intellectual disability
- individuals in need of non-emergency medical transportation
- youth and adults with substance abuse (D&A) concerns
- incarcerated parents of dependent children
- infants, children, young adults and families with low income
- individuals and families in need of food assistance
- individuals with physical disabilities

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 service, or religious, community or social affiliations.