

Allegheny County Department of Human Services

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Meeting the human service 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.

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.

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

DHS provides a wide range of services, including services for the older adults; mental health services (includes 24-hour crisis counseling); drug and alcohol services; child protective services; at-risk child development and education; emergency shelters and housing for the homeless; non-emergency medical transportation; and referrals for supports coordination for individuals with a diagnosis of intellectual disability.

DHS is responsible for offering a network of integrated programs and services primarily through the following program offices:

Office of Community Services (OCS), under the purview of the **DHS Executive Office**

and within **Integrated Program Services:**

Area Agency on Aging (AAA)

Office of Behavioral Health (OBH)

Office of Children, Youth and Families (CYF)

Office of Intellectual Disability and Autism (IDA)

DHS also has three support offices:

Office of Administration (OA) provides administrative support services for the entire DHS, including fiscal, human resources, and management.

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.

Office of Community Relations (OCR) is responsible for internal and external communications, including media relations, public events and education, and donations. OCR also handles consumer concerns/complaints through the Director's Action Line, and DHS staff recruitment.

Department Overview		
Persons served – CY 2019	~200,000*	
Filled county staff positions (a/o 01/03/20)	907	
Contracted Providers** (FY2019-20)	414	
Total Budget (FY 2019-20) <i>Of the total budget</i>	\$ 1.051 billion Includes the Allegheny HealthChoices Program, Juvenile Court and Shuman Juvenile Detention Center.***	
Fed 34.2%		County 6.0%
State 58.4%		Other 1.3%
Funding Sources	74, (a/o 1-20) each with separate laws, regulations and reporting requirements	

* "Persons served" data includes individuals who are recorded in various DHS applications. It also includes an approximation of the thousands of additional persons who received services without being tracked as individuals.

** Contracted agencies account for 89.8% of total budget

***DHS contracts with MWDBE and faith-based providers across all program areas.