



# HUMAN SERVICES

## MISSION

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.

## ABOUT

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 those for 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' total budget for fiscal year **2019** was **\$1.1 billion**, comprised of funds from 125 funding streams. DHS administered a network of **451** contracted service providers and served more than 200,000 Allegheny County residents.



## WHO IS THE DEPARTMENT OF HUMAN SERVICES?

There are **889** people who work in the Allegheny Department of Human Services. These individuals fulfill many roles:

Administrative Staff; HR Staff; Facilities Staff; Contracting & Compliance Staff; Program Specialists; Program Monitors; Project Managers & Coordinators; Direct Service Workers; Caseworkers; Case Aids; Data Analysts; Fiscal Analysts; IT Management & Support; Communications Specialists; Director's Action Line Staff; Information & Referral Representatives; Call Center Representatives

## PROGRAM SPOTLIGHT

### “Hello Baby” Grant Funding

DHS received \$2.75 million from the U.S. Department of Health and Human Services Administration for Children, Youth and Families’ Children’s Bureau to implement “Hello Baby,” a new primary prevention strategy geared toward strengthening families and improving children’s outcomes. With additional funding provided by the state’s Needs Based Plan and Budget, the program is a first-of-its-kind initiative that will use predictive analytics and data supplied through the Allegheny County Data Warehouse to help identify families most in need of supports. The initiative brings together a partnership that includes Healthy Start, Family Support Centers, the United Way, and birthing hospitals around Allegheny County.

### Partners in Workforce Excellence

DHS and the University of Pittsburgh School of Social Work were selected as one of eight partnerships across the nation to take part in a new Workforce Excellence initiative through the National Child Welfare Workforce Institute (NCWWI), a division of the U.S. Department of Health and Human Services’ Children’s Bureau. As a Workforce Excellence site, the NCWWI will engage the partners in a 5-year plan to cultivate inclusive organizational leadership and high-performing staff.

### Early Learning Resource Center

In July, as designated by the PA Department of Human Services, DHS became the entity responsible for administering state funding that will provide for an Early Learning Resource Center (ELRC). The ELRC serves as a single-entry point for families to connect with services for children including family support, early intervention, child care access, and subsidized child care vouchers. It also offers assistance to child care entities to improve their quality of care.

### Reducing Stigma in Schools

“Stand Together,” a school-based program that works to dispel the stigma associated with mental illness, expanded to 17 schools in Allegheny County. The model, developed by the Allegheny County DHS, has been adopted by Venango County and by schools in Delaware as well.

### HUD & Youth Homelessness

Allegheny County received a \$3.49 million grant from the U.S. Department of Housing and Urban Development (HUD) to aid in its efforts to reduce youth homelessness. The County is one of 23 jurisdictions receiving funding through HUD’s Youth Homelessness Demonstration Program.

### Stable Housing for SUD Clients

Allegheny County received \$1 million from the PA Housing Finance Agency (PHFA) and the PA Housing Affordability and Rehabilitation Enhancement (PHARE) Fund to support stable housing for people in recovery from Substance Use Disorder.

### Improving Economic Mobility

The department was selected by the Kresge Foundation to take part in its Next Generation (NextGen) Initiative, a two-year national collaborative project that includes a \$500,000 cash award. DHS will join nine other private nonprofit and public human service organizations in working to improve the social and economic mobility of families with low incomes.



# 2019 HUMAN SERVICES HIGHLIGHTS

## POPULATIONS SERVED

**56,871**

mental health services

**50,000**

aging services

**37,727**

community services

**14,460**

substance use disorder services

**8,534**

homeless & housing supports

**8,478**

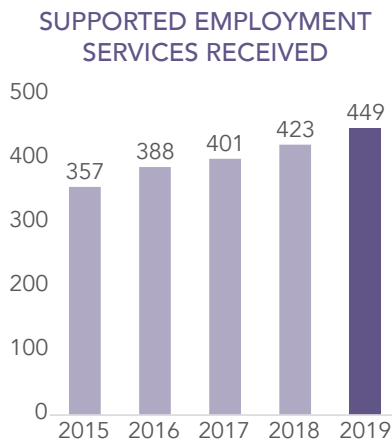
active child welfare cases

**6,168**

intellectual disability services

## SUPPORTED EMPLOYMENT PROGRAM

The department's Office of Intellectual Disability (OID) assists county residents with a diagnosis of an intellectual disability and/or autism. One of the key services OID offers is its Supported Employment program, which provides individuals with severe disabilities with the intensive supports they need to become employed. The number of individuals able to receive assistance through the Supported Employment program increased by 26% between 2015 and 2019.



## HOUSEHOLDS IN PERMANENT HOUSING PROGRAMS

Permanent Housing programs include programs for individuals with a disability and programs for people who would otherwise be on the street. In the past four years, the department has pushed to find more permanent housing solutions for its clients, resulting in an overall increase from 2016. However, the rate has plateaued due to the finite number of available spaces in the area.

2016	1,531
2017	1,779
2018	1,898
2019	1,872

## PHONE RESOURCES

### 24-HOUR HOTLINES

**CHILDREN, YOUTH & FAMILIES LINE:** allows people to report suspected child abuse or neglect.

**17,739 CALLS**

**INFORMATION, REFERRAL, EMERGENCY SERVICES:** takes calls for information about mental health services and involuntary mental health commitments.

**12,509 CALLS**

**ADULT PROTECTIVE SERVICES:** receives reports of suspected abuse or neglect of adults (ages 18-59) and senior citizens (ages 60+).

**6,462 CALLS**

### OTHER RESOURCE LINES

**SENIORLINE:** connects seniors or caregivers to speak to highly-skilled staff about services available.

**51,971 CALLS, EMAILS, & VISITS**

**ALLEGHENY LINK:** streamlines access to disability, senior, housing, or home-visiting services.

**37,804 CALLS**

**DIRECTOR'S ACTION LINE:** allows residents to provide concerns, complaints, comments or questions about DHS or contracted service providers.

**3,373 CALLS, EMAILS, & VISITS**