



# THE DEPARTMENT OF HUMAN SERVICES

The Allegheny County Department of Human Services (DHS) provides and administers publicly funded human services to Allegheny County residents.

## Services include

### Services for adults 60+ years of age

- › 24-hr older adult protective services
- › advocacy for long-term-care consumers
- › caregiver support
- › dom care (adult foster care)
- › health insurance counseling
- › home-delivered meals
- › needs assessment
- › nursing home alternatives
- › senior community centers

### Drug and alcohol services

- › case coordination
- › detoxification and methadone maintenance
- › out-patient treatment
- › partial hospitalization
- › prevention programs
- › short- and long-term in-patient, residential treatment
- › student assistance programs

## DHS OFFICES

### Executive Office

Human Services Building  
One Smithfield Street  
Pittsburgh, PA 15222-2221  
412-350-5701

[DHS-Information@AlleghenyCounty.us](mailto:DHS-Information@AlleghenyCounty.us)

### Area Agency on Aging

1-800-344-4319

### Behavioral Health

412-350-4457

### Children, Youth and Families

412-350-5701

### Community Services

412-350-6611

### Developmental Supports

412-253-1399  
Intake/Registration: 412-253-1250

### Administration

412-350-3536

### Analytics, Technology and Planning

412-350-5701

### Equity and Engagement

412-350-6787  
Events: 412-350-3428

### TO REPORT SUSPECTED ABUSE, 24/7

Of a child under 18: 1-800-932-0313  
Of an adult with a disability: 1-800-490-8505  
Of an adult over 59: 412-350-6905

### EMERGENCY NUMBERS, 24/7

Behavioral Health Crisis Line: 1-888-796-8226  
MH commitments (302): 911 or 412-350-4457

### RESOURCE NUMBERS, MONDAY-FRIDAY

The Allegheny Link: 1-866-730-2368  
Director's Action Line: 1-800-862-6783  
Senior Line: 412-350-5460



**Department of  
Human Services  
Administration**

**Rich Fitzgerald**  
ALLEGHENY COUNTY EXECUTIVE

**Erin Dalton**  
DIRECTOR, DEPARTMENT OF  
HUMAN SERVICES

[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)

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One Smithfield Street  
Pittsburgh, PA 15222-2221

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness, or physical disability.

DHS funding information is available at [www.alleghenycounty.us/dhs/funding.aspx](http://www.alleghenycounty.us/dhs/funding.aspx)  
Produced by the DHS Office of Equity and Engagement 1/2022



**CONNECTING  
PEOPLE IN  
NEED WITH  
PROGRAMS  
THAT HELP.**

**Meeting the human  
services needs of  
county residents  
through an extensive  
range of information  
exchange, prevention,  
early intervention,  
case management,  
crisis intervention and  
after-care services.**

[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)

### Mental health services

- › 24-hr crisis intervention and emergency services
- › 24-hr residential recovery
- › community education/outreach
- › housing support services
- › justice related services
- › peer and recovery support services
- › recovery-based treatment options
- › service coordination/community treatment teams
- › social, vocational and psychiatric rehabilitation
- › student assistance programs

### Safety net services

Primarily for low-income and vulnerable individuals and families. They include:

- › supports during pregnancy
- › home visiting for families with young children
- › early childhood development and education
- › family and caregiver support
- › after-school and summer programming
- › non-emergency medical transportation
- › resources for persons with disabilities
- › help to find and/or keep safe, affordable housing
- › help to prepare for, find and keep a job
- › tax return preparation assistance

### Protective services for children and youth

To strengthen families and protect children from abuse and neglect. They include:

- › 24-hr child protective services (investigating reports of abuse/neglect)
- › comprehensive in-home services
- › foster/residential care
- › meeting families' tangible needs (shelter, clothing, food)
- › supports for transition-age youth
- › support and after-care

### Supports for those with intellectual disability and autism

- › outreach and information
- › intake and registration
- › connecting individuals to supports coordination



### For more information about these services

Visit the Programs and Services section of the DHS website at:

[www.alleghenycounty.us/dhs/programs-services](http://www.alleghenycounty.us/dhs/programs-services)

Contact the Director's Action Line (DAL)

**Call:** 800-862-6783

Monday–Friday, 8:00 am to 5:00 pm

**Visit:** One Smithfield Street, Pittsburgh, 15222, Monday – Friday, 8:30 am to 4:30 pm

**Email:** [DAL@alleghenycounty.us](mailto:DAL@alleghenycounty.us)

**Text:** "Action" to 412-324-3388

Additional social service information is available

- › call 2-1-1
- › visit [www.PA211SW.org](http://www.PA211SW.org)

### DHS support offices are responsible for

- › administrative support
- › information technology development/support
- › internal and external communications
- › responding to questions, concerns and complaints regarding DHS, its services and staff
- › events and donation acquisition
- › data analysis, research and evaluation
- › planning, program design/development and procurement
- › human resources
- › quality assurance



### DHS 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 steps necessary to accomplish these goals.