

## **DHS 101 sessions provide overviews of offices and programs**

Since January, the Department of Human Services (DHS) has been offering monthly 101 sessions at the Human Services Building to educate staff about the purpose and operations of each DHS office.

“DHS is large – we have seven offices, each having many supporting units. With so many programs and services, the Department’s structure can be difficult to understand, especially for staff members who don’t have direct contact with a specific office during their day-to-day tasks,” said Stacey Tunie, performance improvement manager in Administrative and Information Management Services (AIMS). “The DHS 101 sessions allow employees to get an overview of how each office works to support Allegheny County residents. We hope that learning more about all the Department has to offer will encourage cross-office communication, integration and engagement.”

To date, sessions have been held for Integrated Program Services (IPS) and the Area Agency on Aging (AAA), with three sessions planned for the Office of Behavioral Health (OBH) over the next few months. Each session has been attended by approximately 80 staff members.

“Feedback from the sessions has been extremely positive, with most participants saying they would recommend the 101s to their colleagues,” Stacey added.

In 2019, plans are in place to bring the live presentations to other DHS office locations. In the meantime, staff members who would like to remotely participate in the sessions are encouraged to contact the Service Desk to learn how to Skype in to the Surface Hub. A list of upcoming session dates is available on the DHS Intranet.