



# DHS News

Newsletter of the Allegheny County  
Department of Human Services



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## **Five questions with Rachel Schneider**

Rachel is integrated practice specialist in Integrated Program Services (IPS). She can be reached at [rachel.schneider@alleghenycounty.us](mailto:rachel.schneider@alleghenycounty.us) or 412-350-2751.

### **1. What was your path to Allegheny County/DHS?**

Allegheny County has been my home since I was a child. Throughout my career in the nonprofit sector, I had many touchpoints with DHS. Then, during my graduate studies last fall, I participated in the Local Government Case Competition hosted by DHS and loved the experience. My interactions with smart, passionate DHS staff throughout my life piqued my interest in working for DHS.

### **2. DHS is looking into/has recently purchased new policy software. What does this software do and why was it important?**

DHS is in the process of purchasing PolicyTech, the gold standard in policy management software. Moving to this new user-friendly software will allow for easier collaboration across the department by automating document creation, review, approval, archiving and attestation (employee signatures) processes. Some neat features include the ability to choose a public view setting for documents; email alerts throughout the policy management life cycle; training quizzes to ensure comprehension; automated archiving of old documents; mobile access; and the ability to embed links to relevant policies, procedures, or resources within a document. The software will ultimately improve the efficiency of policy management across DHS through automation and reduce staff time spent on managing and updating documents.

### **3. How does your role help DHS to meet its mission and goals?**

Improving policy management at DHS can make processes more efficient, reduce liability and risk, and enhance service provision. Not only will good policy management provide organizational benefits, but it will also likely enhance employee and consumer satisfaction, safety, and equity. Just like everyone else who works within DHS, I am here to make sure Allegheny County residents receive accessible, culturally competent, integrated and comprehensive services.

### **4. What most excites you about the work you do?**

In my role I get the pleasure of working across all DHS offices. It is a great position because I get to learn about all the fantastic work going on across the department and identify areas where I can support collaboration and integrated services.

**5. What is the most important thing DHS staff should know about your role?**

My job is to assist all the offices with policy management and other project support, helping to make your work life easier. Please consider me a member of your team and don't hesitate to contact me. I look forward to working with you.