



# DHS News

Newsletter of the Allegheny County  
Department of Human Services



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## **Five questions with Shanel Divito**

Shanel is chief human capital officer in the Office of Administration. She can be reached at [Shanel.Divito@alleghenycounty.us](mailto:Shanel.Divito@alleghenycounty.us) or 412-350-5297.

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

Throughout my career, I have worked in various human resource roles within the healthcare and behavioral health fields. Specifically, I have worked with UPMC, Every Child, Inc., and Carlow University. Most recently, I have served as the inclusion and collaboration director of Pittsburgh Mercy Behavioral Health. It was through my experience with Every Child, Inc. and Pittsburgh Mercy that I was able to witness true passion and resilience from direct care staff such as caseworkers, service coordinators, and clinicians. I have a Bachelor of Science in business administration from the University of North Carolina in Greensboro and a Master of Arts in industrial and labor relations from Indiana University of Pennsylvania. I currently sit on the board of directors with Pittsburgh Human Resources Association (PHRA) and Healthy Start, Inc.

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

My role is to modernize and reform our human resources department. It is our mission to recruit, retain, and enhance the qualified workforce required to effectively execute DHS's mission and vision while ensuring a work experience that provides the same standards of care, dignity, and respect to our colleagues that we expect them to deliver to the county's vulnerable populations.

### **3. What project or initiative most excites you and why?**

For FY21, I'm excited to collaborate with DHS leadership to identify their current and future HR needs. This will greatly assist with creating and executing a robust HR strategic plan that supports DHS's mission and values.

### **4. What are some things that staff can look forward to when it comes to HR?**

We have a journey ahead of us, but I look forward to changing the culture of HR from transactional into a true collaborative, strategic business partner. Our workforce is complex, so this is highly critical as we're working towards maintaining consistency and compliance of processes and procedures for all of DHS.

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

These are trying times, and in the coming months and years, our workers will be confronted with significant challenges as they complete DHS's mission each day. My role is to champion change management, and that can only be accomplished by establishing honest relationships from our direct care staff to our senior leaders. HR and senior leadership in collaboration must be held accountable for lifting workers up to meet these challenges through targeted recruitment, comprehensive performance management, on-demand education/training and compliant employee relations.