



DHS News

Newsletter of the Allegheny County
Department of Human Services



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Hello Baby provides a fresh approach to supporting parents of newborns in Allegheny County

DHS, United Way of Southwestern Pennsylvania (2-1-1) and Healthy Start Pittsburgh have begun rolling out a first-of-its-kind parenting initiative to all parents of new babies in the County.

Allegheny County is fortunate to have many available resources to help parents of new babies thrive, and the Hello Baby initiative is a way to get those resources to the families that need them most. Hello Baby encompasses an array of supports, from a resource website and warmline to enhanced family centers to personal interactions, all intending to reduce the stressors that come with having a new baby.

The [Hello Baby website](#) provides information and links to Allegheny County resources that assist with infant health and safety, parent supports, childcare and development, and other essentials. The site also includes a live chat with the opportunity to interact with a family specialist provided through United Way's PA 2-1-1 Southwest.

Another key component of Hello Baby is the enhancement of the 27 [Family Centers](#) located in neighborhoods around Allegheny County. The Family Center network, first established in 1997, provides community hubs for parents to connect and share experiences, learn about available programs, and find development and early education supports.

In addition to the resources available to all parents, Healthy Start Pittsburgh will engage those with more specialized needs, as determined through an assessment of available data, and help to develop care plans, conduct case management and coordinate supports with other service providers.

A version of Hello Baby was piloted over the summer in a light-touch response to newborn needs during the pandemic. Nearly 350 babies were referred by area birthing hospitals for help with things like strengthening social supports and addressing food insecurity, and Healthy Start Pittsburgh provided 188 care boxes of diapers, wipes and other essentials to families most in need.