



DHS News

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Five Questions with Lynn Pugliano

Lynn is the resource and eligibility supervisor in the Office of Developmental Supports (ODS). She can be reached at Lynn.Pugliano@Alleghenycounty.us or 412-253-1257.

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

I have a younger brother that has a diagnosis of moderate intellectual disability and spina bifida. I have seen the struggles and hardships that my brother and mom have endured, and I am very committed to share my knowledge and passion with helping people. Prior to starting my job with Allegheny County Office of Developmental Supports, I had worked in a variety of roles supporting individuals with intellectual disabilities and/or an autism diagnosis. Through my 36 years of experience, I have had a variety of positions that started out with volunteering at a camp for people with special needs and led to direct support and multiple supervisory positions.

2. Tell us a bit about the work that you do?

My role is to assist and supervise with the registration and continued eligibility for the individuals that we serve. I also provide guidance and direction to my team to ensure our individuals can live their best life. As a supervisor of seven staff, we navigate individuals from the beginning of the intake process throughout their continued waiver eligibility. I am a [Charting the LifeCourse](#) (CtLC) ambassador, and in this role, I can integrate CtLC principles and tools into existing practices for planning with individuals and their families throughout all life stages and considering all life domains.

3. How does your work help to support DHS's mission and goals?

Using information, collaboration, and inspiration, we will engage with individuals and with families to identify the community resources, supports, and services that people need to achieve their vision of a good life. As we do serve individuals that have a diagnosis of intellectual disabilities and/or an autism diagnosis, it is important to DHS's mission to serve this vulnerable population.

4 What most excites you about your work?

Making a difference in somebody's life and being able to help people is what excites me the most about my job. There is no "wrong door" when somebody contacts me, and I strive to assist and provide direction to the individuals/families that we serve.

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

I have worked at DHS for 18 years and I have been in my supervisory role for almost 15 years. My role as the resource and eligibility supervisor is to provide supervision and guidance to my team throughout the intake process, community outreach and ongoing eligibility. My vast knowledge of resources has helped provide direction and assistance when needing to think outside of the box.