



DHS News

Newsletter of the Allegheny County
Department of Human Services



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Kudos: Alex Herisko

"Jane" (a pseudonym) is a staff member at UPMC Mercy who recently sent an email recognizing Alex Herisko, field service coordinator in the Office of Community Services (OCS).

Jane had a paraplegic patient who was now homeless. The patient had also left her wheelchair at her former residence, a family member's home. Jane was asked to refer the patient to the Safe Haven Hotel, even though the patient did not meet the criteria.

After receiving the referral, Alex contacted Jane to discuss the case and mentioned additional resources that may work for the patient. With Alex's assistance, Jane was able to find a bed for the patient at Sisters Pittsburgh and a temporary hotel through Proud Haven. Additionally, Jane and Alex secured a wheelchair van to take the patient to her previous apartment's security office where someone accompanied her to get her wheelchair and belongings.

"There is absolutely no way this would have had such an amazing outcome if it had not been for Alex's support. Alex could have simply said the patient did not qualify, but instead they took the extra effort to provide resources that would help this patient be safe and comfortable," Jane said. "We at Mercy are truly grateful for our partnership with Safe Haven Hotel. Thank you for all that you do."