


DHS OFFICES


Executive Office

Human Services Building
One Smithfield Street
Pittsburgh, PA 15222-2221
412-350-5701


DHS-Information@AlleghenyCounty.us

 **Area Agency on Aging**
1-800-344-4319

 **Behavioral Health**
412-350-4457

 **Children, Youth and Families**
412-350-5701

 **Community Services**
412-350-6611

 **Developmental Supports**
412-253-1399
Intake/Registration: 412-253-1250

Administration

412-350-3536

Analytics, Technology and Planning

412-350-5701

Equity and Engagement

412-350-6787

Events: 412-350-3428

DHS IS

responsible for providing and administering publicly funded services to Allegheny County residents.

DHS PRINCIPLES

All services will be

- high quality, comprehensive, and accessible.
- individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community
- integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs, and goals; create relationships with natural supports; and take steps necessary to accomplish these goals.



Allegheny County Department of Human Services

Rich Fitzgerald

ALLEGHENY COUNTY EXECUTIVE

Erin Dalton

DIRECTOR, DEPARTMENT OF
HUMAN SERVICES

www.alleghenycounty.us/dhs

Human Services Building
One Smithfield Street, Suite 400
Pittsburgh, PA 15222-2221

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness, or physical disability.

*DHS funding information is available at www.alleghenycounty.us/dhs/funding.aspx
Produced by the DHS Office of Equity and Engagement 1/2022*

Office of Equity and Engagement

Director's Action Line

Specialists addressing your concerns and answering your questions about the supports and services provided through the Allegheny County Department of Human Services.

1-800-862-6783



**ALLEGHENY COUNTY
DEPARTMENT OF
HUMAN SERVICES**

alleghenycounty.us/dhs



DHS Director's Action Line Statement of Purpose

The Allegheny County Department of Human Services (DHS) provides and administers publicly funded human services to county residents.

The DHS Director's Action Line (DAL) provides Allegheny County residents served by DHS — as well as other interested parties — quick and easy access to knowledgeable specialists who answer questions and resolve concerns and complaints regarding services provided through DHS.

The DAL provides

- a friendly, trained professional to discuss the details of your specific concern or question with you.
- clarity, between you and the professionals involved, of all relevant details, issues and positions.
- help in understanding general DHS policies and procedures—including DHS individual and family plans and court orders through Children's Court.
- practical options to address your difficulties— including information about and referrals to DHS and community-based resources.
- support in addressing problems with DHS-issued payments.

The DAL specialist

- listens carefully to your concerns.
- works with DHS staff and others to address your concerns or complaints immediately or within three working days, depending on the situation.
- initiates a review of decisions made by DHS or DHS-contracted agencies regarding services, when appropriate.
- calls you back to make sure your concerns are being addressed.
- makes a record of all concerns and complaints so they may be used to inform DHS policies and procedures.

The DAL is easy to use

DAL specialists are available Monday through Friday by phone, in person or by e-mail.

By phone – please call: **1-800-862-6783**
between 8:00 a.m. and 5:00 p.m.

In person – please visit:
The Human Services Building
One Smithfield Street, First Floor
Pittsburgh, PA 15222
between 8:30 a.m. and 4:30 p.m.

No appointment is needed. Simply sign in at the front desk in the Human Services Building lobby. A DAL staff member will arrive and take you to a private meeting place.

By e-mail – DAL@alleghenycounty.us

The DAL guarantees quality customer service

DAL specialists respond to callers with questions or concerns about any service offered through DHS including those for:

- children and families who are receiving child welfare services
- children and adults with mental health concerns
- older adults
- homeless individuals and families
- individuals with a diagnosis of intellectual disability
- individuals in need of non-emergency medical transportation
- youth and adults with substance abuse (D&A) concerns
- incarcerated parents of dependent children
- infants, children, young adults and families with low income
- individuals and families in need of food assistance
- individuals with physical disabilities

Do NOT contact the DAL to report abuse.

Instead, to report abuse

Of a child under 18:
call **1-800-932-0313**

Of an adult with a disability (18-59):
call **1-800-490-8505**

Of an adult over 59:
call **412-350-6905**