

The DAL guarantees quality customer service.

DAL specialists:

- will work to get answers to your questions
- will work to resolve your concerns
- will investigate your complaints

about the Allegheny County Department of Human Services (DHS), its programs or services, or its staff.

If your needs cannot be met right away, the DAL specialist will get back to you with their results within a few working days.

You can reach a DAL specialist

By phone at **800-862-6783**,
Monday – Friday, 8:00 am to 5:00 pm.

By visiting One Smithfield Street,
Pittsburgh, 15222, Monday – Friday,
8:30 am to 4:30 pm

By email at DAL@alleghenycounty.us

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**



DAL specialists respond to callers with questions, concerns or complaints 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

The Allegheny County Department of Human Services provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.