



Allegheny County Department of Human Services

Our Values

Equity

Definition: The practice of ensuring fairness by recognizing and addressing the unique needs, challenges, and circumstances of individuals or groups.

How do I practice Equity in my interactions with colleagues?

By fostering a work environment where every individual is valued, respected, and supported. We recognize that equity goes beyond treating everyone the same – it requires understanding and addressing systemic barriers and disparities to ensure fair opportunities for all. Through intentional policies, inclusive practices, and continuous self-reflection we strive to create a culture that empowers diverse voices, promotes shared accountability, and ensures that our services and decisions reflect the unique needs of the individuals and communities we serve. Equity is not just a value – it is the foundation of our work and our responsibility to one another.

How do I practice Equity in my interactions with clients, providers, and the community?

By engaging clients and community members with genuine concern and sensitivity to their unique challenges and circumstances and working towards building and sustaining equitable systems that consider and respect all clients, especially those who may be marginalized or under-served.

Kindness

Definition: The act of treating people with empathy and respect, going out of your way to offer support, encouragement, or help without expecting anything in return.

How do I practice Kindness in my interactions with colleagues?

By fostering a culture where everyone feels respected, supported, and empowered. This means ensuring transparent communication, equitable decision-making, and shared accountability among staff at all levels. Leaders should actively listen to team members' ideas and concerns, creating an environment where everyone contributes to solutions and innovation.

How do I practice Kindness in my interactions with clients, providers, and the community?

By prioritizing the voice of those with lived experience and working in partnership with them to design and deliver services that meet their unique needs. This involves co-creating solutions, sharing power in decision-making processes, and treating every person with dignity and empathy so that they feel heard, respected, and valued.

Accountability

Definition: The act of taking ownership of one's actions, decisions, and consequences.

How do I practice Accountability in my interactions with colleagues?

By prioritizing the needs and voices of the community in decision-making processes. Leaders and staff are open and truthful about decisions, processes, and outcomes, and hold themselves responsible for their actions.

How do I practice Accountability in my interactions with clients, providers, and the community?

By ensuring that programs and services are led by the needs, insights, and values of the community. Being honest with clients about what they can expect and the reasoning behind decisions, with a commitment to owning and learning from mistakes.

Collaboration

Definition: The act of working together toward a common goal by sharing ideas, resources, and responsibilities.

How do I practice Collaboration in my interactions with colleagues?

By fostering a culture of community building and power sharing, we ensure every team member's voice is valued and included in shaping our work. Through open communication, mutual respect, and shared accountability, we integrate our efforts across units and offices, creating a seamless and supportive environment. This approach empowers us to work together effectively, breaking down silos and maximizing our collective impact.

How do I practice Collaboration in my interactions with clients, providers, and the community?

By committing to building strong relationships through power sharing, ensuring that individuals, families, and community partners are co-creators in shaping the services and supports they need. By integrating resources and expertise across programs and organizations, we can deliver holistic solutions that are responsive, accessible, and impactful.

Continuous Learning

Definition: The commitment to ongoing personal and professional growth by seeking knowledge, developing skills, and adapting to new challenges.

How do I practice Continuous Learning in my interactions with colleagues?

By cultivating a workplace culture grounded in humility through open dialogue, self-reflection, and collaboration to foster personal and professional growth. By embracing feedback, valuing diverse perspectives, and seeking innovating solutions, we can cultivate an environment where staff not only strive to improve their skills and competencies, but are also contributing to a shared vision of excellence in service delivery.

How do I practice Continuous Learning in my interactions with clients, providers, and the community?

By listening actively to those with lived experience, seeking to understand their needs and adapting services accordingly. By prioritizing learning, responsiveness, and innovation, we strive to deliver services that are equitable, effective, and aligned with the evolving needs of our community.