MARC CHERNA ARRIVES IN THE MIDST OF A CHILD WELFARE CRISIS

200 day aggressive reform agenda
Engages community in solutions
CREATION OF THE ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES
RESTRUCTURING ALLEGHENY COUNTY GOVERNMENT

BEFORE 1997

3 County Commissioners
30 County Departments

Children and Youth Services
Federal Programs
Mental Health/Mental Retardation/
Drug and Alcohol/Homeless and
Housing
Aging

1997

County Chief Executive
County Manager
Part-Time County Council
9 County Departments

The Department of
Human Services (DHS),
one of nine newly-created
departments; consolidated
these previously separate
departments
COMMUNITY PARTNERSHIPS

Community and Consumers
Universities
Chamber of Commerce
Human Services Integration Fund
Local law firms
Courts
Non-profits
CHILDREN AND YOUTH SERVICES RENAMED OFFICE OF CHILDREN, YOUTH AND FAMILIES (CYF) TO REFLECT PHILOSOPHICAL AND PRACTICE CHANGES
DHS DATA WAREHOUSE

Allegheny County DHS data sources

- Child Welfare
  - Children in protective custody
  - Family services received by the family or household members
  - Family court activity

- Aging Services
  - Senior clients receiving nursing home prevention, senior center services, or elder care

- Behavioral Health and Intellectual Disability
  - Clients receiving mental health and substance abuse services, and information about these services for county and Medicaid funded programs
  - Clients with intellectual disabilities receiving support services

- Community Services
  - Clients receiving rental or homeless assistance
  - Clients receiving rental property support
  - Clients receiving Head Start or family support center services

- Outside DHS
  - Public Schools
    - Student directory information
    - Performance and attendance information for certain students
    - Four districts: Pittsburgh, Clairton, Woodland Hills, Elizabeth Forward

  - State and local corrections agencies
    - Incarceration history of clients
    - Current status of release or sentencing for a client

  - Pennsylvania Department of Public Welfare
    - Recipients of TANF, SNAP or Social Security Disability Insurance

  - City and county government housing authorities
    - Clients currently receiving low income housing assistance

Data exchange is two way and source agencies also use certain data shared through the system. This graphic shows examples of data provided by agencies but does not depict what data each agency receives or how data are used.

Source: GAO analysis based on information collected from Allegheny County officials.
CREATION OF THE OFFICE OF DATA, ANALYSIS, RESEARCH AND EVALUATION

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES
CREATION OF DHS QUALITY IMPROVEMENT TEAM
CLIENT EXPERIENCE UNIT

Engage clients in evaluation
Assess client experiences
Utilize client feedback to inform QI
INTEGRATION OF DATA-DRIVEN DECISION-MAKING WITH CYF
FOR MORE INFORMATION


- [http://www.alleghenycountyanalytics.us](http://www.alleghenycountyanalytics.us)
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