



ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

Presented by

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TIMELINE OF SIGNIFICANT EVENTS



1996

1997

1998

1999

2007

2009

2013

2014

2014-
present





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



1996



MARC CHERNA ARRIVES IN THE MIDST OF A CHILD WELFARE CRISIS

200 day aggressive reform agenda

Engages community in solutions





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



1997



CREATION OF THE ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES



RESTRUCTURING ALLEGHENY COUNTY GOVERNMENT

1997

BEFORE 1997

3 County Commissioners
30 County Departments



1997

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

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



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

1997



COMMUNITY PARTNERSHIPS

Community and Consumers

Universities

Chamber of Commerce

Human Services Integration Fund

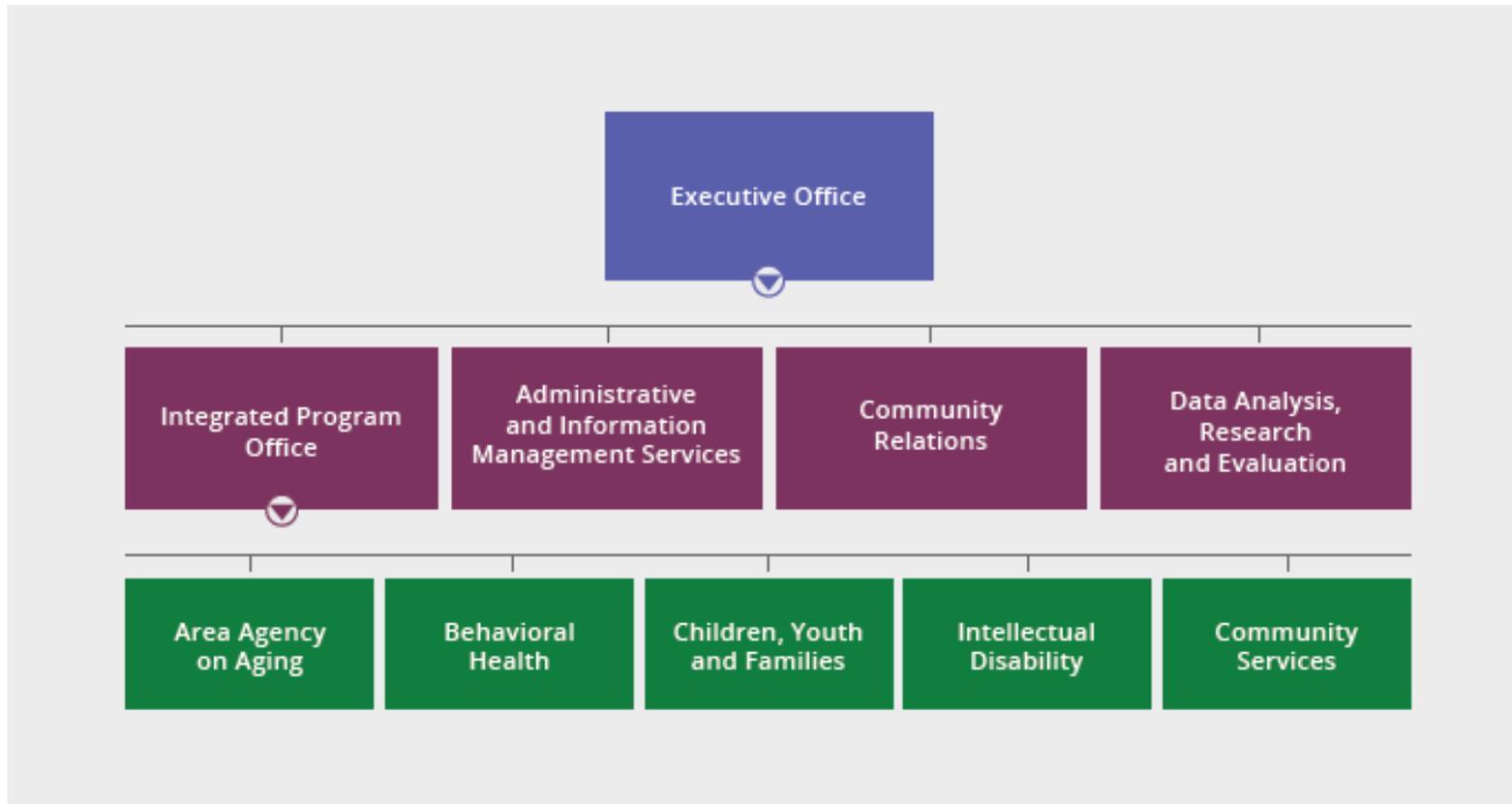
Local law firms

Courts

Non-profits



Allegheny County
Department of Human Services
OFFICES





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



1998



**CHILDREN AND YOUTH SERVICES
RENAMED OFFICE OF CHILDREN,
YOUTH AND FAMILIES (CYF) TO
REFLECT PHILOSOPHICAL AND
PRACTICE CHANGES**





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



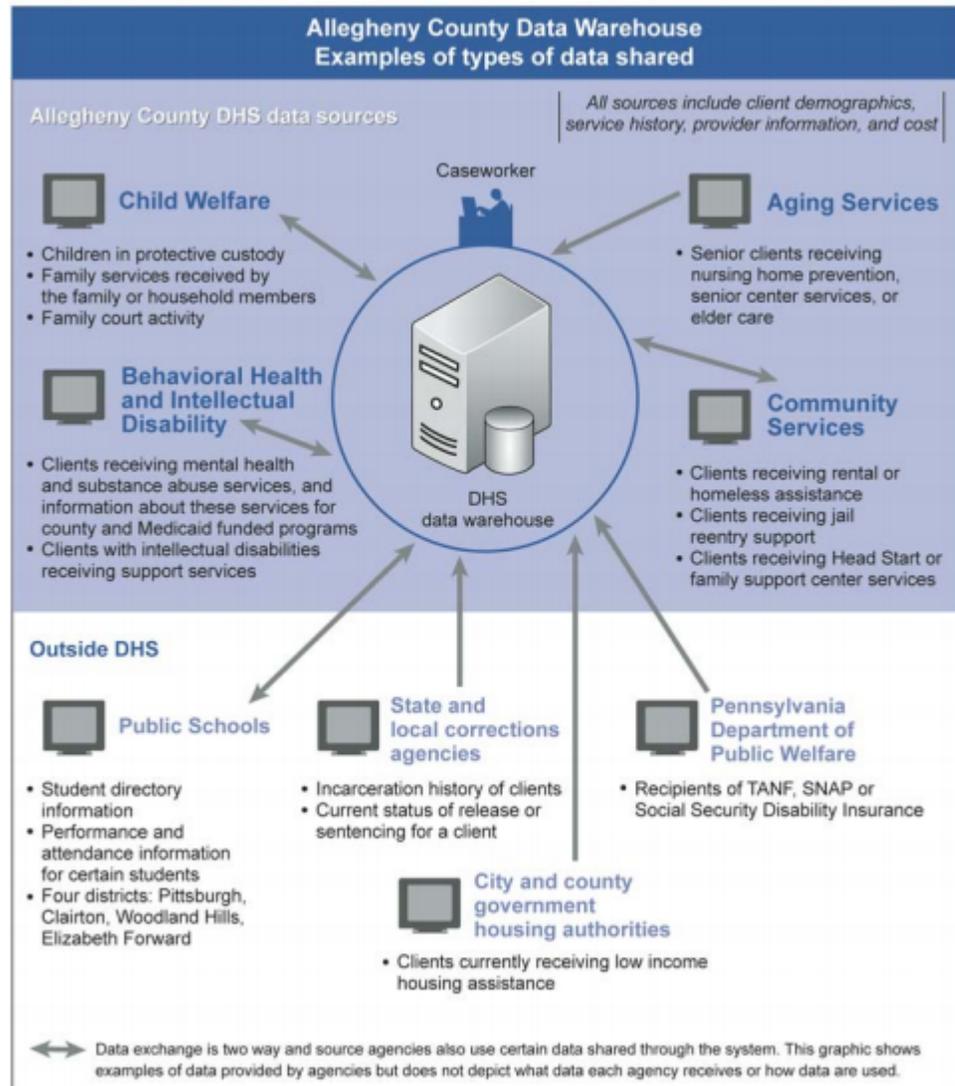
1999



DATA WAREHOUSE CREATED



DHS DATA WAREHOUSE



Source: GAO analysis based on information collected from Allegheny County officials.



1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



2007



CREATION OF THE OFFICE OF DATA, ANALYSIS, RESEARCH AND EVALUATION





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



2009



CREATION OF DHS QUALITY IMPROVEMENT TEAM





1996

1997

1998

1999

2007

2009

2013

2015

2015-
present



2013



CONFERENCING & TEAMING





1996

1997

1998

1999

2007

2009

2013

2014

2015-
present





CLIENT EXPERIENCE UNIT

Engage clients in evaluation

Assess client experiences

Utilize client feedback to inform QI





1996

1997

1998

1999

2007

2009

2013

2015

**2014-
present**



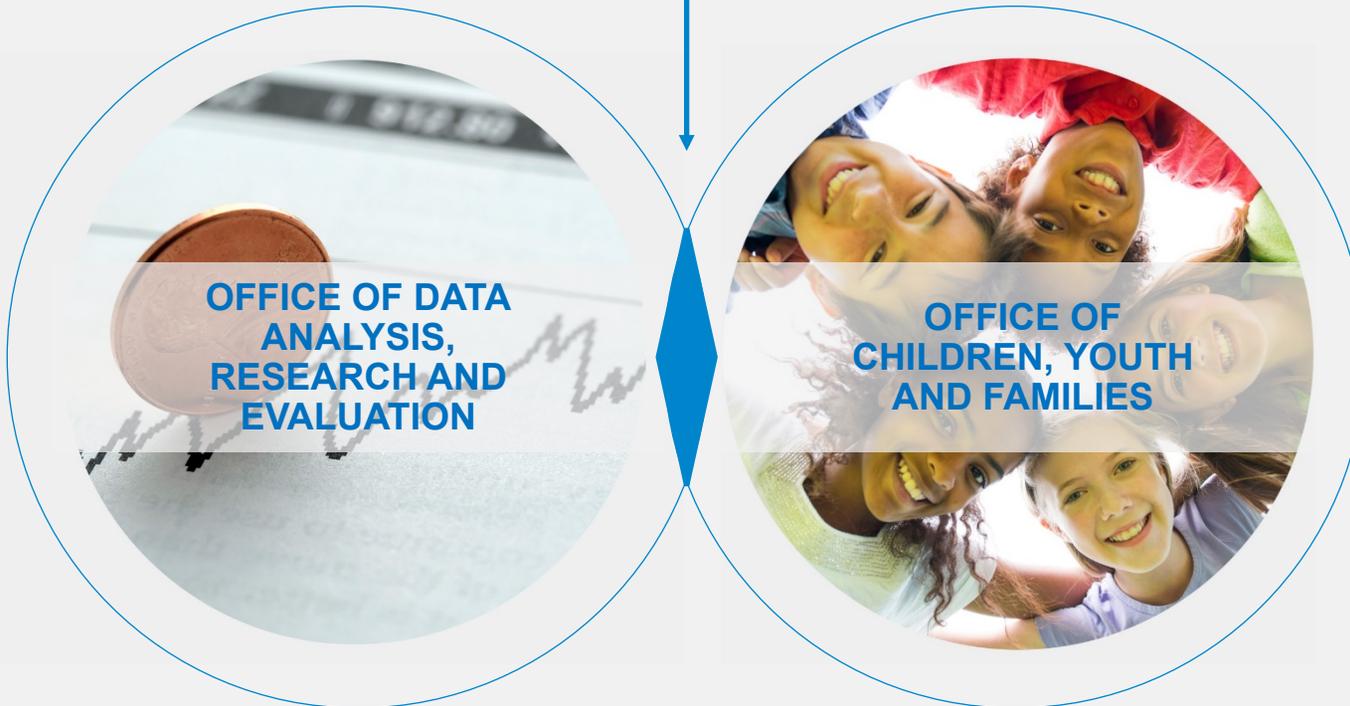
2015-PRESENT



INTEGRATION OF DATA-DRIVEN DECISION-MAKING WITH CYF



INTEGRATION



**OFFICE OF DATA
ANALYSIS,
RESEARCH AND
EVALUATION**

**OFFICE OF
CHILDREN, YOUTH
AND FAMILIES**

FOR MORE INFORMATION

- <http://www.alleghenycounty.us/human-services/index.aspx>
- <http://www.alleghenycountyanalytics.us/index.php/2013/01/01/from-almshouses-to-excellence-a-history-of-child-welfare-in-allegheny-county>
- <http://www.alleghenycountyanalytics.us/index.php/2016/01/31/of-and-for-the-community-how-community-engagement-and-communication-helped-to-shape-the-allegheny-county-department-of-human-services>
- <http://www.alleghenycountyanalytics.us>



OUR CONTACT INFORMATION

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