



Allegheny County  
Department of  
Human Services

# DHS Provider Briefing

July 8, 2021

\*The briefing will be recorded and posted on [Allegheny County Analytics](#).



# Agenda

- Current and Upcoming Opportunities
- Policy Updates
- Violence Prevention: Recent Trends and Research
- Panel Discussion
- Q&A
- Resources

# Opportunities

# Active Solicitations

*\*NEW\* RFP for a Provider of Functional Family Therapy through Child Welfare: An Evidence-Based Intervention*

- Proposals are due 3 p.m. Eastern Time on Wednesday, August 11
- Join us for an optional pre-proposal information session via Microsoft Teams from 11 a.m. to noon on Thursday, July 22. See the RFP for details.

[Link to DHS Solicitations](#)

*\*NEW\* RFP for Rethinking the Allegheny County Jail Facility (Consulting Services)*

- **Mandatory Pre-proposal Meeting July 20<sup>th</sup>** at the Allegheny County Jail
- Proposals are due 11:30am Eastern Time on Wednesday August 18

[Link to Solicitation](#)

# Public hearing for the Allegheny County Human Services Plan

There will be two virtual public meetings to talk about the 2021-22 County Human Services Plan and its implementation, scheduled for:

Monday, July 12, 2021

1:30 PM – 3:00 PM

<https://zoom.us/j/96340764510>

Thursday, July 15, 2021

4:30 PM – 6:00 PM

<https://zoom.us/j/93206727246>



Introductory video: <https://vimeo.com/569954935>

# Ice Cream Fundae Outreach Events

- Pressley Ridge is hosting four outreach events:
  - **Penn Hills, 7/17, 2:30-4:30pm at CYF Parking lot**
  - McKees Rocks, 7/17, 11am-1pm
  - Hill District, 8/14, 11am-1pm
  - North Side 8/14, 2pm-4pm



# Policy Updates

# PA Budget 2021-2022

- Last week, Gov. Wolf signed the State Budget totaling \$40.8 billion, a significant increase over last year's Budget, which includes \$1 billion from the \$7.3 billion received from the American Rescue Plan.
  - The new Budget exceeds the Governor's proposed Budget, announced in February prior to the ARP, which totaled \$37.8 billion.
  - The General Assembly has indicated a preference to hold on to the unallocated ARP funds to see what needs develop through 2024, when the funds expire
- The Budget increases funding for state DHS by 27% from last year to \$7.3 billion (includes billions in one-time increases from federal Medicaid funds).
  - Restrictions were put in place to prevent DHS from creating new programs or receiving supplemental funding without authorization by the General Assembly.
- Key investments in the Budget:
  - \$30 million for gun violence prevention through community programs managed by the PA Commission on Crime and Delinquency (PCCD)
  - \$282 million to help public and private nursing homes, assisted living and personal care homes with costs for personal protective equipment, staff testing and pandemic-related costs
  - \$300 million for basic education
  - \$50 million for special education funding
  - Approximately \$350 million for learning loss

# Policy Update - State

- Acting DHS Secretary Meg Snead [announced an agreement with the federal government](#) that allows extra emergency SNAP benefits to continue to be distributed in Pennsylvania; the agreement was necessary as the state's emergency disaster declaration ended.
  - The disaster declaration was ended by the General Assembly last month following the passage of a constitutional amendment in June allowing the legislature to end such gubernatorial declarations.
  - The emergency SNAP benefit addition totals approx. \$150 million a month, benefit almost 1 million Pennsylvanians, and nearly \$2 billion in extra SNAP dollars have been distributed so far during the pandemic.

# Policy Update - State

- Last week, Gov. Wolf signed [Act 41](#) ("Heather's Law") into law, which seeks to improve notification standards when someone in drug or alcohol treatment leaves against medical advice.
  - Requires treatment facilities to notify an emergency contact designated by the patient if they leave the facility against medical advice and have not revoked consent.
  - The call must occur no later than 12 hours after the patient leaves.

# How can a family receive advance CTC?

- Already filed a 2019 or 2020 tax return?

The payments will start automatically. You don't need to do anything.

- Had earned income in 2020, but haven't filed a tax return yet?

Free virtual help filing your return at [GetYourRefund.org/cwf](https://www.getyourrefund.org/cwf)

- No earned income in 2020 or not required to file?

Use the IRS Non-filer's portal [IRS.gov/childtaxcredit2021](https://www.irs.gov/childtaxcredit2021)

## What You Need

- Full name
- Current mailing address
- Email address
- Date of birth
- Valid Social Security numbers (or other taxpayer IDs) for you and your dependents
- Bank account number, type and routing number, if you have one
- Identity Protection Personal Identification Number (IP PIN) you received from the IRS earlier this year, if you have one

[Use the Non-filer Sign-up Tool](#)



# Child Tax Credit Questions



- [JustHarvest.org/CTC](https://JustHarvest.org/CTC) for FAQs and updates
- For providers: Elaina Mitchell – 412-431-8960x212  
[elainam@justharvest.org](mailto:elainam@justharvest.org)
- For clients: 412-431-8960, choose tax help option  
[taxhelp@justharvest.org](mailto:taxhelp@justharvest.org)



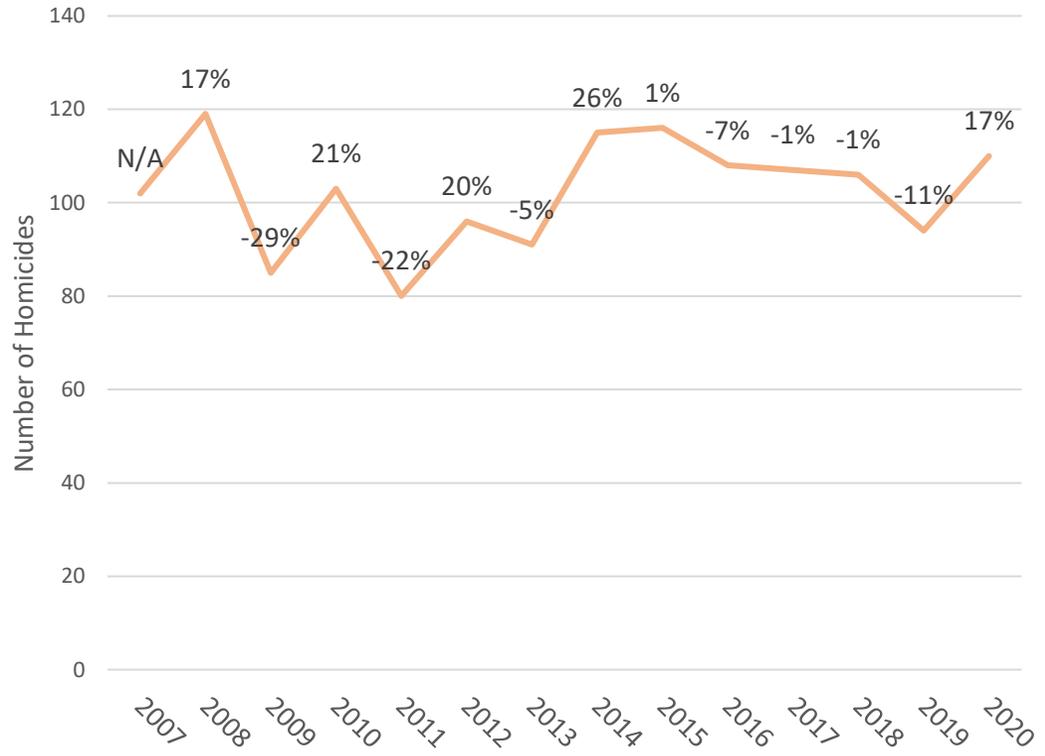
# **Violence Prevention: Recent Trends and Research**

# Street Violence Fact Sheet

- Street violence is gun violence that primarily occurs within the public spaces of our cities and towns. Overwhelmingly, young black men are the victims.
- Over 80% of homicides are committed with a firearm in Allegheny County, annually and cumulatively.
- Street violence is not random. It is heavily concentrated in space. Most gun violence occurs in just a small number of higher need communities.
- Nationally, street violence is much lower than it was in the early 90s, however, our higher need communities still experience an unacceptable and disproportionate amount of gun violence.
- A very small percentage of at-risk young men in our highest need communities are responsible for most gun violence. Many of these young men have experienced significant trauma and have easy access to a gun. Perpetrators and victims are overwhelmingly of the same race.
- The same small number of young men most at risk for committing gun violence are also most likely to be victims of gun violence. Over 80% of individuals involved know each other, per social network analyses.
- Most street violence tends to result from “beefs” and is retaliatory.
- Violence can be prevented and reduced.

# Homicide Trends in Allegheny County

Percent Change in Homicides in AC, 2007 through 2020



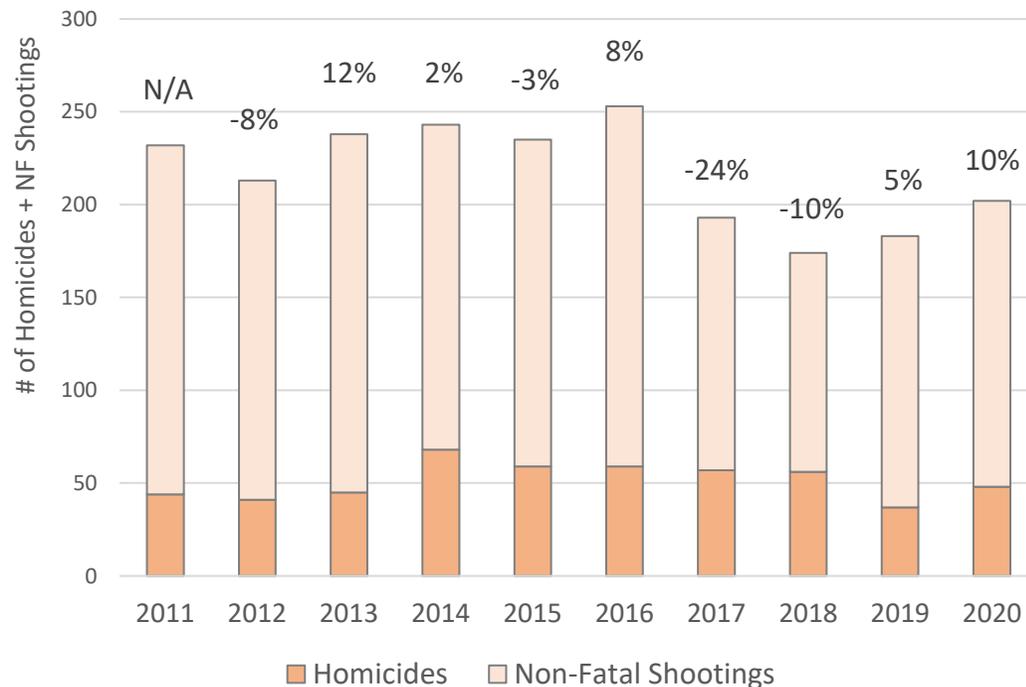
Prior to 2020, homicides had been decreasing since 2016

17% increase in homicides from 2019 to 2020, reversing gains made over past few years

39% increase in homicides from 2020 to 2021 (28 to 39), for data from January through April of each year

# Homicides and Non-Fatal Shooting Trends in City of Pittsburgh

Percent Change in Homicides + Non-Fatal Shootings for City of Pittsburgh, 2011 through 2020



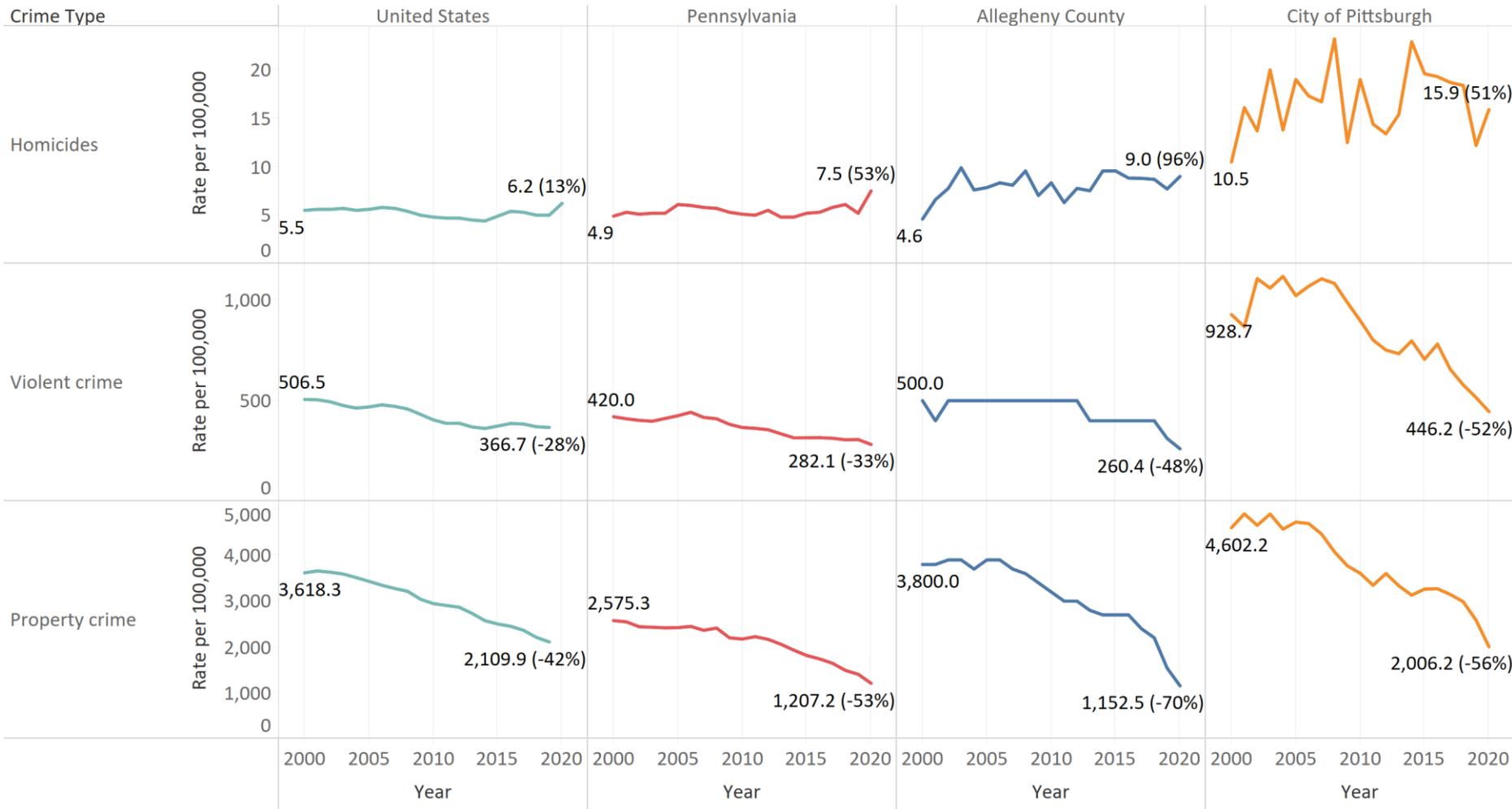
Despite making up 25% of county population, City accounts for 40% or more of homicides, annually.

After two years of significant decline in 2017 and 2018, homicides + non-fatal shootings have been increasing since 2019

10% increase in homicides plus non-fatal shootings from 2019 to 2020 with 30% increase in Homicides alone and 5% increase in NF shootings alone

54% increase in homicides plus non-fatal shootings from 2020 to 2021 (50 to 77), for data from January through April of each year

# Homicides and Crime Trends 2000-2020\*



- The percentage shows the change from the latest data point and 2000.
- The trends are similar for all regions. In 2020, there was a significant increase in the homicides rate, but violence and property crimes rates continue decreasing during this year.

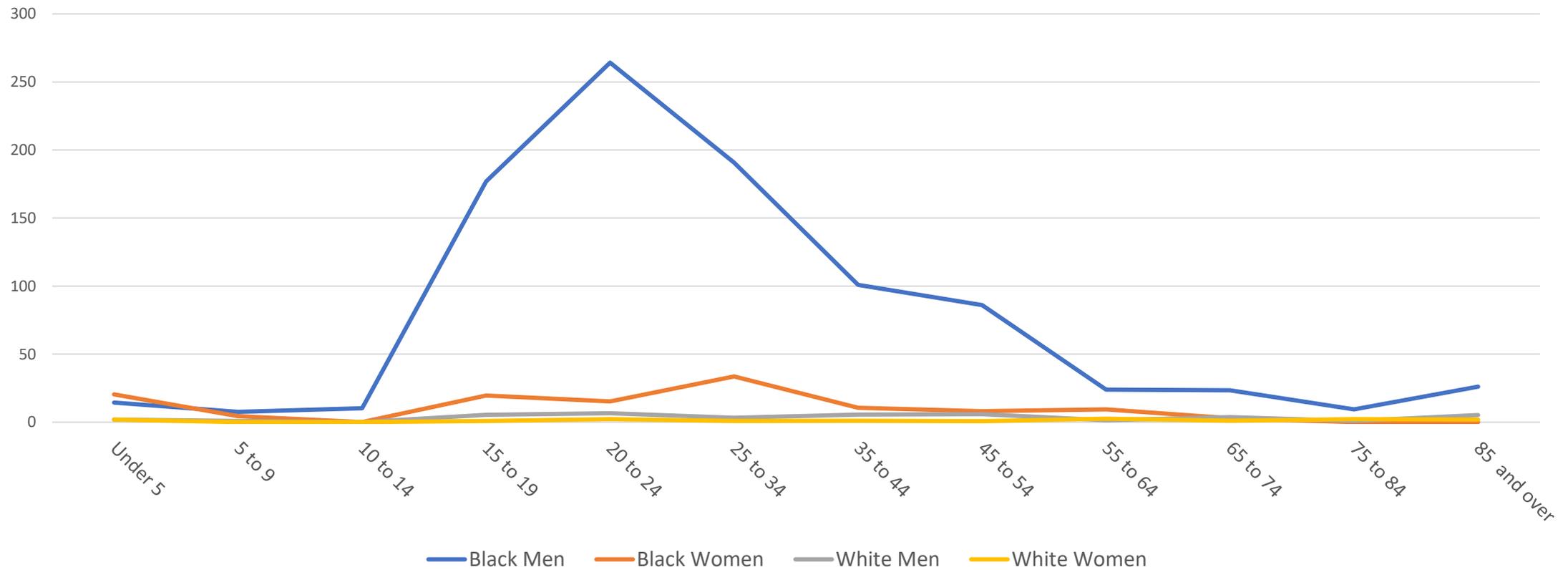


**Likely Contributors to Spike in Homicides and Non-Fatal Shootings in 2020 and 2021, according to experts like Patrick Sharkey**

- Record sales in purchase of guns and increase in gun carrying
- Social isolation from key institutions and programs, resulting from social distancing
- Legal cynicism, resulting from public displays of police violence

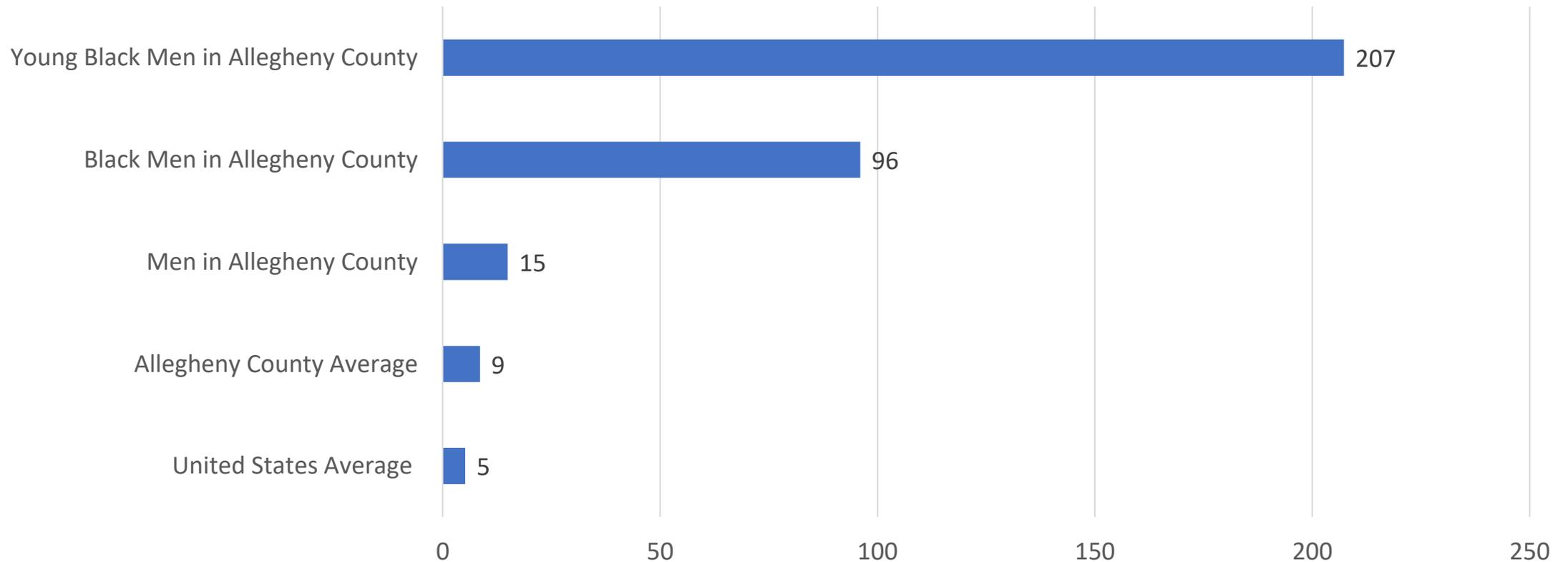
# Homicide Rates by Age, Gender and Race of Homicide Victims in Allegheny County

Homicide Rates by Age, Gender and Race of Homicide Victims (per 100,000), 2016 through 2020



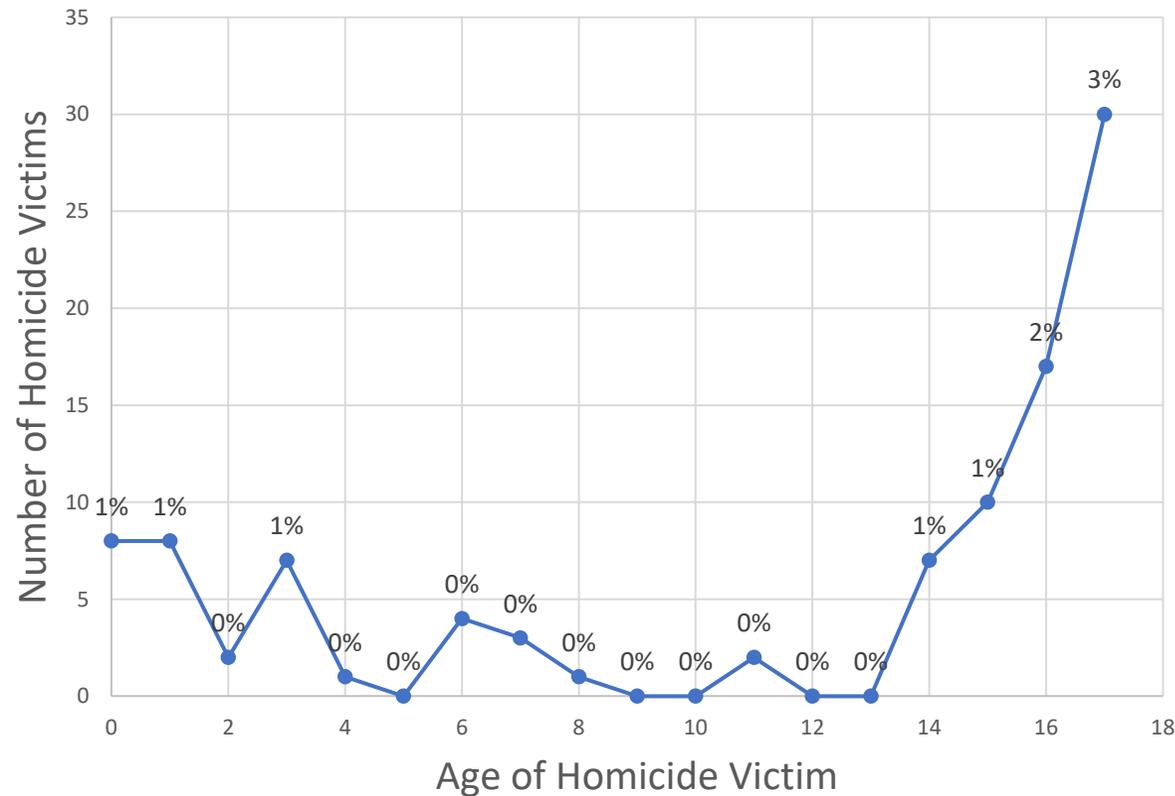
# Comparative Homicide and Victimization Rates

Homicide and Victimization Rates (per 100,000), 2016 through 2020



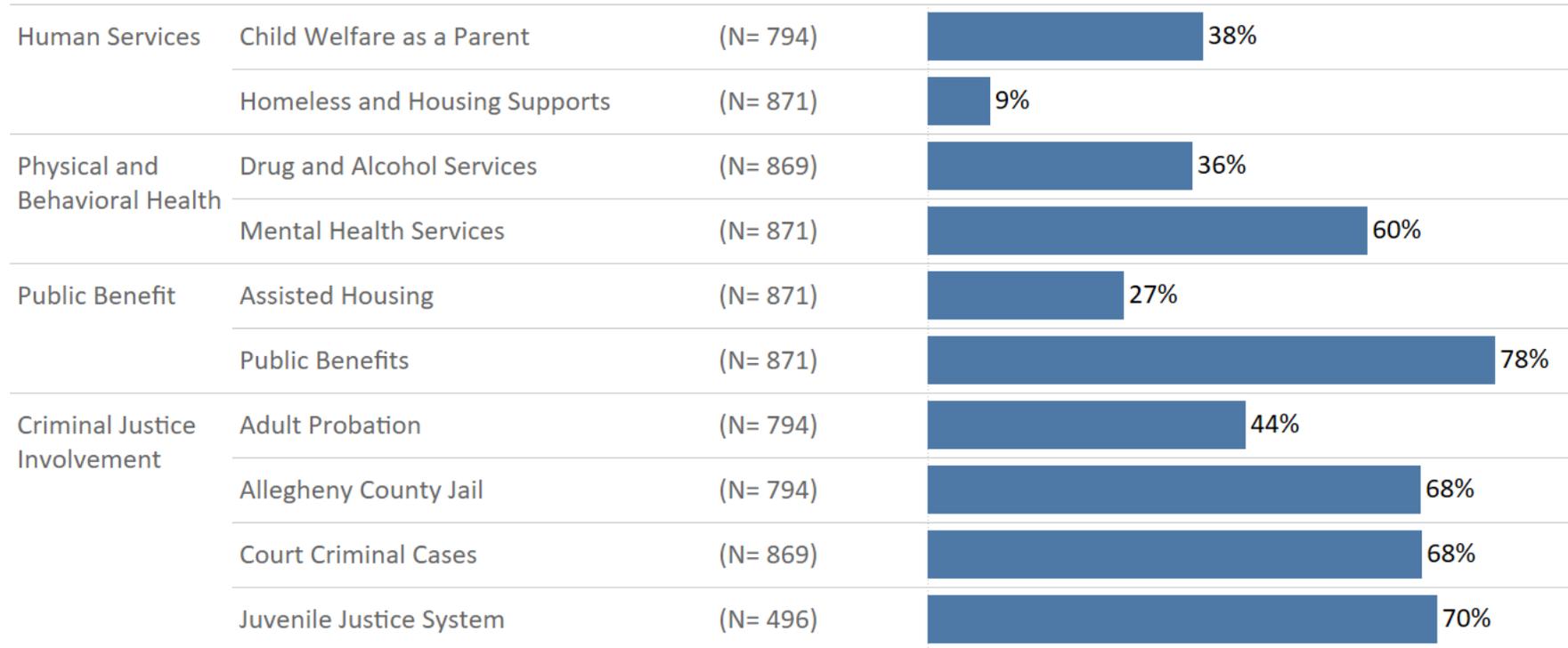
# School-Aged Homicide Victims by Age, 2011 through 2020

Percent of Total Homicides by Age For Those Under 18, 2011 through 2020.



Ten percent (n = 100) of all homicide victims were under 18 over the past decade.

# Service involvement of homicide victims



To calculate N (the eligible population), we followed these criteria:

- Child welfare services were only available as of 2002 and were available for victims who were under age 18 at any point between 2011 and 2020.
- Child welfare as a parent, Adult Probation, and Allegheny County Jail includes only victims who were 18 years or older at the time of death
- Drug and alcohol services includes only victims who were 14 years or older at the time of death
- Court criminal cases includes victims who were 10 or older at the time of their death
- Juvenile justice system information was available for victims who were 11 through 18 at any point between 2011 and 2020.

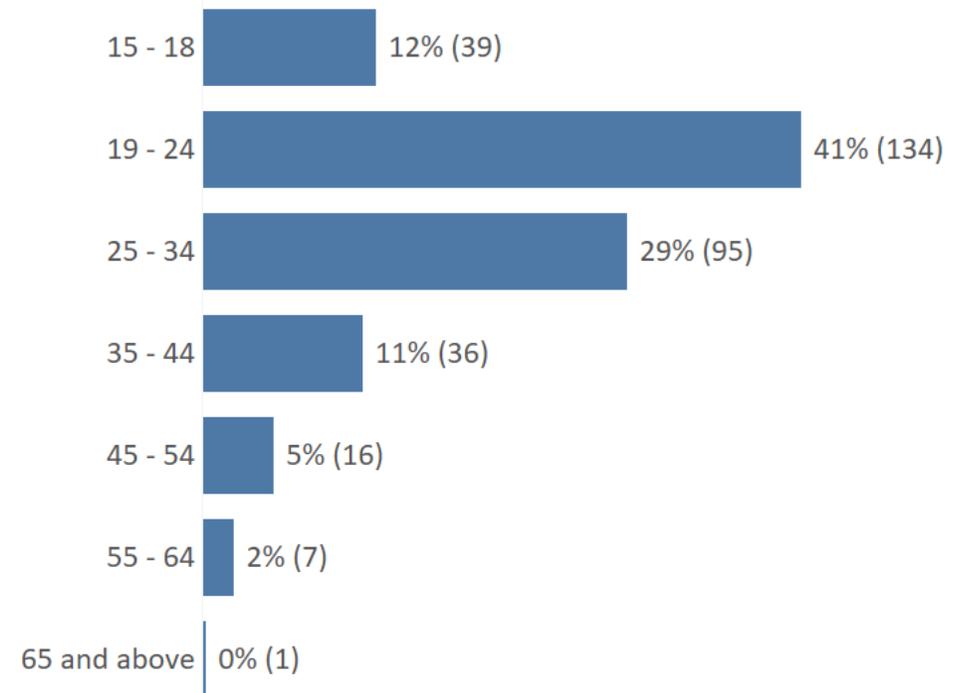
# Homicide Offenders – Similar to Victims

From 2011 to 2020 there were 518 homicides in Pittsburgh, and 51% (265) of them have been cleared. The Pittsburgh Police provided information on 340 offenders for the 265 homicides cleared. 78% of the offenders are black male, and 70% of them\* were between 19 and 34 years of age at the time of their arrest.

**Offender race and gender (N =340)**

	Female	Male	Total
Black	25   7%	265   78%	290   85%
White	4   1%	42   12%	46   14%
Other	2   1%	2   1%	4   1%
<b>Total</b>	<b>31   9%</b>	<b>309   91%</b>	<b>340   100%</b>

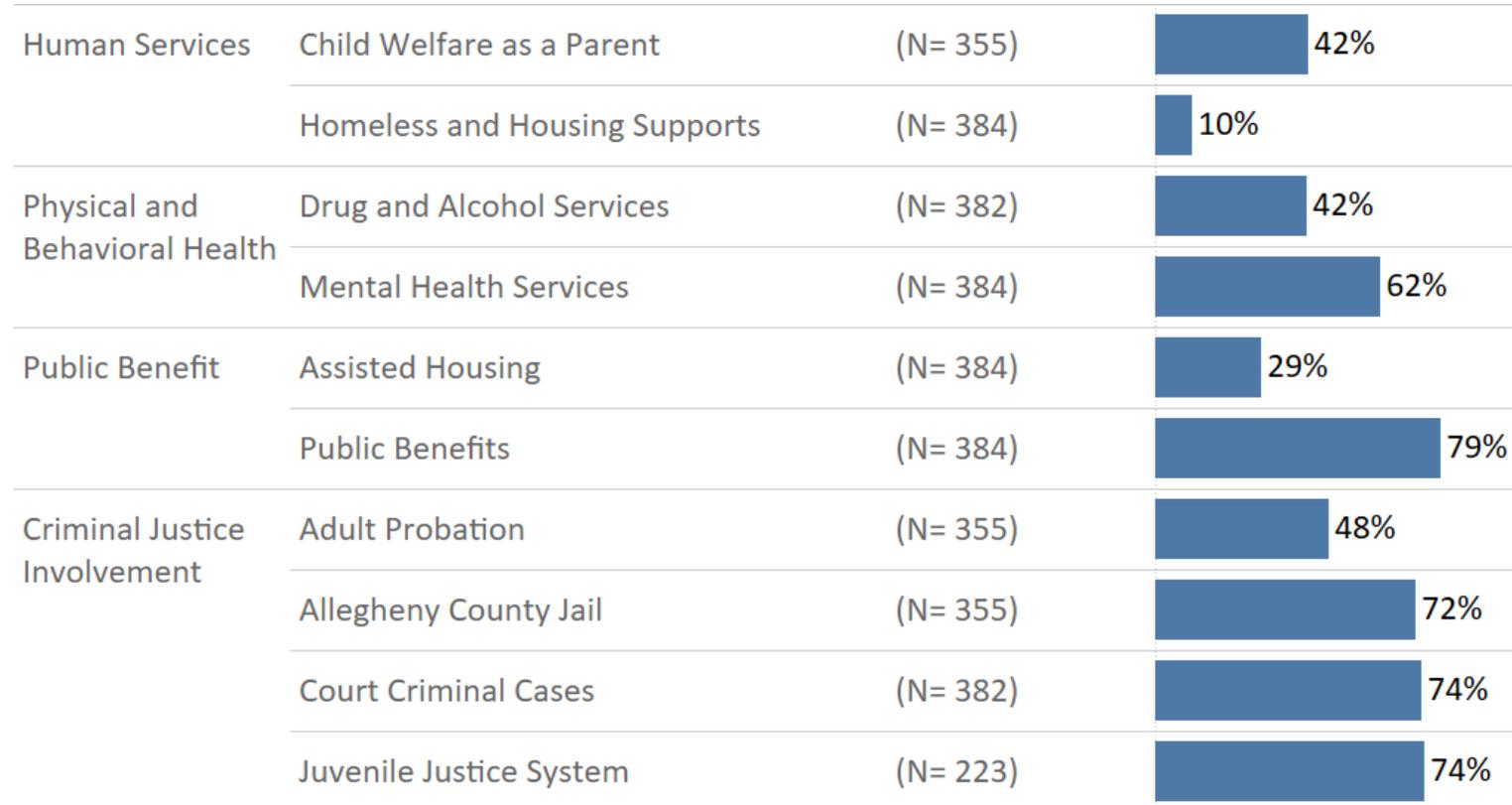
**Offender Age (n = 327)**



\*Age information was available for 327 out of the 340 offenders.

Source: Pittsburgh Bureau of Police

# Service involvement of homicide offenders\* (Only City of Pittsburgh)



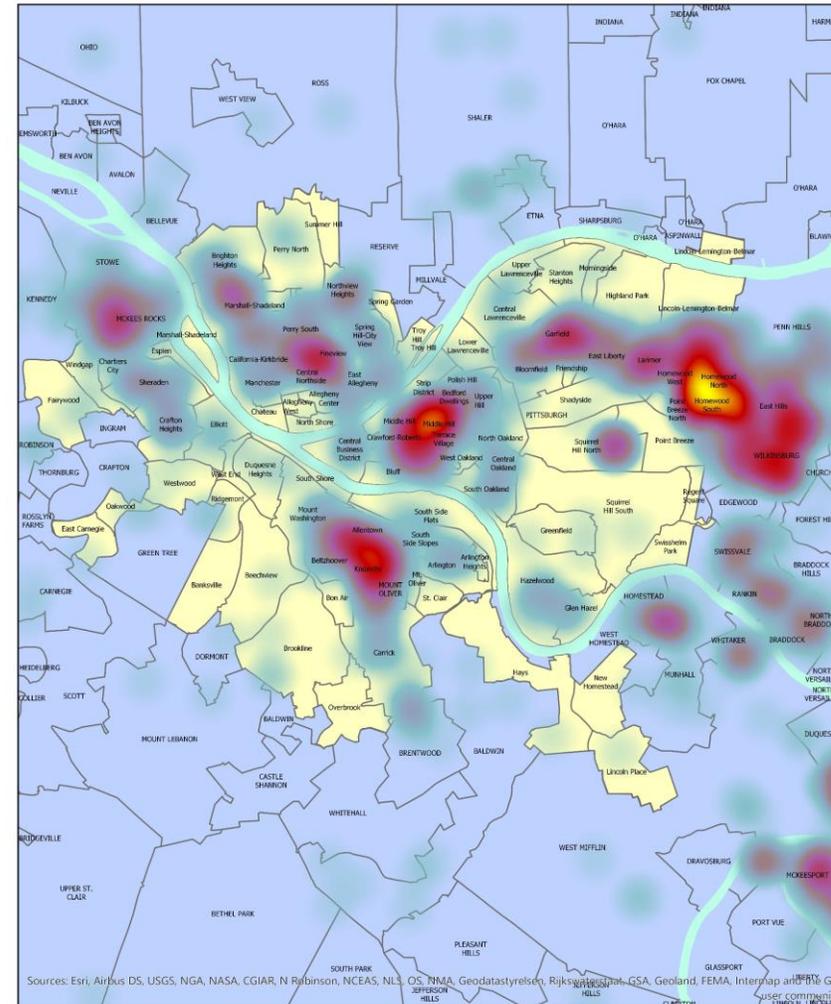
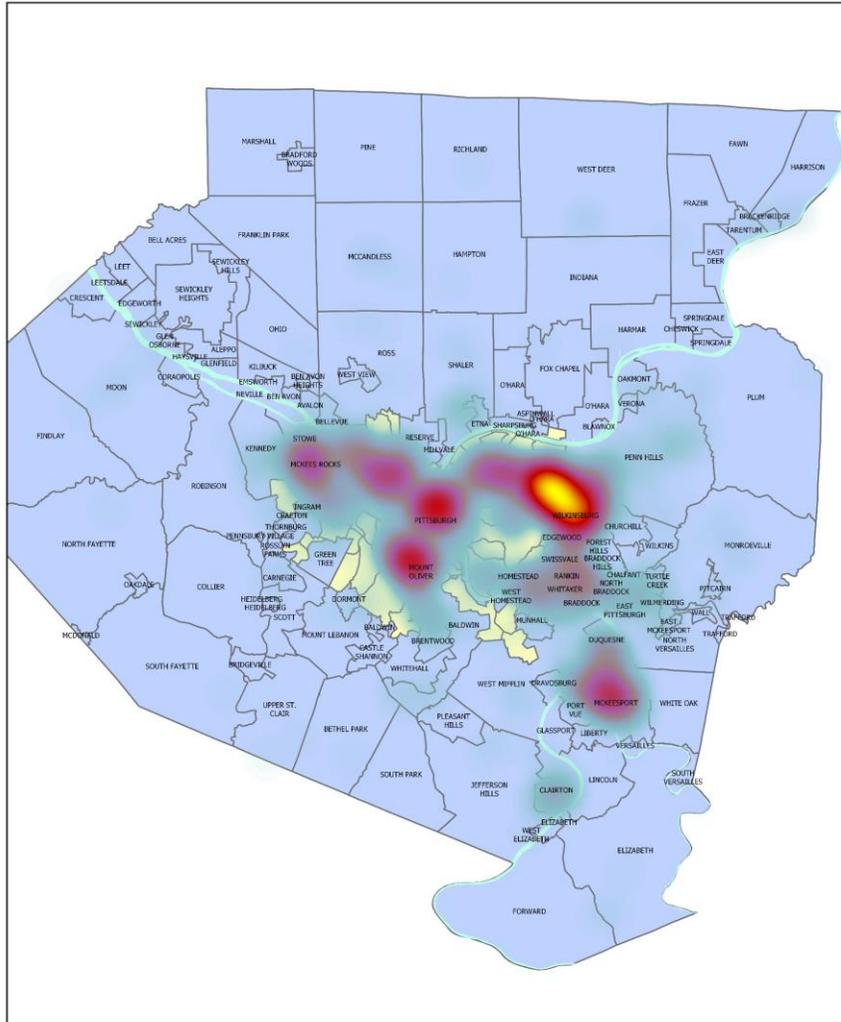
To calculate N (the eligible population), we followed these criteria:

- Child welfare services were only available as of 2002 and were available for offenders who were under age 18 at any point between 2011 and 2020.
- Child welfare as a parent, and Adult Probation includes only offenders who were 18 years or older at the time of minimum filing date
- Drug and alcohol services includes only offenders who were 14 years or older at the time of minimum filing date
- Juvenile justice system information was available for offenders who were 11 through 18 at any point between 2011 and 2020.

\*Data is based on the Magisterial District Court. It includes individuals charged with a homicide (charge grade H) by Pittsburgh Police. Total number of individuals 384 (slightly higher than the 340 offenders obtained using Pittsburgh Police data)

\*Services involvement is before their minimum criminal filing date

# Homicide Hot Spots



Source: Allegheny County Medical Examiner

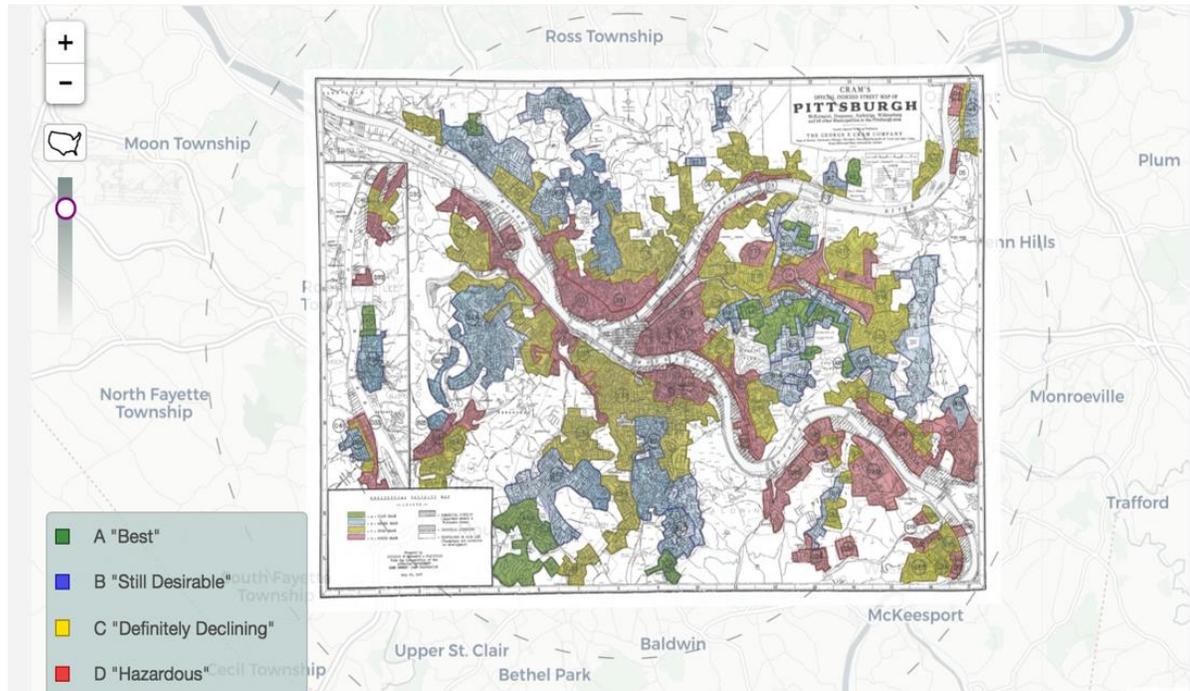
Allegheny County Department of Human Services

# Neighborhoods and Municipalities with Highest Rates of Homicide, 2016 through 2020

Source: Allegheny County Office of Medical Examiner. Pop data via Pittsburgh SNAP and 2019 ACS 5YE. Geographies with < population of 500 excluded

Pittsburgh Neighborhood	Average Homicides	Average Homicides Per 100,000	Municipality	Average Homicides	Average Homicides Per 100,000
Homewood South	4	188	Wilksburg Borough	9	56
Homewood North	3	104	Rankin Borough	1	48
Bedford Dwellings	1	100	McKees Rocks Borough	3	47
Fineview	1	93	Homestead Borough	1	44
Larimer	2	93	East Pittsburgh Borough	1	38
Middle Hill	1	82	Mount Oliver Borough	1	36
East Hills	2	69	Stowe Township	2	36
Beltzhoover	1	62	McKeesport	7	34
Allentown	1	56	Churchill Borough	1	34
Crawford-Roberts	1	53	North Braddock Borough	2	34
Perry South	2	53	Braddock Borough	1	32
Northview Heights	1	49	Clairton	2	27
Lincoln-Lemington-Belmar	2	45	Duquesne	1	25
Garfield	2	44	Versailles Borough	1	25
Knoxville	2	43	Swissvale Borough	2	21

# Disproportionate Gun Violence in Higher Need Black Communities is result of Systemic Racism and Exclusion, and Disparate Impact



- Explicitly racist housing, lending and land use policies from early 1900s to 1960s
  - Still ample evidence of racial steering and lending discrimination to this day
- White flight, outmigration and suburbanization
- Urban renewal
- Disparate impact of deindustrialization on Black workers and communities
- Crack-cocaine epidemic, zero tolerance policing and War on Drugs
- Exclusionary Zoning
- *These intentional policy decisions made poor Black communities vulnerable to violence and community trauma as the result of their concentrating disadvantage and disinvestment, socially isolating residents from resources, opportunities, key institutions and networks, and through the entrenchment of legal cynicism resulting from racism in our criminal justice system, all of which destabilized the social fabric of poor Black communities*

Source: Color of Law by Richard Rothstein, Segregated by Design by Jessica Trounstein, The New Jim Crow by Michelle Alexander, The Truly Disadvantaged by William J Wilson and Stuck in Place and Uneasy Peace by Patrick Sharkey

# Violence Affects The Entire Community

- IQ scores fell half a standard deviation below average if children took an IQ test within week of local murder, all else equal [1]
- Exposure to gun violence linked to higher risk of suicidal ideation and psychotic experience and higher levels of depression and distress [2]
- Violence leads to outmigration and further disinvestment [3]
- Police violence tends to concentrate in poor communities and exposure to police violence leads to persistent decreases in GPA, increased incidence of emotional disturbance, and lower rates of high school completion and college enrollment [4]

# Current State of Violence Reduction in Allegheny County, at large

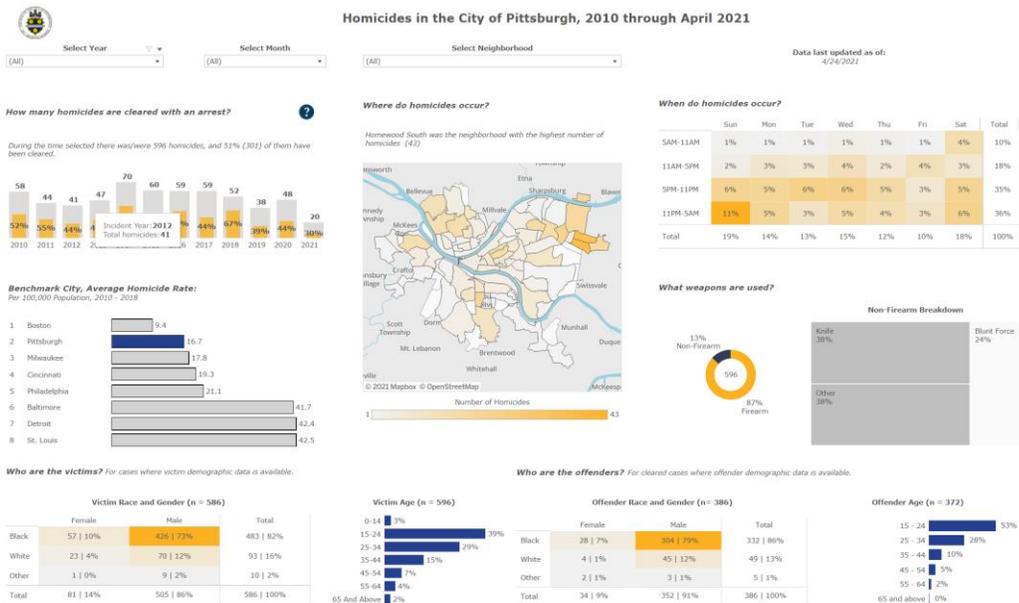
- Group Violence Intervention via Pittsburgh Bureau of Police (PBP) in City of Pittsburgh
- PBP's community relations initiatives and illegal gun monitoring/removal
- Cure Violence in Wilkinsburg, sections of Woodland Hills School District and city neighborhoods that feed into Westinghouse
- Juvenile Probation connecting youth with trauma informed behavioral interventions
- Trauma Response Team via Neighborhood Resilience Project
- Hospital-based intervention and street outreach
- And more

# Other Effective Street Violence Reduction Efforts that Could Be Utilized

- Crime Prevention Through Environmental Design (CPTED): basic upkeep of abandoned lots and vacant homes in neighborhoods most impacted by violence [5]
  - 30% reduction in shootings
- School-based programs with a focus on CBT (focused on neighborhoods with the highest rates of violence) [6]
  - Becoming A Man in Chicago
    - 50% reduction in violent arrests
    - Meet during school day
    - CBT blended with dynamic youth engagement
    - Focus on impulse control, conflict resolution, peer support and future orientation
- Systematic expansion of summer youth employment to every eligible youth (focused on neighborhoods with highest rates of violence) [7]
  - 18% reduction in homicides

# Key local data sites/reports

## Dashboard for Homicides in City of Pittsburgh

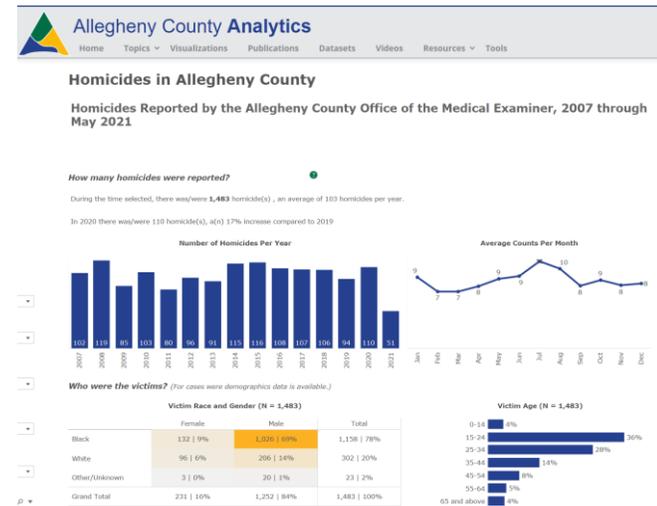


<https://pittsburghpa.gov/publicsafety/homicide-data>

## DHS report on Homicides in Allegheny County and City of Pittsburgh, 2010 through 2015

[ACDHS CJ-Homicides-in-Allegheny-County-and-City-of-Pgh\\_Oct-2017.pdf \(alleghenycountyanalytics.us\)](#)

## Dashboard for Homicides in Allegheny County



<https://www.alleghenycountyanalytics.us/index.php/2018/05/30/homicides-in-allegheny-county-interactive-dashboard/>

## Dashboard for Gun Violence in City of Pittsburgh (shots fired, aggravated assault with firearm and non-fatal shootings)

<https://www.alleghenycountyanalytics.us/index.php/2016/09/11/gun-violence-city-pittsburgh/>

# References

- [1] Sharkey, P. 2010, June 29. “The Acute Effect of Local Homicides on Children’s Cognitive Performance.” Proceedings of the National Academy of Sciences of the United States of America.
- [2] Smith, M. E. et al (2020, February). The impact of exposure to gun violence fatality on mental health outcomes in four urban U.S. settings. *Social Science and Medicine*.
- [3] Abt, T. (2019). *Bleeding out: The Devastating Consequences of Urban Violence – And A Bold New Plan For Peace In The Streets*. Basic Book, New York.
- [4] Ang, D. (2021, February). The Effects of Police Violence on Inner-City Students. *The Quarterly Journal of Economics*, 136(1).
- [5] Branas, C., South, E. et al. (2018, March). Citywide cluster randomized trial to restore blighted vacant land and its effects on violence, crime, and fear. *Proceedings of the National Academy of Sciences of the United States of America*.
- [6] <https://urbanlabs.uchicago.edu/projects/becoming-a-man>
- [7] Gelber, Alexander, Adam Isen, and Judd B. Kessler. 2016. “The Effects of Youth Employment: Evidence from New York City Lotteries.” *The Quarterly Journal of Economics*, 131(1): 423–460.

# **Violence Prevention: Panel Discussion**

# Panelists

## Elected Official

**Austin Davis**, PA State Representative, 35th District

## Law Enforcement

**Scott Schubert**, Chief of Police, Pittsburgh Bureau of Police

**Chris Kearns**, Superintendent, Allegheny County Police

**Lavonnie Bickerstaff**, Assistant Chief, Pittsburgh Bureau of Police

**Eric Holmes**, Chief of Staff, Pittsburgh Bureau of Police

**Cornell Jones**, Director of Street Outreach, City of Pittsburgh

## Health & Human Services

**Rod Harris**, Deputy Director, Allegheny County Health Department

**Ross Watson**, Violence Prevention Program Manager, Allegheny County Health Department

**Liz Miller**, Director, Adolescent and Young Adult Medicine and Professor of Pediatrics, Public Health and Clinical and Translational Science, UPMC Children's Hospital of Pittsburgh, University of Pittsburgh School of Medicine

**Alison Culyba**, Assistant Professor, Division of Adolescent and Young Adult Medicine, UPMC Children's Hospital of Pittsburgh, University of Pittsburgh School of Medicine

**Reggie Smith**, Outreach and Prevention Specialist, Allegheny County DHS

## Community Partners

**Rashad Byrdsong**, CEO, Community Empowerment Association

**Richard Garland**, Director, University of Pittsburgh, Public Health, Violence Prevention Project

**Taili Thompson**, Director, Violence Prevention Initiative, Operation Better Block

# Coming up next

- Our next meeting is on July 22, 2021.
- The topic will be Child and Family Well-being.

# Key Contacts

- Provider questions for Allegheny County Health Department
  - [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)
    - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
  - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- Key DHS staff
  - Payment inquiries: Dan Evancho [Dan.Evancho@alleghenycounty.us](mailto:Dan.Evancho@alleghenycounty.us)
  - Contract inquiries: Kathy Heinz [Kathy.Heinz@alleghenycounty.us](mailto:Kathy.Heinz@alleghenycounty.us)  
Laura Brigido [Laura.Brigido@alleghenycounty.us](mailto:Laura.Brigido@alleghenycounty.us)
- United Way 2-1-1
  - For basic needs assistance or general COVID-19 inquiries call the 24/7 COVID-19 Hotline at 1-888-856-2774. Language services available.



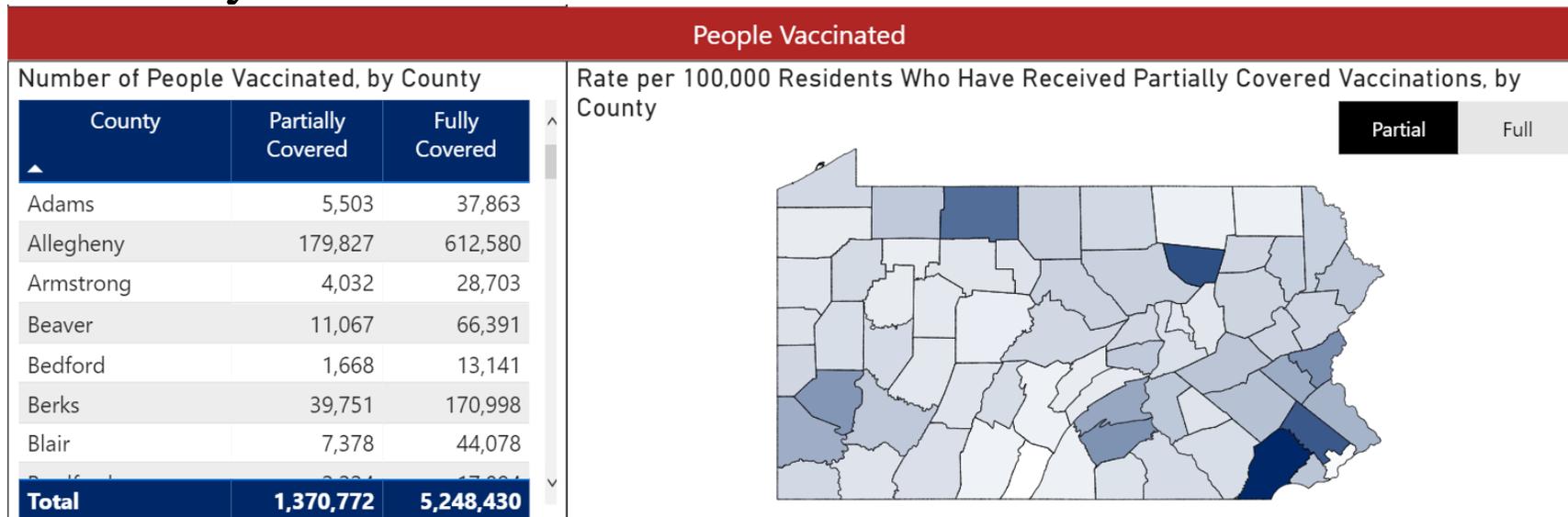
# Appendix

# Allegheny County Vaccination

Through 6/21/2021:

- 179,827 are partially vaccinated and 612,580 are fully vaccinated
  - 73% of residents have received at least one dose
  - 56% are fully vaccinated

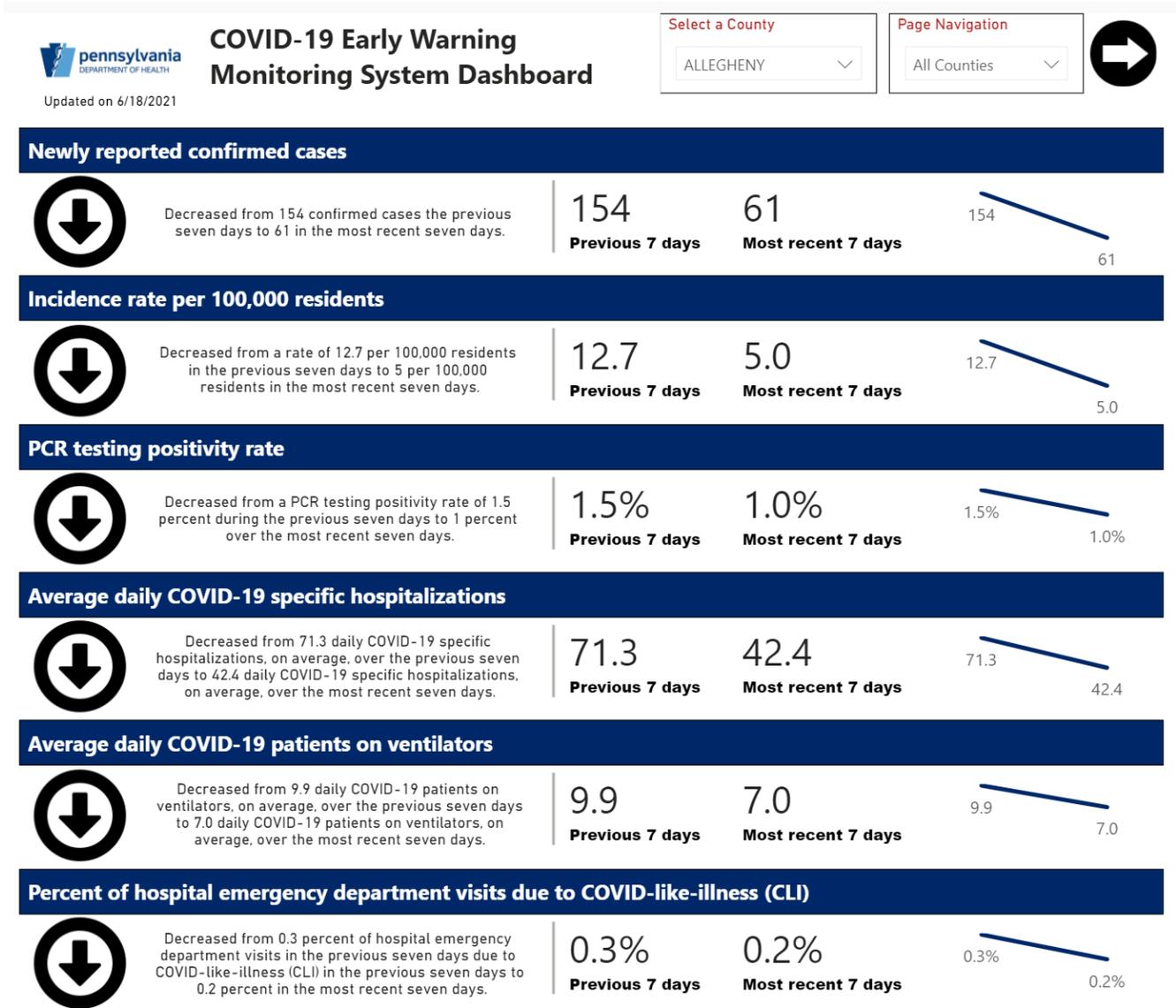
<https://www.health.pa.gov/topics/disease/coronavirus/Vaccine/Pages/Dashboard.aspx>



# PA State Metrics

- Compares week of June 11<sup>th</sup>–June 17<sup>th</sup> to previous week (June 4<sup>th</sup>–June 10<sup>th</sup>)

	% change from last week to this week
Newly reported cases	-60%
Incidence rate per 100,000	-61%
Positivity rate	-33%
Ave. daily hospitalizations	-41%
Ave. daily patients on ventilators	-29%
% ED visits due to CLI	-33%



PA state's early warning system dashboard

(<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Monitoring-Dashboard.aspx>).

# Allegheny County Housing Authority

## Public Hearing

- ACHA holding public hearing on changes to Admissions and Continued Occupancy Policy and Section 8 Administrative Plan **Tomorrow, Friday, June 25<sup>th</sup> at 10:15 a.m.**
- Proposed changes reflect ACHA's work with the Vera Institute of Justice, along with DHS, to reduce barriers to public housing for people with criminal records
- Review the draft documents and find details of hearing here: <https://www.achsng.com/publicdocs.asp> Attend hearing in-person or virtually, and/or submit comments ahead of time via email

# Aging Public Hearing

- You're invited to a public hearing to solicit comment on the 2021-2022 Budget Prospectus, scheduled for Friday, June 25, at 10 AM
  - View the [budget prospectus](#)
  - Join the Zoom meeting and teleconference through the [Community Meetings and Hearings page of the DHS website](#)
  - Submit written testimony to [Matthew.Beall@alleghenycounty.us](mailto:Matthew.Beall@alleghenycounty.us) or via mail to the Allegheny County Department of Human Services, Area Agency on Aging, 2100 Wharton Street, Pittsburgh, PA 15203 by June 28<sup>th</sup>

# Early Childhood Education Enrollment is open!

It's never too early to enroll!

- Early Head Start, Head Start and Pre-K Counts programs offer Language Development, Math, Science and Social Skills.
- Allegheny County residents call: (412) 394-4594
- City of Pittsburgh residents call: (412) 529-4291 option 2

# Child Tax Credit Update

- Anyone who has filed taxes in 2019 or 2020, claimed a child on their return, and meets income qualification will automatically be enrolled in the advance payment program. An estimated 12% of US children are in families that are considered non-filers and may need help signing up.
  - The non-filer tool is open and you can use [this guide](#) to support folks in filling it out.
- The administration has launched the website [childtaxcredit.gov](https://childtaxcredit.gov) ([Spanish website version](#)) with details for potential recipients and information for non-filers.
- Just Harvest will join our next call (July 8<sup>th</sup>) to share more practical tips and outreach materials

# Participate in the ACHD Community Health Assessment Survey Supplement

ACHD seeks to better understand the complex impacts 2020 had on community residents.

- Complete the [survey online](#) in English or Spanish
- Request paper surveys in multiple languages including Spanish, Nepali, Arabic, and Simplified Chinese through [this form](#)
- Participants may enter a raffle for a \$50 Giant Eagle gift card
- Responses are due by 6/30.

# New on Allegheny County Analytics



## Allegheny County COVID-19 Emergency Rental Assistance Program (ERAP)

ERAP offers financial assistance for people struggling to pay rent or utilities due to COVID-19. Renters qualify if they've lost income due to the pandemic, are at risk of becoming homeless, or their household income is below 80% of the Area Median Income for Allegheny County. Landlords can also apply with their tenants' involvement.

Learn more: <https://covidrentrelief.alleghenycounty.us/>

These interactive dashboards track data about ERAP, like who is applying and how long the application process takes, from when the program started until today. The data is updated daily, and you can sort it your way using filters.

Check out the Emergency Rental Assistance Program (ERAP) [Dashboard!](#)

Overview

Data and Definitions

Who is Applying?

Population Comparisons

Needs by Households

Process and Payments

# Isolation & Quarantine Emergency Shelter Updates

- Isolation and Quarantine space remains available at the Safe Haven
- Seeing significant decrease in need and beginning to wind down temporary facility
  - Highly Vulnerable referrals will no longer be accepted after 6/30/21
  - Positive, exposed, or suspected referrals will be accepted through 8/31/21
  - Anticipate fully closing 9/30/21, continuing to be responsive to community need

# Winter Shelter Closure

- Winter Shelters kept open later this year to meet COVID related needs.
  - Smithfield United Church of Christ
  - McKeesport Downtown Housing Emergency Shelter
- The last **night** of shelter is June 30<sup>th</sup>. The shelter will officially close the morning of July 1<sup>st</sup>.
- Providers are working with current guests to create plans post-shelter.
- DHS is reviewing client rosters to support connections with housing programs.

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- Providers are working with current guests to create plans post-shelter.
- DHS is reviewing client rosters to support connections with housing programs.

# Updated DHS Values Statement

- 1. Service integration begins with the individuals and families we serve.**
  - Whenever possible, a team approach involving the consumer/family, system partners and natural supports will develop and monitor the plan for services.
- 2. Individuals and families have the capacity to identify their own strengths, needs and goals; create relationships; and take steps necessary to accomplish these goals.**
  - Improving the health and well-being of individuals and families, and increasing their self-reliance to the extent possible, will be prioritized.
- 3. People sustain their health and wellness with the support and assistance of their families and/or natural supports.**
  - The engagement of family and natural supports will be emphasized and the intrusiveness of formal service systems minimized, whenever possible.

# Updated DHS Values Statement

- 4. Individualized and comprehensive services should be provided to people based on their unique needs.**
  - A full continuum of services (information, prevention, early intervention, case management, crisis intervention, after care), including tangible aid, when necessary, will be available to support those needs.
  
- 5. All services must be high-quality, accessible, and aligned with individual and family strengths, needs and goals.**
  - Ongoing assessment of service quality and fidelity, through the use of data, research and timely measurement of program efficacy and outcomes, will direct continuous quality improvements.

# Updated DHS Values Statement

- 6. All communities and populations have unique cultural characteristics.**
  - Services will be delivered in a manner that is inclusive, competent and respectful of these characteristics.
  
- 7. All services, policies and processes will be informed by a commitment to diversity, equity and inclusion, requiring the active and intentional inclusion of people of varying social identities (e.g., race, ethnicity, gender identity and expression, sexual orientation, age, socioeconomic class, ability, religion, citizenship status and country of origin).**
  - This commitment recognizes the social and structural differences that are deeply embedded in the fabric of society. By frankly addressing the privilege and power disparities that have led to unequal access to opportunities and resources, all people, regardless of social group or individual characteristics, will have an opportunity to succeed.