



pennsylvania

DEPARTMENT OF HUMAN SERVICES

Vision: To see Pennsylvanians living safe, healthy and independent lives.

Mission Statement: To improve the quality of life for Pennsylvania's individuals and families. We promote opportunities for independence through services and supports while demonstrating accountability for taxpayer resources.

Allegheny County Executive Director:

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The PA Department of Human Services – Allegheny County Assistance Offices (CAO)

Allegheny County Assistance Office consists of five District Offices that are located within Allegheny County to ensure services are obtainable for all residents within the county.

Allegheny CAO is charged with the responsibility of providing a wide range of benefits as well as services such as:

- The Temporary Assistance for Needy Families Cash Assistance Program (TANF)
- Medical Assistance, often referred to as Medicaid; including Long Term Care and Waiver Services
- Supplemental Nutrition Assistance Program (SNAP) - formerly the Food Stamp Program
- Home Heating Assistance – the LIHEAP program (seasonal heating assistance program)
- Employment and Training Services For CASH and or SNAP recipients
- Child Support Referrals
- Emergency Shelter Assistance
- Refugee application services

Our Agency provides the above services according to Policy and Procedure mandated by the Commonwealth of Pennsylvania Department of Human Services. To be found eligible for the above services, applicants must meet all financial as well as non-financial criteria as mandated within Policy for the program in which they would like to apply. These guidelines and criteria are accessible to the public and can be found on our website www.DHS.pa.gov.

How to apply:

- Online COMPASS(www.COMPASS.state.pa.us) **24 hours a day;**
- Individuals can apply in person at a local office, **open Monday-Friday 7:30 am-5pm**

Additional services:

In a continuing effort to better service our clients, each office is equipped with a self-service area where clients can utilize copiers and COMPASS Computer Stations. In addition we have a Mobile Application. This new mobile APP is called MYCOMPASS PA and can be downloaded from the app store 24 hours a day. This application can also be utilized by clients to view their active benefits as well as check on the status of their pending application.