



Drug and Alcohol Services

**AFTER HOURS ACCESS TO
DRUG & ALCOHOL SERVICES:
1-800-553-7499**

**NON-EMERGENCY DRUG
AND ALCOHOL QUESTIONS:
412-350-3328
TTY/TDD 412-350-3467**

**WARMLINE - FOR EMOTIONAL
SUPPORT:
1-866-661 WARM (9276)**

The Bureau of Drug and Alcohol Services provides—through approximately 30 community-based agencies—services designed to prevent and treat substance abuse and addiction.

These services respond effectively to immediate needs and, utilizing the strengths of individuals and families, empower people in treatment and recovery to live successfully in their community.

Drug & Alcohol Services

DHS Vision

TO CREATE AN ACCESSIBLE, CULTURALLY COMPETENT, INTEGRATED, AND COMPREHENSIVE HUMAN SERVICES SYSTEM THAT ENSURES INDIVIDUALLY TAILORED, SEAMLESS, AND HOLISTIC SERVICES TO ALLEGHENY COUNTY RESIDENTS, IN PARTICULAR, THE COUNTY'S VULNERABLE POPULATIONS.

DHS Principles

ALL SERVICES WILL BE: HIGH QUALITY—REFLECTING BEST PRACTICES IN CASE MANAGEMENT, COUNSELING, AND TREATMENT. READILY ACCESSIBLE—IN NATURAL, LEAST-RESTRICTIVE SETTINGS, OFTEN COMMUNITY-BASED. STRENGTHS-BASED—FOCUSING ON THE CAPABILITIES OF INDIVIDUALS AND FAMILIES, NOT THEIR DEFICITS. CULTURALLY COMPETENT—DEMONSTRATING RESPECT FOR INDIVIDUALS, THEIR GOALS, AND PREFERENCES. INDIVIDUALLY TAILORED AND EMPOWERING—BY BUILDING CONFIDENCE AND SHARED DECISION-MAKING AS ROUTES TO INDEPENDENCE RATHER THAN DEPENDENCY. HOLISTIC—SERVING THE COMPREHENSIVE NEEDS OF FAMILIES AS WELL AS INDIVIDUALS THROUGH TANGIBLE AID AND A FULL CONTINUUM OF SERVICES—INFORMATION EXCHANGE; PREVENTION; EARLY INTERVENTION; CASE MANAGEMENT & CRISIS INTERVENTION; AFTER CARE.

Office of Behavioral Health — Administration

Dan Onorato, *Allegheny County Executive*
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Office of Behavioral Health (OBH) Drug & Alcohol Services



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to immediate needs
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After Hours Access to Drug & Alcohol Services

1-800-553-7499

This toll-free number is staffed by professional behavioral health counselors who can assist with accessing drug and alcohol services 24 hours / day, 7 days/week.

Community Care Behavioral Health is the Behavioral Health Managed Care Organization for Allegheny County Medical Assistance recipients and can also assist uninsured Allegheny County residents with accessing drug and alcohol treatment services.

The staff can provide information about available services and offer referrals to a wide continuum of drug and alcohol treatment services and providers.

Drug and Alcohol Treatment Services

A variety of community-based Drug and Alcohol Outpatient Treatment, Residential and Hospital-based services are available to eligible Allegheny County residents. These services include, but are not limited to screening and assessment, specialized professional medical consulta-

tion, physical examinations, psychiatric evaluations, lab tests (such as HIV and TB testing), treatment planning, methadone maintenance, therapy (individual, group and family) and aftercare planning and follow-up.

Some programs are specifically designed for priority populations: women; women with children; pregnant women; pregnant women with children; intravenous drug users; gays/lesbians; individuals with HIV; and adolescents.

Providers serving priority populations offer immediate assessment and admission to treatment in the following order: (a) pregnant injection-drug users; b) pregnant substance abusers; c) injection-drug users; and d) all others.

Outpatient Treatment Services

A variety of community-based Drug and Alcohol Outpatient Treatment services such as Partial Hospital Services (i.e., a minimum of 10 hours of treatment a week over the course of at least 3 days), Intensive Outpatient Services (i.e., 5 to 9.5 hours of treatment a week) and Outpatient services (i.e., 1 to 4.5 hours of treatment a week) are available.

Clients at these levels of treatment will receive additional assistance in accessing services for vocational assessment; job readiness and placement; GED preparation and testing; literacy and basic education tutoring; parenting skills; legal, medical and dental care; general health education; budgeting; credit restoration; housing assistance; income support; and social activities.

Detoxification Services

Detoxification services for people suffering from addiction include: evaluation, followed by elimination of the addictive substance or the dependency factors, while keeping the health risks from substance withdrawal to a minimum.

Detoxification services also include support and efforts to motivate people to seek ongoing treatment.

Residential Services

A variety of 24-hour residential programs, with various levels of structure, professional support, and access to other specialized services (e.g., medical care), are available to assist people in their recovery. Services may be short- or long-term and range from intensive treatment to life skills acquisition and integration.

Case Management

Individuals in treatment for drug and alcohol abuse or addiction often are involved with a number of systems (for example, education, physical health, insurance, government, juvenile justice, or criminal justice) that must be coordinated to achieve best results.

Case Management helps people access the needed systems and ensures that the providers of service function in a coordinated manner.

Prevention Services

Informational and educational programs on the dangers of substance use and abuse as well as services to help individuals with use and/or abuse are offered in the schools and community.

Recovery Oriented Systems of Care Services (ROSCS)

Recovery-oriented services are designed to enhance treatment by linking persons in recovery with whatever supports they may need to be successful in his or her home community.

Recovery-oriented services are to be holistic in approach, focusing on meeting individual needs, and include but are not limited to: 12-step programs, supportive housing programs, advocacy and mentoring efforts.