



CENTER FOR HUMAN SERVICES RESEARCH
UNIVERSITY AT ALBANY State University of New York

Albany County Human Services Department Evaluation

The Center for Human Services Research (CHSR) conducted an evaluation of six human service departments within Albany County: [Department of Social Services](#), [Department of Probation](#), [Department of Health](#), [Department of Mental Health](#), [Department for Aging](#), and [Department for Children, Youth, and Families](#).

EVALUATION & RESEARCH

The evaluation conducted by CHSR aimed to provide county leadership with an assessment of the operations of six county-level human services departments. Utilizing a comprehensive document review, interviews with departmental leaders, and a staff survey, CHSR developed an organizational structure of each department, logic models to outline departmental goals and objectives, and benchmark measures to assist departments in monitoring outcomes on a yearly basis. Additionally, the evaluation gathered data and feedback regarding each department's engagement in activities designed to increase equity among the residents of Albany County. This data was to be used by the county to develop a strategic plan related to a county-wide equity agenda.