

Engaging the community in public planning

The Department of Human Services (DHS) is implementing a new technology solution to enable clients and other community members to give feedback, share information and generate ideas about proposed Allegheny County projects and policies.

Following in the footsteps of the [satisfaction kiosks](#) and [SMS surveying](#), Neighborland is designed to solicit feedback from hard-to-reach clients and engage members of the community in the planning process. It is a public website that is accessible from all devices and works similarly to a message board. DHS can pose questions to community members such as “How can we help those who care for seniors?” while community members can respond with ideas, or click a “me too” button to support an existing suggestion.

“We want to be transparent about the challenges we face and empower citizens to tell us what they think about our proposed solutions and encourage them to share their own,” said Alexa Seretti, communications and digital strategy lead in the Office of Data Analysis, Research and Evaluation (DARE). “The feedback and ideas we get will be used in planning future projects and policies at DHS and we will eventually expand to include broader County efforts.”

DHS will launch its first public planning project page in April, with a focus on family caregiving. Interested participants can visit <http://www.neighborland.com/acdhs-caregivers> (note: this link will go live on Monday, April 16).

To learn more about Neighborland, please contact Alexa at Alexa.Seretti@alleghenycounty.us.