



DHS News

Newsletter of the Allegheny County
Department of Human Services



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Five Questions with Jamaal Davis

Jamaal is client experience manager in the Office of Analytics, Technology and Planning (ATP).

1. What was your path to Allegheny County/DHS?

Before DHS, I was working to reduce the digital skills gap and create equal access to education in southwestern Pennsylvania. I designed the Digital Career Accelerator, a blended learning workforce development program for underrepresented populations in tech provided by a Google and Goodwill partnership.

I have a bachelor's degree in English and philosophy and a nanodegree in digital marketing created by Udacity in collaboration with Google, Facebook and Hootsuite. I'm a graduate of the Interaction Design Foundation. I'm a human-centered designer who is passionate about finding new ways to leverage these technologies to create a more equitable society.

2. How does your team support DHS?

The client experience team supports DHS by partnering with different departments to help them get the information they need from the people we serve through quantitative and qualitative data collection, analysis, and human-centered design (HCD). We also help with ongoing surveys, focus groups, etc. to keep DHS informed about the needs of the people we serve and how they would like their needs to be met. This helps the department to be able to assist people on a deeper level by addressing the consumer's concerns and making needed changes to improve services.

3. Why do you think your team's work is important?

The client experience team helps DHS to make sure the "human" in "human design" is truly addressed. We are the vehicle used to make sure the people we serve have their voices heard, taken into consideration and used to make needed changes in our department. By going out into the community and surveying people where they live, we are bringing our services to them, which, in part, shows our commitment to making sure client voices have an impact on services. We want clients to see that we are working on bettering our services for them, and we need their input to make sure their voice is heard.

4. What current project or initiative most excites you and why?

The "voice of the client" tool which allows DHS to collect client feedback in real-time from across a number of touchpoints. This feedback can be used to identify client pain points and address information gaps.

5. What is the most important thing DHS staff should know about your team?

We are here to assist in any way we can to help deliver the best services to the people we serve.

Jamaal can be reached at Jamaal.Davis@AlleghenyCounty.US or 412-350-5174. For project requests, please complete the client experience project request [form](#).