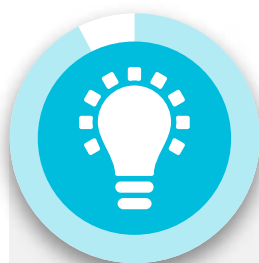


IMPRESSIONS: Family Satisfaction with Conferencing and Teaming

BACKGROUND

From January through June of 2015, staff conducted more than **200 telephone interviews with family members** about their experience with Allegheny County Department of Human Services' (DHS) Conferencing and Teaming process. Their responses, summarized below, will be used to inform DHS's continuous quality improvement process.



90%

Felt that their ideas were respected and valued



98%

Actively participated in the meeting



91%

Felt that the right support people were present



94%

Felt that the meeting was held at a convenient time and place



67%

Felt that the meeting accomplished something

PROCESS

OUTCOME

SUMMARY

Families were largely satisfied with the meeting process (e.g., participation and logistics), but somewhat less satisfied with the outcomes of Conferencing and Teaming. **However, a third of families were not fully satisfied with the meeting outcomes, reporting that they would have liked the meetings to be more productive.** It is important that DHS continue to monitor family members' perspectives of the process, identify client-centered outcomes, and work toward creating a positive client experience with Conferencing and Teaming.