

Child Welfare: AI Intake Assistant

An AI Assistant tool for child welfare intake, built to reduce administrative burden with human in the loop.

THE CHALLENGE

Child welfare hotline and intake teams operate under extreme time pressure. Screeners manage emotionally charged calls while simultaneously typing notes, running manual background checks, and applying complex policy criteria against a tight decision window. Manual, sequential workflows create structural risk of missed information, inconsistent screening decisions, and compliance exposure, a product of process limitations, not staff negligence.

THE PLATFORM

1. Capture & Triage

Hotline call support

- Auto-populates the required intake fields
- Flags the missing fields
- Detect high-risk keywords
- Auto-generates structured call summary for immediate supervisor review

2. Assess

Automated checks & explainable risk scoring

- Simultaneous automated background/history-check, to replace sequential manual lookups
- Unified background summary compiled automatically for the screener
- Risk-scoring model to support screen-in/screen-out judgment, with full human override on every case
- Quarterly reviews by equity stakeholders

3. Brief & Document

Investigation support across the case lifecycle

- Auto-generated pre-meeting case summaries and clinical-review triggers for team case review
- AI-assisted pre-visit worker briefings compiling family history, related-household linkages, and nearby community resources
- AI-drafted investigation report generation from field notes, with compliance validation before sign-off
- Full version history and audit trail across drafts, edits, and approvals

One Connected Platform

From the first call to investigation record

- A single case record that carries context from the first call through investigation documentation
- Operates as a layer on top of an agency's existing case-management system,
- Configurable to each agency's own statutory and policy requirements

BUILT ON A RESPONSIBLE-AI FOUNDATION

AI in child welfare carries real risk. Every AI output in the Platform is decision support, not decision replacement. Screeners, workers, and supervisors retain full authority over every screening, triage, and determination decision.

- **Human-in-the-loop:** every screening, triage, and determination is made and documented by a qualified human professional; high scores never auto-trigger action
- **Model explainability:** risk scores are paired with their top contributing factors — never a black-box number
- **Bias auditing:** models are developed with external researchers and community stakeholders, and validated against equity metrics on an ongoing basis
- **Data privacy by design:** all AI processing occurs within the agency's secure environment; sensitive data is never sent to third-party commercial AI platforms

BUILT FOR STATE & COUNTY CHILD WELFARE IT

- Deployable within an agency's own secure government infrastructure — no external commercial cloud AI processing of sensitive case data
- Designed to comply with HIPAA, FERPA, and applicable state child-welfare data-governance requirements
- Integrates with an agency's existing case-management system via secure API rather than replacing it
- Configured around each agency's own statutory reporting, investigation, and documentation requirements

Let's talk at ISM 2026 (Spokane, WA · Sept 27–30).