



We are a machine learning **company dedicated to child welfare.**
We improve the delivery of care by **putting narrative data to use.**

Key Customers



State of Hawaii
Department of Human Services



Allegheny County
Department of
Human Services





OUR SPEAKERS

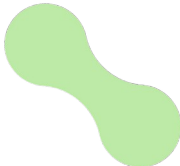


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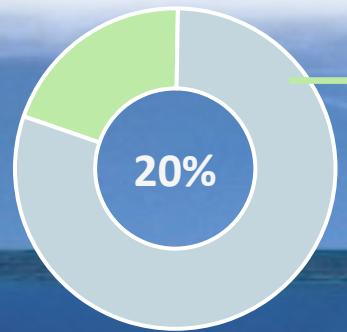
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NOT SEEING THE WHOLE STORY

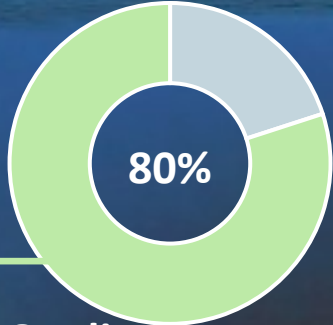
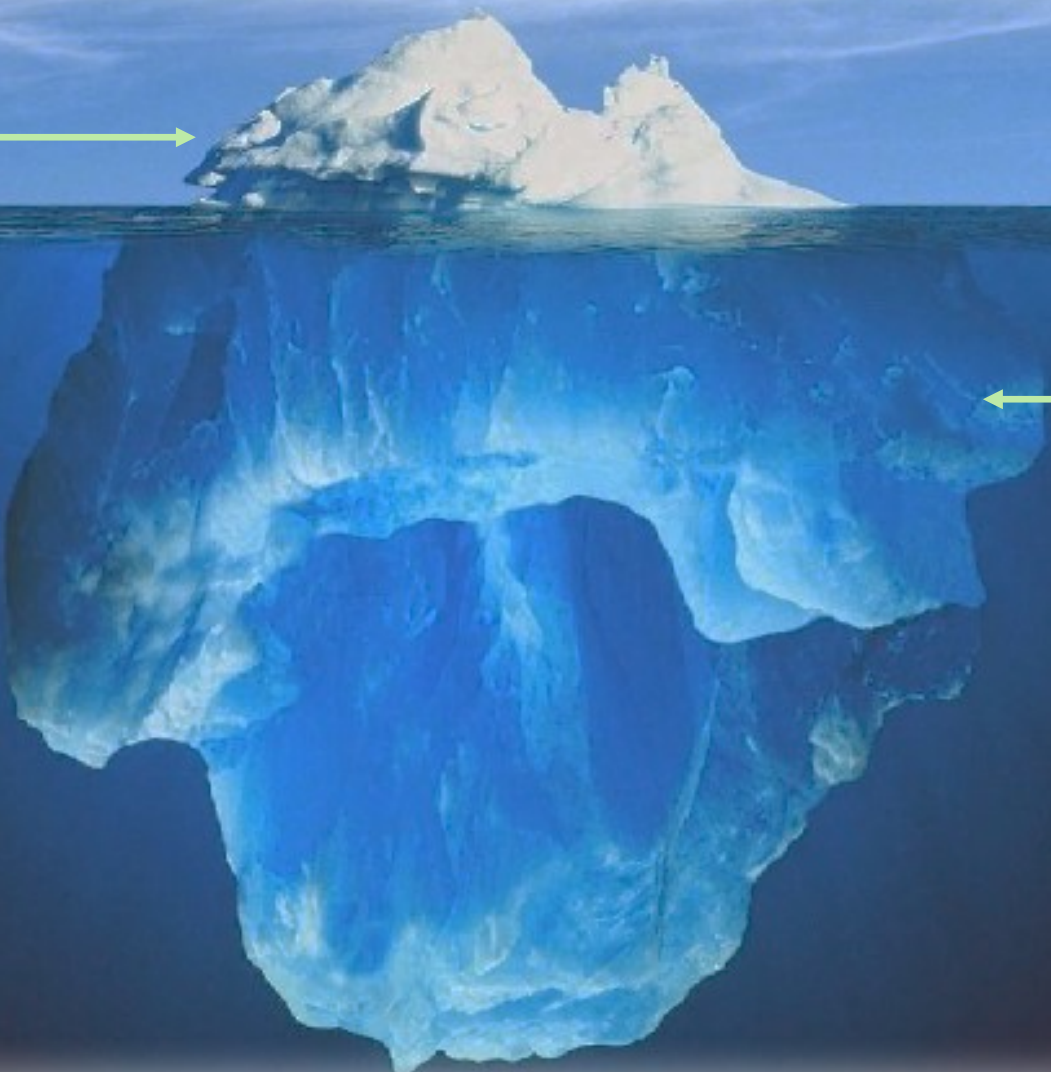
Revealing the Full Qualitative Information



Quantitative Data

Who? What? When?

- Names
- Gender/Race
- Phone Number
- Event Dates
- Drop Downs
- Check Boxes



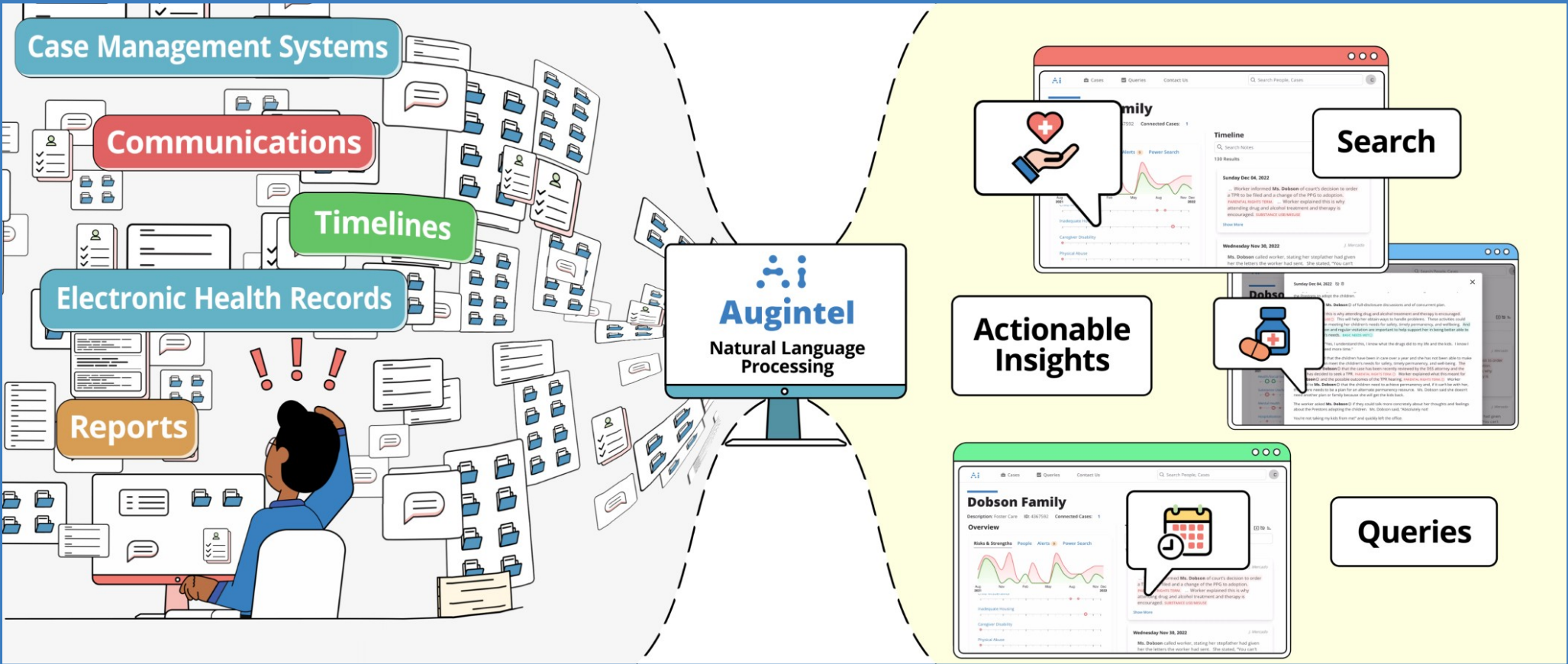
Qualitative Data

Why? How?

- Narrative Data
- Case Plans
- Assessment Narratives
- Referred Services
- Reports
- Home Visit Notes

UNLOCKING NARRATIVE DATA

Natural Language Processing (NLP)



DATA-INFORMED PRACTICE ENHANCEMENT

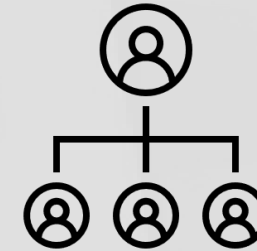
Leveraging Insights using NLP



For Frontline Staff

Enable Efficient Practice

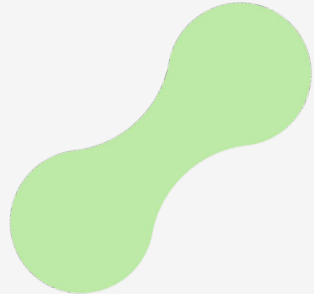
- Search Contextually in Narratives
- Discover Family & Social Relationships
- Awareness of Social Determinants of Health
- Receive Safety Alerts



For Supervisors & Leadership

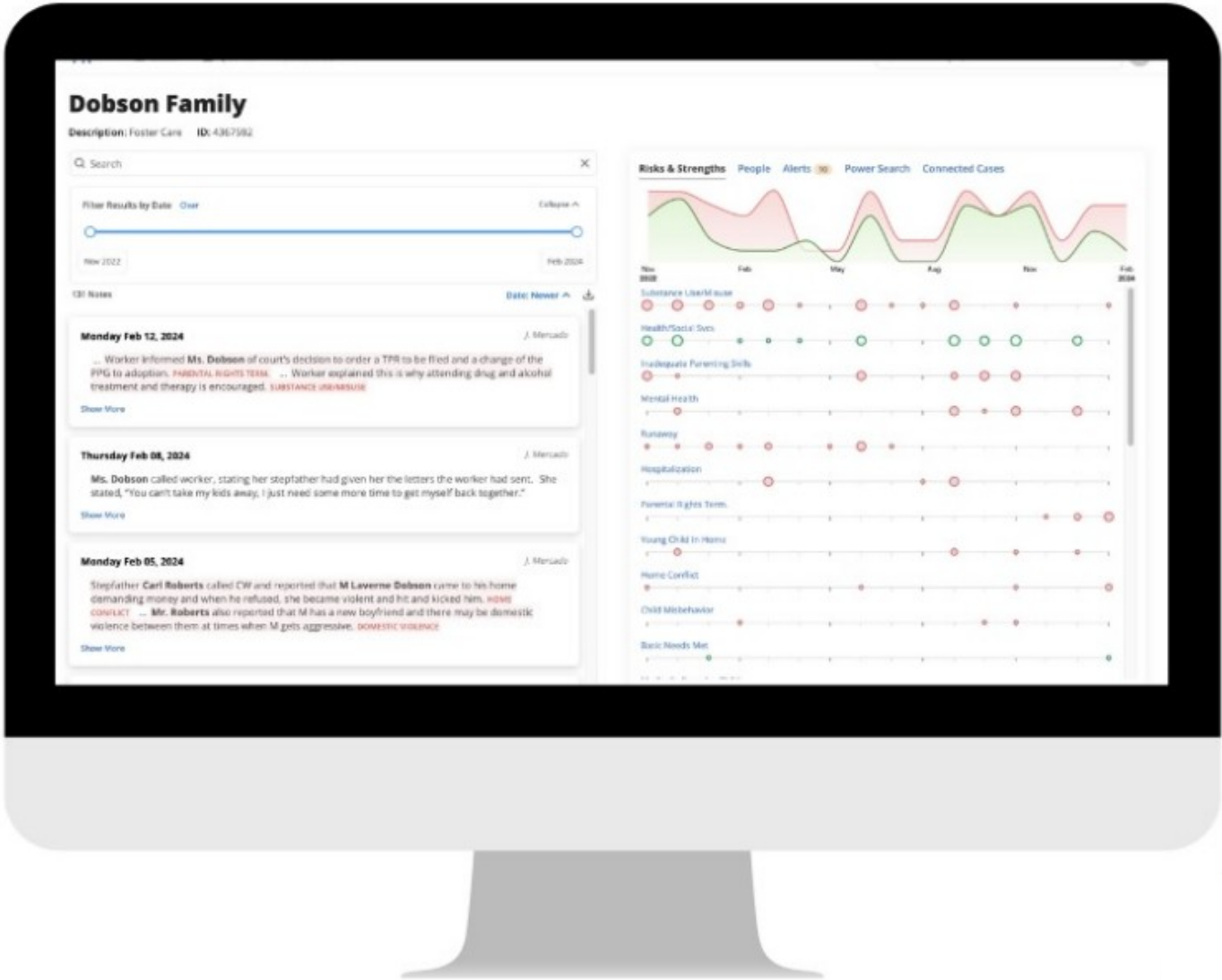
Support Decision Making

- Identify Early Warning Signs
- Escalate High-Risk Cases
- Maximize Quality & Compliance
- Detect Community & Population Trends



NLP IN ACTION

Augintel Demonstration



INSIGHTS FROM OUR CUSTOMERS

Feedback That Drives Innovation

Example Alerts & Queries

Hi Debbie,

Augintel spotted a potential **worker safety issue** on your newly transferred **Case #7836353**. We wanted to let you know, to be sure you are aware of these safety issues before your next visit with the family.

Here are the potentially concerning sentences from that case:

- "Mother arrived Sunday 9/18/22 and [REDACTED] immediately told mother that she had found a gun at the home." **GUN VIOLENCE**
- "It was reported that [REDACTED] found a gun in her bedroom that belong to [REDACTED] BF [REDACTED] who does not reside in the home." **GUN VIOLENCE**
- "It's concerning that [REDACTED] found a gun in her b **VIOLENCE**
- "Concerns around father crossing State line with a g **VIOLENCE**

Note: To be HIPAA-compliant, client names in these sentences are [REDACTED]. You can review [this case](#) in Augintel. If you have any questions or feedback, please email us at support@augintel.zenoss.com.

 Augintel

Overdose Incidents

Cases with an overdose incident



[See Cases](#)

Illinois Department of
DCFS
Children & Family Services

- Reduce staff's administrative work by 5 hours per week
- Analyze data for indication of bias
- Alert workers of potentially dangerous situations
- Enable leadership to examine child fatalities
- Improve compliance with policies and practices for every case

 MASSACHUSETTS DEPARTMENT OF
Children & Families

- Help staff assess family history more effectively
- Increase child placement candidates
- Support supervisor decision making
- Provide field-level visibility to leadership



Thank you for your time!

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