

AI-Assisted Centralized Feedback System

An intelligent platform that transforms stakeholder feedback into actionable child welfare improvement - purpose-built for state HHS agencies

THE CHALLENGE

Child welfare agencies collect feedback from mandated reporters, foster parents, attorneys, and volunteers — but no single platform connects these inputs to actionable intelligence. Manual review buries trends, compliance gaps go undetected, and submitters receive no response. The result: thousands of records that improve nothing.

WHAT IT DOES

Collect & Classify

- Auto-triggers surveys from events, like (51A filings, placement milestones, case closure, etc
- NLP pipeline classifies every submission in < 2 seconds — topic, sentiment, urgency
- Anomaly detection flags volume spikes and sentiment drops in near real time
- Longitudinal AI profiles track each active placement and alert supervisors to disruption risk

Analyse & Act

- Generative AI drafts weekly area office briefs, monthly division reports, and quarterly CFSR evidence packages
- Closed-loop AI sends personalised acknowledgements and 30-day follow-up surveys to every submitter
- Equity monitoring disaggregates every metric by demographics and routes disparities to the DEI office
- All AI outputs are advisory only — humans review, approve, and act at every step

FOUR USER GROUPS. ONE PLATFORM.

Mandated Reporters

Post-51A survey automation; screener benchmarking; notification compliance tracking

Volunteers

Engagement lifecycle modelling; community resource gap mapping; retention prediction

Attorneys

Privilege-tagged submissions; ICWA/ICPC compliance routing; document-timeliness heatmaps

Foster Parents

Longitudinal placement profiles; disruption prediction; caseworker visit quality analysis

Built On A Responsible-AI Foundation

- **Human-in-the-loop:** no AI output triggers an automated case consequence
- **Model explainability:** every alert includes a plain-language reason
- Pre-deployment & quarterly bias audits across race, geography, and user group
- **Data sovereignty:** all processing within the agency's approved government cloud

Built For State HHS IT

- Deployable to Azure Government Cloud or AWS GovCloud
- Integrates with iFamilyNet via event hooks — no core platform changes
- HIPAA, WCAG 2.1 AA, and state data-retention compliant
- Phased rollout — live in 6 months; full capability in 24 months

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