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## **California child welfare nonprofit improves care delivery with the help of Augintel's natural language processing software**



Aspiranet, one of California's largest and most successful social service organizations, with nine office locations across California, has partnered with Augintel to apply its innovative natural language processing (NLP) software to improving delivery of care and case supervision. As a large child welfare agency providing an array of social services for more than 22,000 children, youth and families across 42 locations, Aspiranet recognized the need to improve access to case notes and data. This was particularly important for the social work staff delivering services in Aspiranet's Resource Family Division (RFD).



Teams in RFD provide support, supervision, licensing, and case management services for several hundred foster and adoptive families, and the children and youth in their care. Aspiranet engaged with Augintel to streamline case review and supervision by making the unstructured information contained in the case notes of a social worker easily accessible and digestible. Case notes and reports for Aspiranet's county partners are documented in Microsoft Word. Augintel's NLP scans those records and organizes and presents key insights, improving upon Aspiranet's previously laborious process of "page-by-page" case record reviews.

"Most of our social work case reporting can be found only in case notes," said Vernon Brown, CEO of Aspiranet, "To be able to quickly scan and access case notes across multiple domains such as health, education, and family engagement has improved our review, training, supervision, and risk mitigation practices."

Augintel's NLP features provide social workers, supervisors and specialists with the ability to search for specific information, surfacing critical insights contained in case notes. And Augintel's cloud-based SaaS solution means that Aspiranet teams can access all the information remotely on mobile devices. Aspiranet began to see results immediately.

Social Worker Griselda Santillan-Mejia has recently been assigned coverage of an additional case load. When it comes to getting up to speed on those cases, she states that, "It was really nice to log in and be able to quickly search for medications or anything I should be aware of, so that I can address it with the family."

As a tool for supervision, Sharla Hutchison, Social Work Supervisor, uses Augintel to gain insights collected by her team, identify areas needing improvement as well as best practices. Sharla notes, "I review client risks identified in Augintel and discuss them with the worker. And through my staff's use of Augintel, they have learned to write notes to better identify strengths and concerns. Using Augintel has improved the quality of our social workers' notes."

All licensed non-profit agencies providing child welfare services in California are required to be accredited. Aspiranet presented its work with Augintel to The Joint Commission on Accreditation during its most recent Survey, as an example of Best Practice Innovation. Aspiranet presented the process in which Augintel engaged Aspiranet in scoping, framing, and implementing the NLP tool across Aspiranet's case management platforms.

"With over 850 staff providing supports and services in behavioral health, young adults in transition from foster care, residential, WRAP, and preventive services, we look forward to expanding beyond our adoption and foster care services with Augintel," Mr. Brown stated. "Augintel has shown its value as a tool for greater insight into case management in a manner that has not been available to us in the past."