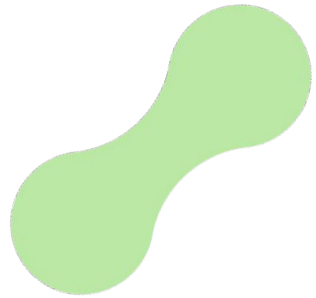
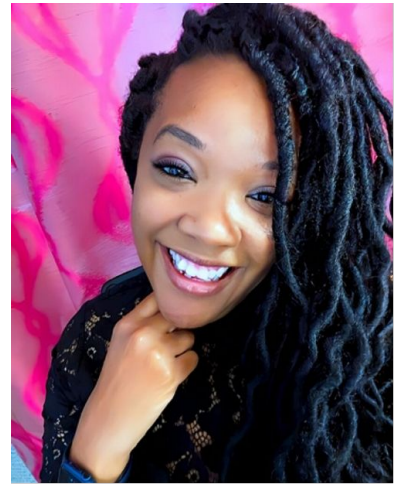


Seeing the Whole Story in 30 seconds or Less: Enhancing your CQI Toolbox with Narrative Data





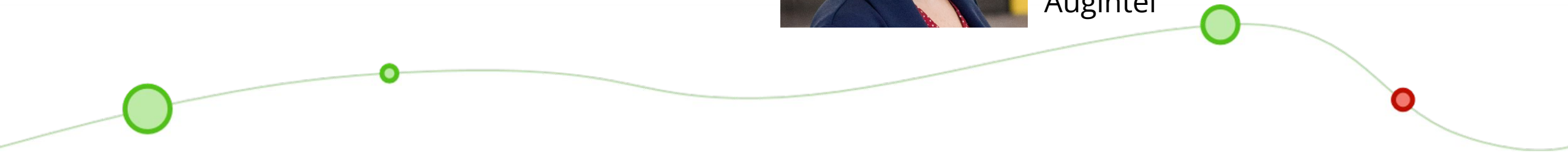
LaTasha Roberson-Guifarro
Vice President, Chief Strategy &
Innovation Officer
LCFS Privacy Officer
Lutheran Child and Family Services of IL



Our Speakers



Tracy Rohrdanz
Director of Customer Success
Augintel



Learning Objectives



- 1) Discuss and share how our most persistent questions can glean powerful insights from data
- 2) Navigate possible solutions to historical challenges for digesting large amounts of data in systems for our varied job responsibilities in service to families
- 3) Provide an overview of how to use a readily available tool to help solve critical problems, increase efficiency, celebrate successes and identify actionable information for making continuous quality improvements and decisions in engagement and practice with children and families.





It all starts with a question!

Imagine you could read all the contact notes in SACWIS, what questions would you want answered?



**Submit your answer by texting
latashar711 to 22333**





It all starts with a question!

**If you could improve access to narrative data,
how would that impact your teams' and the department's ability to
achieve your goals?**



**Submit your answer by texting
latashar711 to 22333**





It all starts with a question!

Considering your role, how would this impact those you serve?



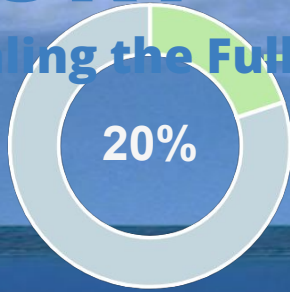
**Submit your answer by texting
latashar711 to 22333**



NOT SEEING THE WHOLE STORY



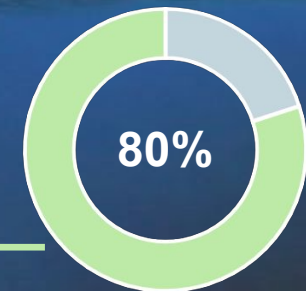
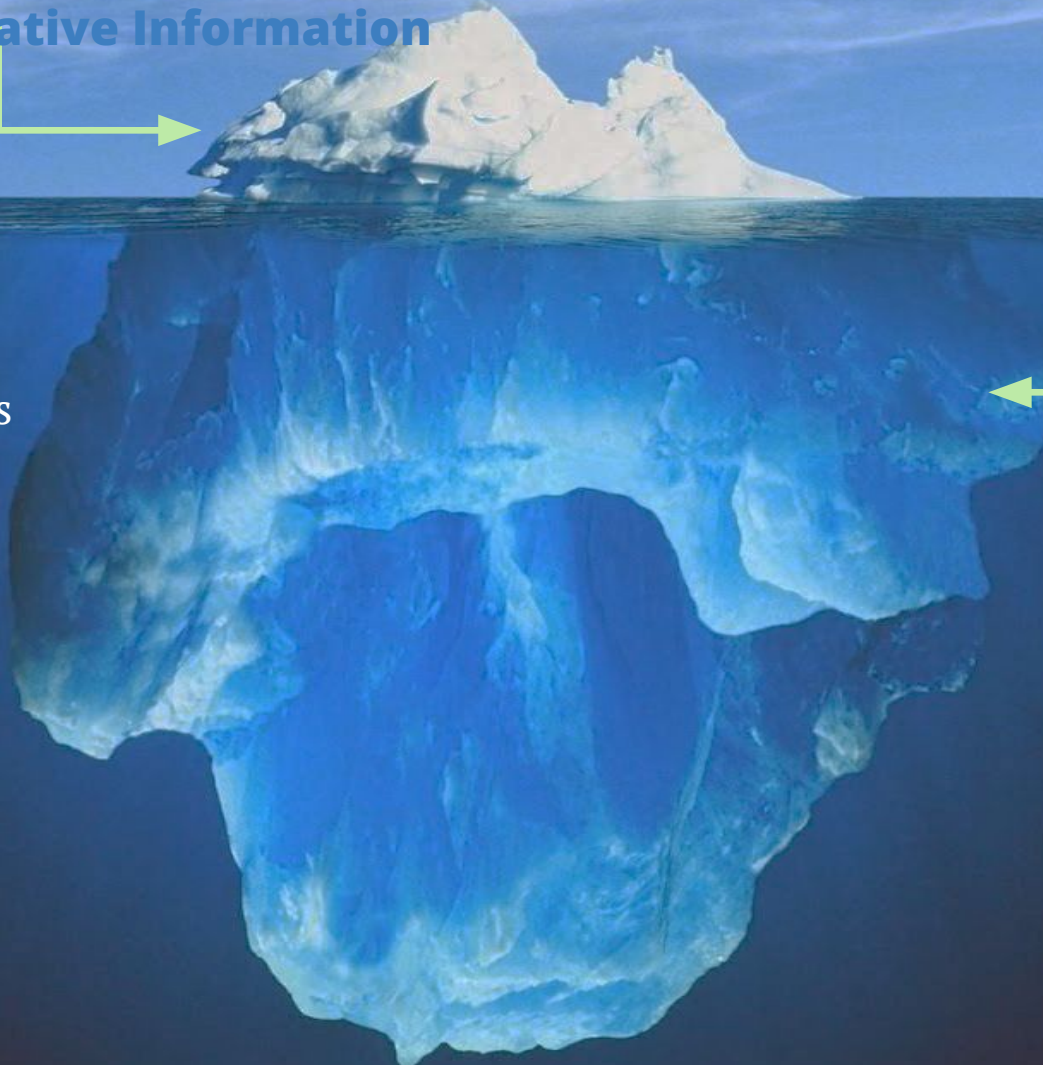
Revealing the Full Qualitative Information



Quantitative Data

Countable/Measurable - Numbers
How much? How Many?
Factual

Names
Gender/Race
Phone Number
Birth Date
Drop Downs
Check Boxes



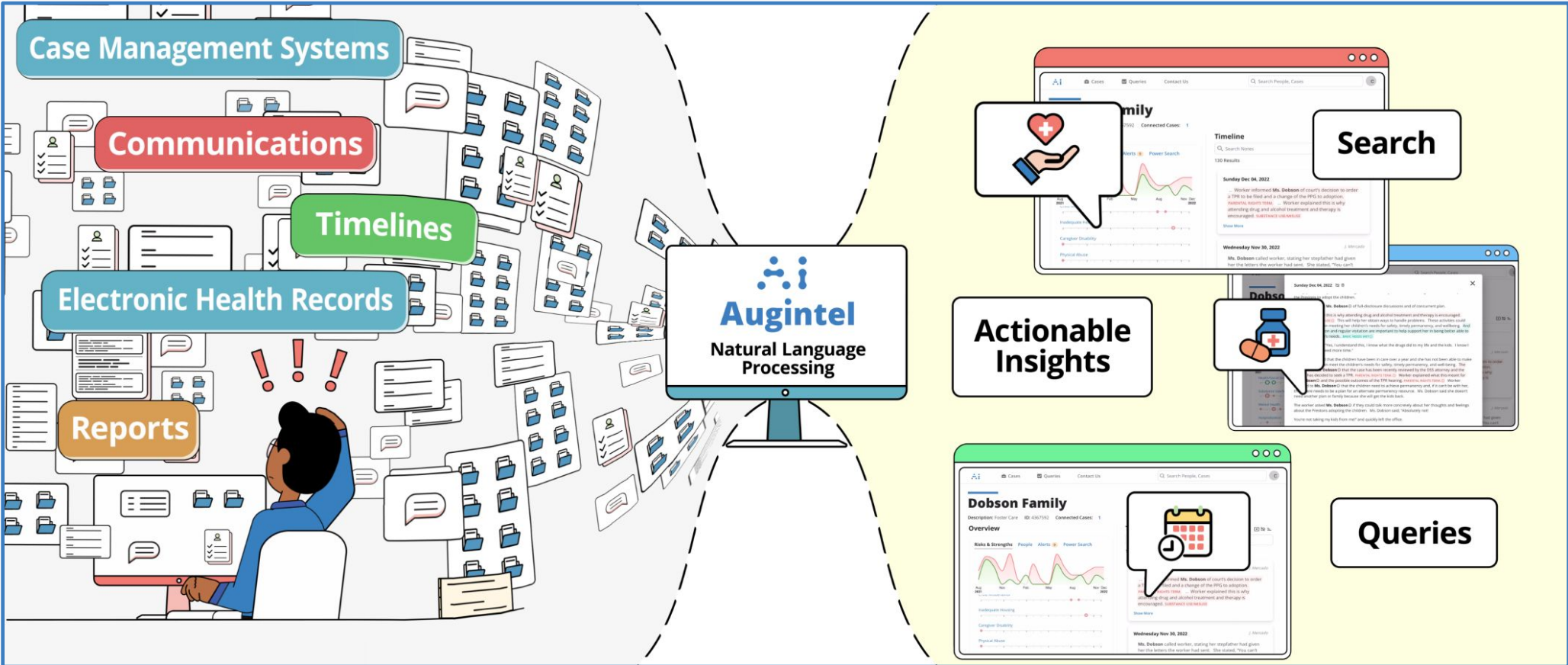
Qualitative Data

Descriptive, words and language
Why? How?
Dynamic, open to interpretation

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

UNLOCKING NARRATIVE DATA

Natural Language Processing (NLP)



Augintel Features – Individual Case View

Search across case notes instantly

Without clicking through notes one-by-one

Discover information buried in narrative

Such as risks, strengths, and early warning signs

The screenshot displays the Augintel interface for the 'Dobson Family' case. The top navigation bar includes 'Cases', 'Queries', and 'Contact Us', along with a search bar for 'Search People, Cases'. The case title 'Dobson Family' is prominently displayed, with a description 'Foster Care' and ID '4367592'. A search bar is available for filtering notes. A date range filter is set from 'Nov 2022' to 'Feb 2024', showing '131 Notes'. A sample note from 'Monday Feb 12, 2024' by 'J. Mercado' is shown, containing text about a court decision and a highlighted 'SUBSTANCE USE/MISUSE' tag. On the right, a 'Risks & Strengths' section features a line chart with red and green areas and a timeline below it. The timeline tracks categories: Substance Use/Misuse (red), Health/Social Svcs (green), Inadequate Parenting Skills (red), Mental Health (red), and Runaway (red).



Augintel Features – Region or Agency View

View mentions of a topic across all cases

Without going through each individual case

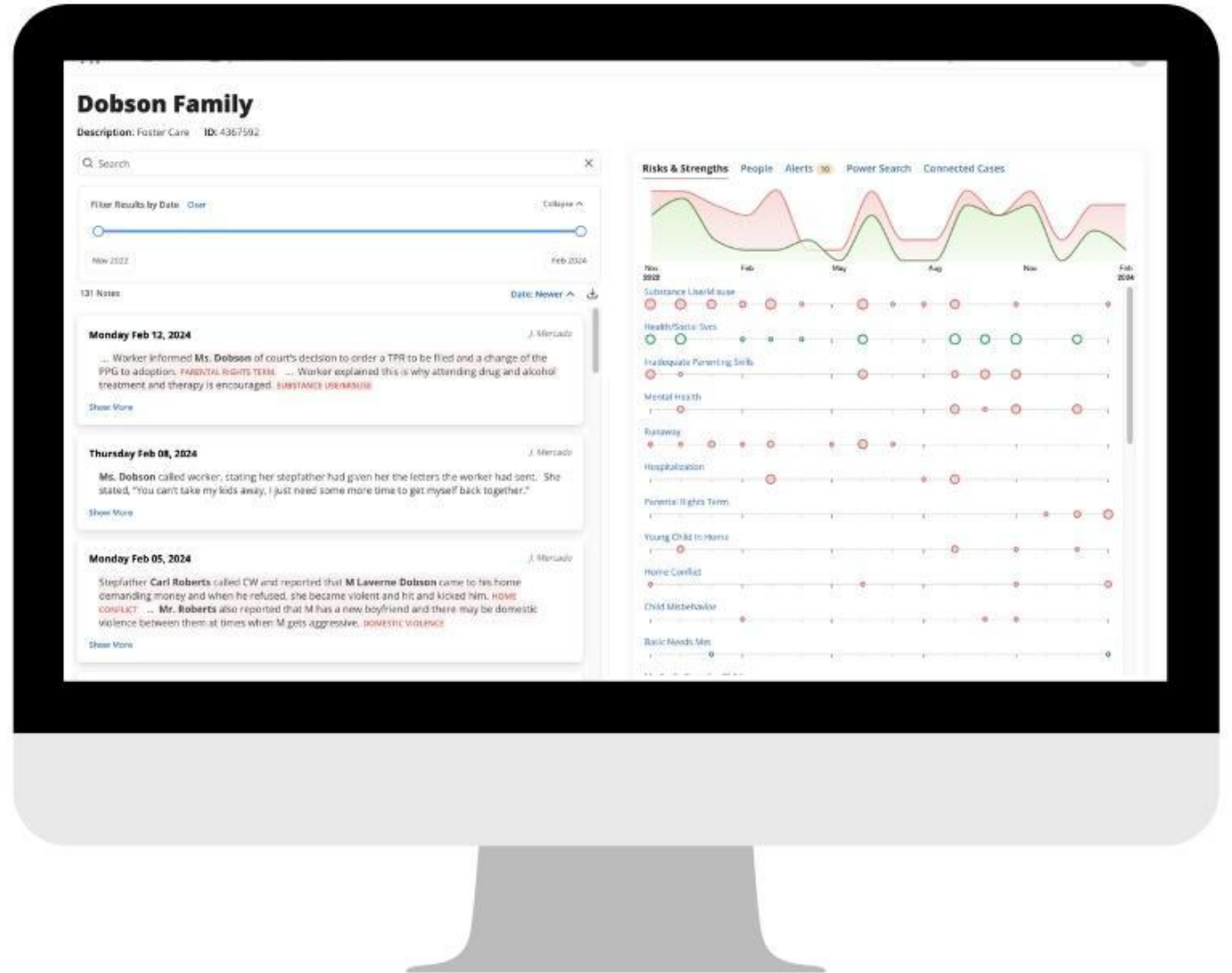


- DV/OP
- DV/NoOP (no order of protection)
- No Private Child Interviews
- 30+ Day Documentation Gap
- Sleep Safety
- Short Notes
- Mentions of Unsafe Child
- Worker Safety Concerns
- Duplicate Notes
- Family Non-Engagement
- Placement Disruption
- Pre-Incident Behaviors
- No Service Planning
- Child on Meds
- Spanish Language Needs
- Deaf/Hearing Loss
- Blind/Vision Loss

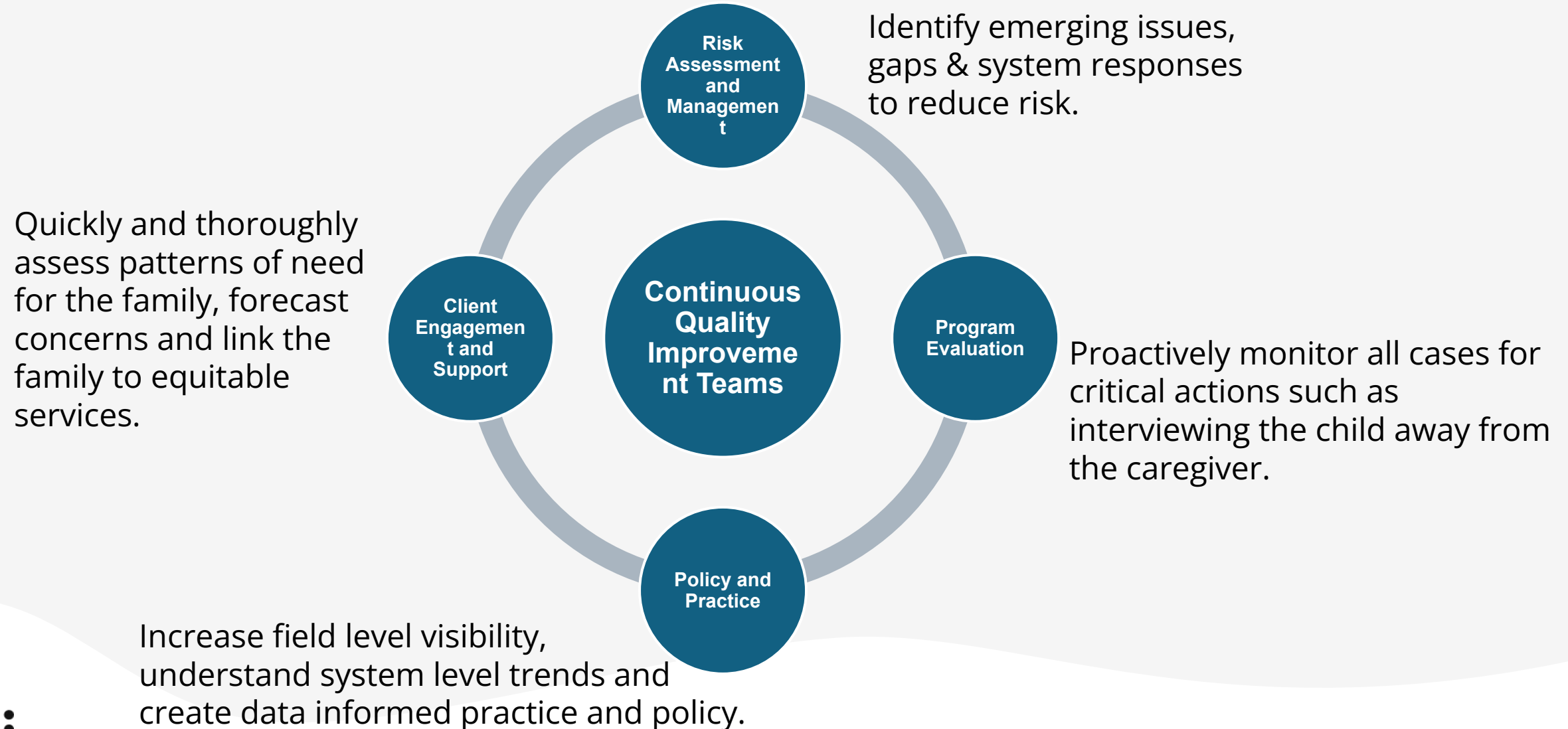


NLP IN ACTION

Augintel Demonstration



Leveraging Insights Using NLP for CQI



AUGINTEL

EXAMPLE SERVICES

- **Identify biased language** by leveraging industry standard research and guidance.

Bias Language Analysis



- **Evaluate quality of care** delivered by private providers.

Provider Quality Comparison



- **Examine your agency's overall note quality**, detecting duplicates, absent key topics, and missing case plans over a specified period.

Note Quality Reviews



- **Analyze a collection of cases to understand patterns & trends** such as "What events indicate a heightened risk of a critical incident?"

Case Cohort Assessment



- **Explore cases where critical incidents, such as child fatalities or maltreatment, occurred** to identify strategies for improving outcomes through policy changes, quality oversight, and better supervision.

Critical Incident Reviews



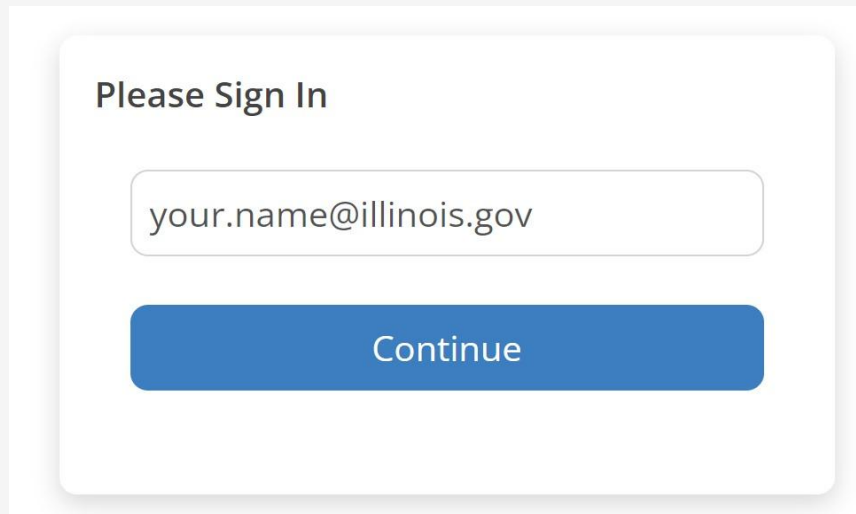
- **Generate a tailored analytics report** according to the specific requirements or outcomes outlined by your agency.

Custom Analysis



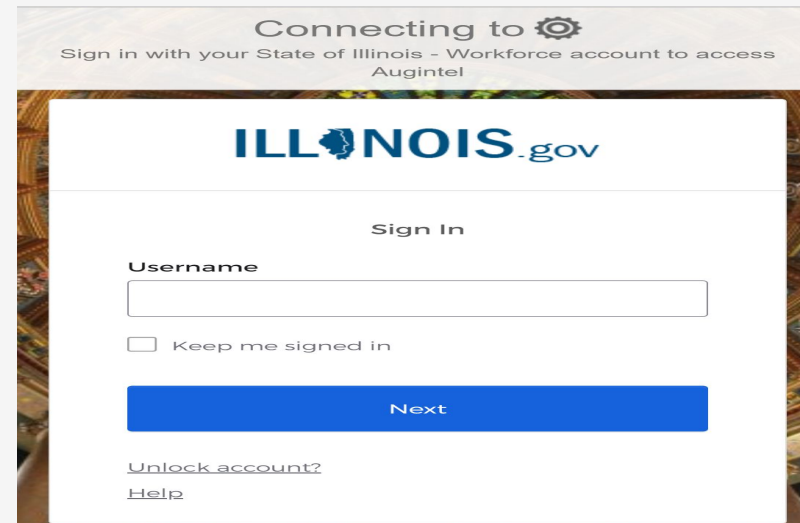
Log In Process

Please go to: <https://app.augintel.ai/login>
(bookmark this to your browser)



A mockup of a login form. At the top, it says "Please Sign In". Below that is a text input field containing the placeholder text "your.name@illinois.gov". Underneath the input field is a large blue button with the word "Continue" written in white.

Select: **"Sign in with SSO"**
Enter your state email and password



A screenshot of the actual login page. At the top, it says "Connecting to" followed by a gear icon and "Sign in with your State of Illinois - Workforce account to access Augintel". Below this is the "ILLINOIS.gov" logo. Underneath the logo is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". At the bottom of the form is a large blue button with the word "Next" written in white. Below the button are two links: "Unlock account?" and "Help".

Augintel Customer Success Team

Augintel Customer Success Team Dashboard Screenshot

Navigation: Cases, Queries, Contact Us (highlighted with a green arrow)

Search: Search People, Cases

Section: Cases

12 Cases

CASES

- My Cases
- All Cases

Case Card: **Brown Family #3956985**
CW Demo User
Last Contact: 2/4/23 - 5 days ago
Case Duration: 3/1/14 - Active 9 years

Chat with us widget:

Sorry, we aren't online at the moment. Leave a message and we'll get back to you.

Name:

Or social sign in:

Email:

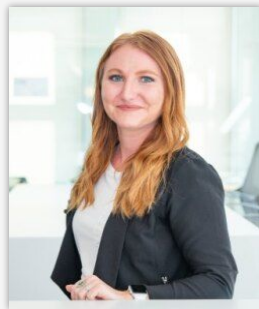
Message:

Send message

zendesk



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Stevvaie Turner
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Scan to request a training for yourself or your office.



Thank you for your time!

