Well, we just implemented predictive analytics a couple of months ago so we’re still early in the game. But we feel that it really will improve our service delivery. We’ve started in child welfare side for screening because the question is rather go or no go when you’re having a screening call. So it’s an added tool for screeners to decide whether somebody should be investigated or not.

And when we looked at what previous calls were before predictive analytics and then we ran our tool against it, we saw that we had screened out a fair number of calls that were very high risk. And we screened in quite a few calls that were very low risk. So you probably can use your resources more effectively and get at that and, hopefully, we can improve our service delivery by doing that.

And that’s only the first step of our predictive analytics. It’s controversial predictive analytics, so we want them to start with something that is really, you know, pretty straight forward. And then we’re going into things that are a little bit more difficult like preventing child abuse because we can tell at birth that there’s a good likelihood that somebody’s going to be in the system.
But how do you do preventive services in a way that's not stigmatizing, that doesn't, you know, violate people's rights that is helpful? And that's the challenge that we're doing a lot of community work around figuring out how to do that piece.