A Vision for Predictive Analytics in Child Welfare

Podcast Transcript

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We have a very highly customized, very robust system, although it needs modernization, and it also presents a good opportunity for us to use predictive analytics to make sure that we’re targeting the staff that we have in the best way possible.

The way that we really see this is we want to take differential response in a different direction, in a more robust direction. We have traditionally done payment support and investigative, so forensic versus memory support. We really want to go toward a model where it is actually another prong, so we want to separate it by low risk, medium risk and high risk cases with the increasing intensity of casework, putting the most (inaudible) caseworkers we have on the high
and medium risk, but then in medium-high risk also having varying levels of intensity of multidisciplinary teams that will come in to help advise us on this. What we found repeatedly is where we fail in cases, it's because we have people making decisions based upon lack of knowledge. We have social workers trying to make decisions on issues that involve medical, mental health and domestic violence issues, and we do not have the expertise. So that's the kind of varying results that run us.