in time tec

Case Study

Industry: Public Sector Solutions

AI That Transforms Data Into Actionable Guidance

IDAHO DEPARTMENT OF HEALTH & WELFARE

Quick Stats

Project Build

Built From Ground-Up

Technology Stack

Azure AI Foundry, Azure Document Intelligence, Microsoft Azure Cloud, Explainable AI with source citation mapping.

Verticals Served

Low Code No Code | AI | DevOps

Fixed or Ongoing Project

Fixed - 4 Months

Team Size

1

Background

The Idaho Department of Health and Welfare (DHW) carries one of the most sensitive responsibilities in the state: determining whether children who have been separated from their parents can safely and successfully return home. These decisions shape the future of families, and must be made with compassion, evidence, and deep care.

DHW lacked evidence-based guidance for case workers, and each approached cases in their own ways. Case workers often relied on experience, emotional interpretation, and standardized note-taking.

Key Results

- **2,000+ Cases to Analyze**
- **Analysis Done in 15 Hours**
- **52 Determinants Validated**
- **Reduced Time and Improved Outcomes**

The Challenge

A national study identified **52 determinants** that correlate with a successful reunification for children and parents. DHW wanted to know whether those determinants held true in Idaho. To test this, they assigned a case worker to manually review two full case files from start to finish, looking for those determinants. The process took **4-6 hours per case**.

The results were promising: the determinants matched the outcomes for those two cases. But DHW needed more than two examples—they wanted to review **two years of cases** to validate whether these 52 determinants could reliably guide case workers and judges. Manually reviewing that volume of documentation was logistically impossible. That's when DHW turned to In Time Tec.

The core challenge was twofold:

- **Volume of data:** 2,000 cases existed across two years—far more than a human could read without years of full-time effort.
- **Emotional weight:** Case files often contain traumatic details. Asking people to process this volume of distressing content was neither practical nor reasonable.

Without analyzing this full dataset, DHW couldn't confidently validate the 52 determinants or use them to guide statewide reunification decisions. DHW needed a way to process massive amounts of unstructured data quickly, safely, and objectively.

The Process & Solution

In Time Tec partnered with DHW to create an **AI agent** capable of analyzing two years' worth of case notes. A model was built that could interpret unstructured documentation, extract meaningful data, and map each case against the 52 determinants linked to reunification outcomes.

The AI agent processed every case file—thousands of pages—i**n just 15 hours.** The analysis revealed a strong positive correlation between the determinants and successful reunification, confirming that these indicators were not only accurate but essential for consistent decision-making.

This work didn't replace human judgment. Instead, it empowered it. Case workers, judges, and supervisors were trained on the determinants, giving them clear guidance on what to look for during home visits, interviews, and document reviews. They gained a framework that removes ambiguity, reduces emotional bias, and highlights exactly where families need support.

The Results & Impact

Rapid Validation at Scale
Validated the 52 determinants by analyzing two years of case data in 15 hours.

Evidence-Based Decisioning
Removed inconsistency by shifting from instinct-based decisions to evidence-based indicators.

Insight for Intervention Planning
Gave case workers clarity on which factors can be changed through education, resources, and targeted support.

Caseworker–Judge Alignment
Improved alignment between case workers and judges, creating shared expectations and clearer communication.

AI-Enabled Outcomes Improvement
Provided a model for massive datasets—demonstrating how AI can reduce mistakes, remove emotional bias, and create better outcomes for children, families, and the community.