



Analytical Intelligence



INDUSTRY : Department of Child Safety

REGION : United States

The Arizona Department of Child Safety is charged with child protection, but also serve as a visionary leader in primary prevention, partnering with other family-serving agencies and community organizations to improve community health and strengthen families

KEY BENEFITS

- ✓ Established a modern, scalable data platform to manage large volumes of data efficiently from Guardian.
- ✓ This automation improved classification accuracy, enabling more informed decisions regarding retention periods and the seriousness of offenses.
- ✓ This allowed DCS field agents to dedicate more time to direct interactions with families and community members, enhancing service delivery.
- ✓ Developed robust data governance and security measures to ensure compliance and data integrity.

RESULT

Transformed DCS by automating critical data classification, improving policy access, enhancing data quality, and boosting caseworker productivity—resulting in more informed decisions and better child welfare outcomes.

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<https://www.ai-inter.com/ai360-demo>

PROBLEM STATEMENT

1. DCS faced difficulties in efficiently classifying historical child abuse and neglect allegations within their central registry.
2. The reliance on manual text processing led to delays in decision-making and inconsistent categorization, complicating the identification of serious cases and affecting retention period decisions.
3. Caseworkers struggled to stay updated with frequent policy changes due to complex documents and limited search capabilities.
4. The Guardian System's reporting did not provide cross sectional reporting, therefore it was difficult for field agents to use the data.

SOLUTION

1. **Enterprise Data Platform Development:** Designed and implemented a modern data platform using MSSQL Server, and Azure services.
2. **Automated Data Ingestion & Transformation:** Developed ETL/ELT pipelines to automate data processing and ensure real-time data availability using Azure Data Factory.
3. **Optimized Data Warehouse Architecture:** Created a structured star schema with multiple fact, dimension, and bridge tables to enable efficient reporting and analytics.
4. **Integration with Business Intelligence Tools:** Ensured seamless connectivity with Microsoft Power BI for advanced reporting and visualization.
5. **Security & Compliance:** Implemented role-based access control (RBAC) and data governance frameworks to ensure compliance with industry standards.
6. **DevOps automation:** Developed automated Azure DevOps pipelines for rapid, error-free deployments, to streamline infrastructure provisioning, code deployment, and configuration management.

Business analysts were now able to understand complex patterns and trends across multiple departments—such as intake, case management, legal compliance, and provider services—enabling earlier identification of at-risk cases, improved coordination with field services that collectively strengthened child protection efforts.