Department of Children and Youth Memo 25-007

TO: Traverse users from Public Children Services Agencies

FROM: Brittaney Carter, Chief Information Officer

DATE: January 21, 2025

SUBJECT: Traverse Case Discovery Features: Webinar and Updates

What problem are we trying to solve?

Caseworkers are spending more time on computers completing paperwork than in the field. The goal of these new features is to reduce the time Caseworkers are spending on the computer and increase the time Caseworkers are spending with families by generating easy to digest case information, allowing workers to quickly review case information.

What can you expect?

Content Item Summaries: While viewing a content item, users can click a button that will generate a summary of the content item. They can then use the summary to figure out if they are looking at the correct content item or if they need to do additional research. These summaries are focused on the people involved, dates and locations, key events, family strengths, and safety concerns. Additionally, each content item summary has a place where users can provide both written feedback for their summaries, as well as provide a "thumbs-up" or "thumbs-down" rating. Please be mindful that summaries are generated by artificial intelligence which may contain errors, inaccuracies, or incomplete information and should not replace human discretion, decision-making, or research.

Events: Technology is being used to pull events from content, including having better insight into when the event happened.

Timelines: Users now have the ability to create a timeline of events that can be exported from Traverse.

<u>People Suggestions:</u> We are using new technology to find people mentioned in the content as well as identify additional information about those people such as contact information, aliases, and birthdates/ages.

<u>Technical Details:</u> These new features are powered by an Anthropic large language model, provided by AWS Bedrock which is HIPAA and FedRAMP compliant. You can see more information here. The input to this model is the text version of one or multiple content items and the output is generated using an engineered prompt to provide either a summary of the content, a list of suggested events, or a list of suggested people.

How can you prepare?
On Thursday, January 23, the feature updates listed above will be available for all users when logging into Traverse. Users will see an in-app notification letting them know when the features are available as well as contextual help throughout the application.

DCY will be hosting a webinar to showcase the new features and allow users to ask questions on Tuesday, February 4, at 11:00 a.m. Click here to register.

Contact
If you have additional questions pertaining to this Deployment Communication, please contact the Customer Care Center.