



Leveraging Intelligent Automation for Child Welfare

Early 2022 we completed an automation project with ChildNet that changes lives for children in need. ChildNet is a Florida-based children's services organization. We were able to speed up the processing of foster parent applications. Now children and families find each other sooner.

Applying to be a foster parent requires a lot of paperwork. Prospective parents need to present everything about themselves, including pictures of their home, their neighborhood and even of the surrounding schools. An application document contains 200-300 pages and required 5 hours of human processing.

Using UiPath's Document Understanding capabilities, we developed a solution which recognizes and processes over 100 types of documents and images embedded in the larger PDF file. We then automated the burdensome process of uploading those documents to the appropriate location on the State Child Welfare site.

The processing time has been reduced from 5 hours to less than 10 minutes. It also eliminated the need for case workers to spend on mind numbing tasks and spend their time on something much more important, the children. Yet, that's not the whole story...

The faster processing also enabled the organization to reduce the backlog of applications that were awaiting processing. The positive effect of this is that – instead of being admitted to an orphanage – now more children find a loving family much faster.

We have started a second project for the same organization. After family visits, the case workers must write and file a report plus supporting documents. Every month thousands of reports are filed. This is done in the organization's system, and the same needs to be filed in the system run by the State of Florida. Due to lacking system interoperability this requires additional time (if it gets done at all).

With a combination of document understanding and process automation, we will eliminate the need for the duplicate filing activity. This will drive full compliance and save ~20,000 hours annually. Andrea Chenet, ChildNet's Director of Quality Control, sees the project "giving us more time to help to get families reunited or find children a new home".

We are proud that we can leverage our expertise for the welfare of children, and to help the people who look after children in need. Please contact us if you want to know more details about our Child Welfare solutions.