Enhancing Safety and Compliance with Machine Learning

A Case Study on Trendsic Corporation's Solution for Family Care Network, Inc.

OVERVIEW

Family Care Network, Inc. (FCNI) is a not-for-profit Community-Based Organization serving children, youth, and families impacted by trauma in San Luis Obispo and Santa Barbara counties. FCNI is dedicated to providing intensive support and services to the community's most vulnerable, empowering them to live healthier lives and achieve their goals. Trendsic Corporation developed a machine learning-based system to detect self-harm and suicidal ideation in case notes, enhancing safety for at-risk clients and ensuring legal compliance.

CHALLENGES

As a provider of critical support services for vulnerable individuals, FCNI needed a solution to:

- Identify self-harm and suicidal ideation indicators in case notes efficiently and accurately.
- Ensure legal compliance in handling sensitive information related to self-harm and suicidal ideation.
- Increase safety for at-risk clients by identifying and addressing potential risks promptly.

SOLUTION

Trendsic Corporation developed and deployed a machine learning (ML) model to address FCNI's challenges:

- **Machine Learning Model Creation and Training:** *Trendsic created and trained an ML model on existing case note language to detect self-harm and suicidal ideation indicators accurately.*
- **AI-Powered Document Scanning**: *The ML model was integrated into FCNI's system, enabling AI-driven scanning of all case documents for triggering language associated with self-harm and suicidal ideation.*
- **Automated Alerts:** *When the ML model identifies triggering language in case notes, it automatically alerts appropriate parties within the organization, allowing for prompt intervention and support.*
- **Enhanced Safety and Legal Compliance:** *The ML-powered system ensures verification of legal compliance and increases safety for at-risk clients by identifying potential risks early.*

RESULTS

With Trendsic Corporation's expertise in machine learning and AI, FCNI has successfully implemented a system that enhances both client safety and legal compliance. The new system has led to:

- Efficient and accurate identification of self-harm and suicidal ideation indicators in case notes.
- Timely alerts to appropriate parties, enabling faster intervention and support for at-risk clients.
- Increased safety for clients by proactively addressing potential risks.
- Enhanced legal compliance through automated verification processes.

Trendsic's innovative machine learning solution has empowered FCNI to better serve their vulnerable clients, ensuring that critical safety concerns are identified and addressed promptly while maintaining legal compliance in handling sensitive information.

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