

Reducing Administrative Burden in Child Welfare: How Defiance/Paulding JFS Uses Case Aide Services and AI

The Challenge

Defiance/Paulding Consolidated Job and Family Services (JFS) faced a familiar challenge: caseworkers were balancing complex family cases while trying to keep up with growing administrative demands.

- Difficulty keeping documentation organized and entered on time
- Delays sending records requests and receiving information from providers
- Limited time to complete follow-up calls, referrals, and documentation
- Leaving less time for assessments, case planning, and family engagement

The Solution

Defiance/Paulding JFS partnered with Northwoods to implement **Case Aide Services**, designed to support caseworkers with time-consuming administrative tasks so they can focus on assessments, decision-making, and working directly with families.

With Case Aide Services, caseworkers offloaded:

- Records requests and document collection
- Referral support and provider follow-up
- Case documentation, filing, and data entry
- Court discovery preparation and ICPC documentation

Case Aides leverage **AI-powered tools behind the scenes** to quickly review case records, summarize documents, and locate important information within large case files.

The Impact

Since implementing Case Aide Services, Defiance/Paulding JFS has strengthened operations and improved support for caseworkers.

- Faster turnaround for records requests and documentation
- Reduced administrative backlog for staff
- More time for assessments, case planning, and family engagement
- Increased operational efficiency without hiring additional staff

AI tools further accelerate the work by helping Case Aides analyze case files that may contain **hundreds of documents or thousands of pages**, allowing them to deliver key information to caseworkers in minutes instead of hours.

Why Defiance/Paulding JFS Chose Northwoods

- Willingness to understand where the agency needs the most support
- Flexibility to take on new and evolving tasks
- Deep knowledge of child welfare operations
- Ability to strengthen agency workflows and reduce administrative burden

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SUPPORTING CASEWORKERS WHERE IT MATTERS MOST

“ Case Aides strengthen our operations by completing tasks that staff would normally spend several hours on. That allows our team to produce an increase in high-level casework. ”

—**HILLARY CONLEY**, Children Services & APS Supervisor, Defiance/Paulding Consolidated Job & Family Services

“ Before AI tools, we sometimes had to read through hundreds or even thousands of pages, which could take a day or more. Now we can get the information we need in minutes, which helps us return completed tasks to caseworkers much faster. ”

—**MAYZIE DAVITT**, Case Aide Generalist, Northwoods