How We Power Change: AI-Augmented Case Management Framework

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Solution: Journey.do AI-Augmented, Case Management Platform

The Challenge: From Compliance to Transformation

Probation and parole officers carry one of the most difficult responsibilities in our justice system: protecting public safety while guiding individuals toward lasting behavioral change. Assessments are completed, criminogenic needs are identified, and plans are written. Officers are then asked to enforce sanctions, broker services, coordinate across multiple agencies, manage extensive documentation requirements, and build trust—all while working with individuals who often have experienced significant trauma and face complex barriers to change.

The reality is that transactional demands frequently overshadow the relational work that drives true transformation. Too often, the transactional consumes the day. Officers must juggle three roles: **Transactional** (managing compliance and paperwork), **Relational** (building trust and motivation), and **Transformational** (ensuring lasting behavioral change). The challenge is that officers struggle to ensure contact visits drive consistent change, supervisors lack visibility into practice quality, and the connection between assessment, planning, and intervention becomes fragmented.

This leads to officer burnout and workforce sustainability challenges, inconsistent implementation of evidence-based practices, limited capacity for meaningful coaching relationships, difficulty demonstrating outcomes to stakeholders, and uneven service delivery across staff and units. As one officer put it before using our system: officers are often "forced to choose between taking notes and making eye contact."

Journey.do **rebalances the equation—handling the transactional, freeing officers for the relational, and guiding practice toward the transformational**. **We turn behavioral sciences into everyday practice**, ensuring everyone you serve receives personalized, high-quality care.

Our Solution: Continuous Alignment from Intake to Outtake

Juvenile and adult justice systems are at a **critical inflection point**. Advances in behavioral science, technology, and—most notably—artificial intelligence now make it possible to equip officers with tools that support **high-quality, scalable, and personalized behavioral change from intake to outtake**. We can continue to ask officers to juggle impossible demands with inadequate systems—or we can provide technology that restores their capacity to connect, coach, and change lives.
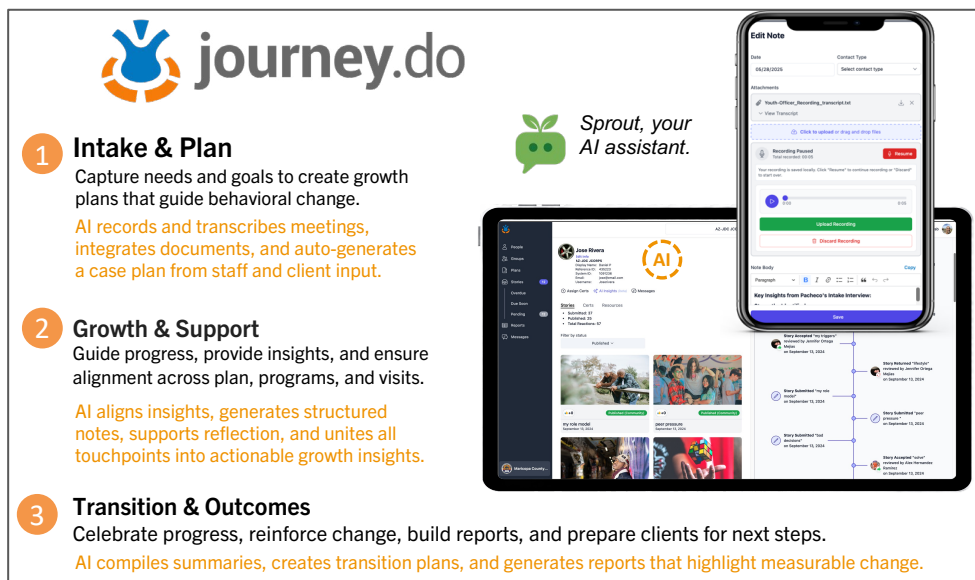
Our **behavioral science–powered AI operationalizes behavioral change**—aligning intake, plans, daily contacts, programming, sanctions, and reporting so every interaction reinforces change, even under real-world pressure. We've turned proven learning and behavioral science research into a behavioral change operating system that guides progress from intake to outtake, ensuring every interaction supports meaningful growth.

Through support from the National Science Foundation and in partnership with multiple counties, we've fully integrated safe and secure AI into our **case management system**, as well as across our **criminogenic need programs and staff development**—either used individually or as an integrated experience. Across our two patent-pending solutions for staff and participants, AI supports personalized, evidence-based care while always remaining secure, purpose-built, and guided by humans—not replacing them.

Our goal has been practical and straightforward: *make it easier for probation teams to deliver consistent, high-quality behavioral change, even with heavy caseloads, limited time, and real-world pressure.* In practice, this means Journey.do continuously aligns programs, case plans, and day-to-day staff actions. Officers stay in control of decisions and relationships, while the system helps reduce drift across cases, supports consistent use of evidence-based practices, and increases fidelity from intake through case closure. Programs, assignments, feedback, and follow-up are all integrated—so staff know what to assign, what to reinforce, and what needs attention next.

The AI TOOLS

With our journey.do app, your staff can record every interaction, build and automatically update case plans, or upload notes in any form. The AI transcribes the note, suggests aligned focus for the next contact, provides coaching feedback, creates multi-language messages for clients, and builds whatever reports you need—saving time and increasing effectiveness as the AI helps ensure alignment of care from intake to outtake.

AI Assessor — Making Assessments Valid and Reliable

Journey.do's **AI Assessor** makes it easier for staff to conduct high-quality assessments while staying fully present with the client. Officers record assessment sessions—whether in person or over conferencing software—and **focus on rapport, trust, and engagement** rather than note-taking or form completion. The AI securely **transcribes the conversation**, integrates any relevant assessment materials or documents, and **applies your scoring frameworks** and **decision rules** to generate a clear, structured, standardized assessment write-up—every time.

The result is consistent, defensible assessments that reflect the full conversation and use your tools and language. Journey.do **also supports AI-assisted intakes**, where the system conducts assessments using your interview protocols, records the full interaction, and produces a structured note that feeds directly into scoring and planning. Staff review, edit, and approve all outputs, ensuring transparency, consistency, and professional oversight—while increasing accessibility.

AI Case Planner — Turning Intake into Aligned Action

From the first intake conversation, Journey.do helps officers **build rapport, establish buy-in, and capture what matters most**—without sacrificing documentation quality. Officers can record conversations naturally, add assessments or supporting information in any format, and stay fully present. The AI securely transcribes the interaction and **generates a strength-based, personalized success plan** that integrates assessment results, criminogenic needs, and the individual's own stated goals.

Officers remain fully in control—**reviewing, editing, and approving every plan**—but no longer have to translate raw information into structure on their own. Officers can put down the pen, make eye contact, and listen deeply, while still leaving with an **actionable, data-driven, compliant case plan**. Plans update dynamically as new information is added, and can be shared in multiple languages.

AI Notetaker — Every Contact Becomes a Step Toward Change

Every supervision contact is transformed into **structured, plan-aligned case notes** that reinforce supervision objectives and evidence-based practice. Officers can record field visits or office contacts, upload documents, program reports, court files, or transcriptions, and the system automatically generates standardized notes based on county-specific formats.

This eliminates the friction between engagement and documentation—**officers engage fully, knowing notes will be accurate, complete, and aligned**. What once took hours now takes minutes. The AI also flags **public safety or harm-reduction concerns**, aligns new information to the case plan, and uses it to **guide next steps**, signal emerging risks, update plans, or feed reporting—ensuring no interaction is wasted or disconnected.

AI Insight Generator — Guiding Focus, Preventing Drift

Before each contact, Journey.do uses agentic AI to guide **what matters most right now**: key needs, recent progress, and areas requiring attention. Officers can ask natural questions such as, *"What are the top behavioral areas I should focus on in my next contact?"*—and receive clear, actionable guidance grounded in the full case record.

After contacts, the system analyzes trajectory, **aligns progress to plan goals**, and suggests next steps. Supervisors gain dashboard-level visibility into trends, strengths, and gaps across cases—supporting **coaching, quality assurance, and consistency** without additional administrative burden. Counties can use pre-built prompts or create their own, ensuring **fidelity to evidence-based practices**, reducing variability, and preventing drift over time.

AI Report Maker — Standardized Quality, On Demand

Journey.do's AI Report Maker acts as a **universal reporting engine**, saving time while raising the quality and consistency of outputs. Staff can upload **any type of input**—program completions, therapist notes, employment records, assessments, PDFs, screenshots, photos, or written descriptions—and the AI analyzes and integrates all information **regardless of format**.

Reports can be generated **at any point in a case**, not just at closure, and tailored for court, supervision, leadership, or transition planning. At case closure, the system compiles **clear progress summaries and transition plans** highlighting skills built, milestones achieved, and next steps—written in **accessible language** that reinforces accountability while affirming growth. Counties can define **custom templates and "easy buttons"** that produce standardized outputs, saving hours of staff time and ensuring consistent quality across officers and organizations.

Human in the Loop - The goal isn't to replace judgment or relationships, but to make it easier for staff to succeed every time. Officers always stay in the loop, but the system carries the load. AI handles the coordination and alignment in the background, so officers can focus on the work that matters most: building skills, accountability, and positive change with the people they serve—with behavioral change being the default outcome. The result is supervision that goes beyond compliance to deliver personalized, aligned care that addresses criminogenic needs and builds the life skills required for long-term success.

Embedded Growth Programs That Drive Change

Journey.do's growth programs are not content libraries—they are **behavioral change tools embedded directly into case management**. Built on behavioral science, evidence-based practices, and decades of applied research, our patent-pending growth platform delivers client programming anytime, anywhere. Programs are designed to drive progress toward concrete goals, not simply completion of lessons. Rather than disseminating information, Journey.do positions content in service of change. Each program functions as a practical tool aligned to assigned **criminogenic need areas and protective factor growth**, reinforcing the skills, habits, and decision-making capacities that supervision is intended to build. Content is activated through goal-setting, applied through real-world practice, and reinforced through structured reflection and accountable feedback—ensuring learning are supported as they translate ideas into behavior.

Our secure, anytime-anywhere platform allows participants to engage on any device, whether in **detention**, in the **community**, during **supervision**, or between contacts. **Programs can be facilitated by your staff or ours**, with officers always staying informed while the system carries the coordination load. Participants are active contributors, not passive recipients. They apply skills in daily life and share back their experiences through structured story reflections, creating opportunities for accountable, strength-based feedback that deepens impact.

Journey.do offers a comprehensive library of evidence-based growth programs aligned to the most common **criminogenic needs** and organized across eight key areas, including prosocial skills; attitudes and values; peer and social supports; family and living arrangements; physical and mental health; education and employment; avoiding substance use; and taking responsibility. Foundational certificates are complemented by specialized programs—such as gun safety, substance prevention and recovery, criminogenic needs, and reentry—ensuring relevance across populations and supervision contexts.

All content is available in **multiple languages**, written at accessible reading levels, and supported by our AI **content reader** to ensure **equitable access regardless of literacy or primary language**. Across every program, the experience is intentionally designed so participants are seen, valued, and supported as they build skills, reflect on progress, and move toward lasting behavioral change.

Real-Time Embedded Staff Development

Sustainable change begins with **investing in people**—including the staff responsible for delivering it every day. Complementing our AI-augmented case management tools and anytime, anywhere growth programs, Journey.do helps agencies shift **from monitoring to mentoring, from oversight to opportunity, and from referee to coach**. We provide structured staff development journeys, supported from intake to outtake, that focus on evidence-based practices and the real-world application of those practices in supervision, case planning, and contact visits. Staff receive **personalized, non-judgmental feedback** as they apply these approaches in their actual work, ensuring learning translates into improved practice rather than remaining theoretical.

All staff development is delivered through the **same Journey.do programming app** used for client growth, reinforcing alignment across the system. Staff complete intakes, engage in applied learning, and complete outtakes—ensuring growth is intentional, measurable, and visible over time. Reflections and progress can be shared with supervisors, supporting coaching, alignment, and quality improvement while building a culture of continuous learning. Developed in partnership with **Justice System Partners (JSP)**, we also offer the Referee-to-Coach program, focused on **building a strong coaching connection**. This program helps officers operationalize a coaching mindset—strengthening motivational interviewing, strength-based communication, and relationship-centered supervision.

Beyond formal programs, Journey.do embeds professional development **directly into daily work**. As officers upload interviews, assessments, plans, and especially recordings of contact visits, the system provides **real-time, reflective feedback** aligned to evidence-based practices. Officers receive insight into what went well, how techniques such as motivational interviewing and strength-based language were applied, and how interactions supported accountable change—with guidance on how to strengthen future contacts. **Staff development is continuous, personalized**, and practical—supporting staff success, reducing burnout, and strengthening consistency and quality across the organization.

Why This Approach Works: Three Levels of Impact

Efficiency Boost — AI reduces hours of documentation and data entry, freeing officer time for direct client contact and skill-building interventions. Recording field visits, transcribing conversations, and producing structured case notes are handled automatically by the system. As one county supervisor shared: "The AI doesn't just save time—it gives it back. Staff who used to spend hours buried in case notes now use that time to role-play, build skills, and personalize supervision. What once took three hours of paperwork now fuels three hours of human connection."

Effectiveness Boost — The system ensures fidelity, consistency, and actionable insights across cases. Every interaction is intentional rather than transactional, guided by data and structured by evidence-based frameworks. Officers no longer choose between taking notes and making eye contact—they can engage fully while the system handles documentation. The result is less variability between officers, clearer oversight for supervisors, and more reliable delivery of behavioral change—without adding administrative burden.

Outcomes Boost — Every interaction fuels measurable transformation. True public safety and life transformation come when individuals gain the core skills—emotional regulation, decision-making, communication, and resilience—that make positive behavior sustainable. By maintaining continuous alignment between assessment, planning, intervention, and reporting, Journey.do ensures that supervision consistently drives the development of these responsive life skills. Behavioral change is one of the hardest needles to move—yet it becomes possible when every interaction counts.

Security, Privacy, and Compliance

Journey.do is built to meet the security, privacy, and accountability needs of organizations operating in high-trust, high-responsibility environments. Our platform and operational practices align with SOC 2 Trust Services Criteria and are designed to support HIPAA-regulated use cases, along with other applicable state, county, and federal requirements. We partner with Vanta to continuously monitor and strengthen our security posture through ongoing control validation, independent audits, penetration testing, and periodic third-party assessments. Our cloud-based infrastructure employs encryption for data at rest and in transit, strict AI safeguards, role-based access control (RBAC), multi-factor authentication (MFA), and a secure multi-tenant architecture ensuring data integrity across organizations.

Journey.do delivers 99.85% annual uptime and retains data securely for up to three years to support reporting and long-term impact evaluation, with options for shorter retention aligned to agency policies. Critically, our AI systems are built with privacy, fairness, and security as foundational principles—user data is never stored for model training, shared externally, or used to refine AI models, and all AI-generated insights are reviewed by trained staff before being shared, ensuring human oversight and bias mitigation.

About Lifelab Studios

Lifelab Studios is a **behavioral change company**, led by a passionate team of learning scientists, platform engineers, and segment experts. At Lifelab Studios, we've r**eimagined how personal growth and behavioral change happen**. We believe lasting change occurs when people are truly seen, supported, and empowered—and when organizations have the systems to deliver that care well. We build the tools that make this possible.

Our Mission is to power people, organizations, and communities to thrive. Through **AI-driven personalization, strength-based coaching,** and **human-guided accountability**, we help organizations deliver behavioral change—from intake to outtake—across behavioral health, justice, recovery, school, and social service systems.