

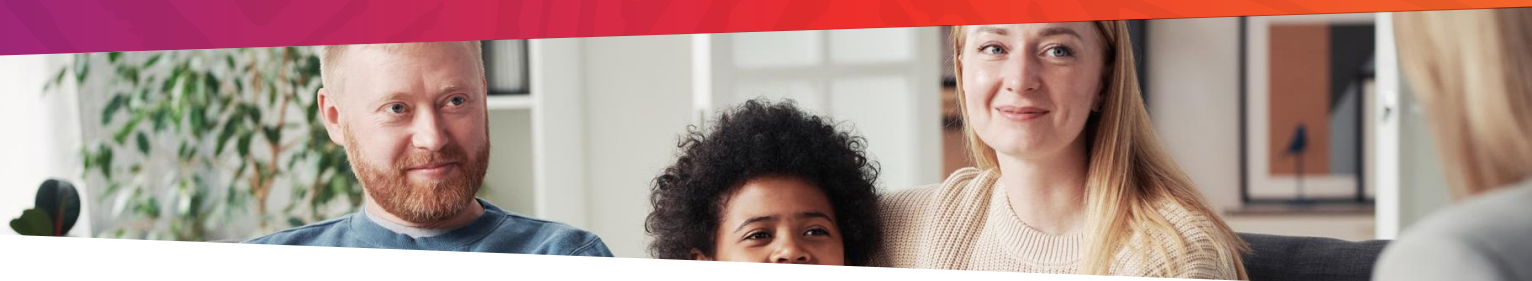
Empowering Human Services with AI-Powered Intellicoach

Real-time translation, transcription, AI coaching, and summaries

The Challenge in Human Services

Every interaction is critical. Human services professionals face the daily pressure of managing complex cases, navigating evolving policies, and ensuring every client feels heard and understood—all while battling administrative fatigue.

RedMane's AI-Powered Intellicoach is the real-time support system built to empower your team, elevate the quality of client engagement, and ensure consistent adherence to your organizational standards.



How Intellicoach Works: Real-Time Support, Elevated Practice

Intellicoach acts as an intelligent, non-intrusive co-pilot during client-professional interviews, providing immediate assistance and generating post-session documentation.

Feature

What It Does

Benefit to Your Team & Clients

Live Transcription

Converts spoken conversation into accurate, real-time text.

Eliminates Manual Note-Taking: Allows your professional to focus entirely on the client, not the notepad.

Real-Time Translation

Instantly translates conversations between common languages.

Breaks Down Language Barriers: Ensures every client receives equitable service and feels fully understood, regardless of their native language.

Intelligent Question Prompts For Workers

Based on your policy and practice expectations, the system suggests key follow-up questions or required policy checks to the professional.

Ensures Policy Adherence & Thoroughness: Guarantees that all critical steps are covered, leading to more complete case files and higher quality support.

Post-Interview Summaries

Generates concise, accurate summaries of the conversation, key decisions, and action items.

Reduces Administrative Burden: Drastically cuts down on time spent on documentation, freeing up professionals for more direct client service.



The Impact: Empowered Professionals, Improved Outcomes

Intellicoach is more than just a tool; it's a strategic investment in the quality and consistency of your services.

For Your Professionals:

Reduced Burnout: Less time on administrative tasks.

Consistent Excellence: Guides less experienced staff through complex policies in real time.

Enhanced Confidence: Provides a safety net, helping to ensure critical questions and policy requirements are not missed.

For Your Organization:

Policy Compliance: Hard-codes your best practices into the system.

Data-Driven Quality: Uses the data from interactions to give you actionable insights.

Better Client Outcomes: Leverages clearer insights to improve client success rates.

The screenshot displays the Intellicoach software interface for a new session on 9/8/2025. The interface is organized into several sections:

- Header:** "New Session - 9/8/2025" and "Case Worker User1".
- Session Info:** "Contact: Intake", "Interviewer: Case Worker User1", "Respondent: David Johnson", "Lang: en-US--None".
- Buttons:** "Completed", "Start", "Download", "Demo".
- Question Categories:**
 - Critical Questions (Intake):** Includes questions like "Can you confirm if Jacob is currently staying with you and provide any details about his current...", "Is Jacob currently with you, and are there any immediate concerns about his safety or well-being?", "Did Jacob receive any medical attention for the bruises, and do you have photos documenting...", "Can you describe the severity and size of the bruises on Jacob's arms and back, and whether they seem...", "What is your relationship to Jacob and can you confirm your contact information in case we need...", "Do you believe Jacob is currently in immediate danger, and is he currently in your care?", "Where did the incident occur?", "Can you describe what happened or what concerns you about potential abuse, including when and...", "Do you believe the child is in immediate danger right now?", "When did the incident occur?"
 - Important Questions (Intake):** Includes questions like "Do you know if Lisa's boyfriend, Mike, is still present at her residence, and is there any history of violence...", "Does Mike live at Lisa's address, or do you have any information about where investigators might find...", "Has Jacob mentioned any previous incidents or expressed fear of either Lisa or Mike before this...", "Do you know if anyone else witnessed the incident or has information about Mike's behavior towards...", "Can you provide the mother's address and any information about her boyfriend's name or...", "When did you last see the child?", "Was law enforcement involved? Which agency or case number?", "Were there any witnesses? If so, who?", "Does the child have American Indian or Alaska Native heritage? If so, which tribe?", "What is your relationship to the child?", "What is the best phone number to reach you?"
 - Informational Questions (Intake):** Includes questions like "Would you be able to share the pictures of Jacob's injuries with the investigation team to aid in their...", "When was the last time Jacob's mother or her boyfriend had contact with you or Jacob after this...", "Have there been previous concerns or reports regarding Jacob's safety during visits with his...", "Are there any hazards in the home we should know about?", "Do you know where that person is right now?", "Does the child have any disabilities or special needs?", "Are you a family member, teacher, medical provider, or other?", "What is your current address?"
- Answered Questions:** Includes questions like "Can you tell me your child's name? His name is Jacob.", "What is the child's name? Jacob", "What is the child's age? Seven years old", "What is the name of the person you believe is responsible? Mom's boyfriend", "What is that person's relationship to the child? Mom's boyfriend", "When did the incident occur? It happened on Saturday night.", "What is your..."

To learn how AI can empower your agency and the people you serve, contact:
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