



From Manual Workflows to AI-Enabled Delivery in Behavioral Health

For The Largest Health & Human Services Provider in New York City

Case Study



Customer Overview

The Jewish Board is one of New York City's largest not-for-profit providers of behavioral health and human services, serving more than 45,000 New Yorkers annually across 75+ locations throughout the five boroughs. With a history spanning more than 140 years, The Jewish Board provides a broad range of behavioral health, family support, and social services.

Business Context

The organization faced operational and engineering bottlenecks caused by dozens of manual, paper-based, and disconnected business workflows. These processes consumed staff time, increased the potential for errors and compliance risks, and diverted clinical teams from care delivery. The organization needed to rapidly digitize these workflows while maintaining security, quality, maintainability, and healthcare compliance.

Traditional application development required a delivery model that could move efficiently from a business need to a production-ready application. The opportunity was to accelerate application delivery without compromising the engineering practices required for production environments.

To address this, Neurealm embedded a dedicated two-person AI pod into the organization's existing

development pipeline, providing AI engineering capacity to support the automation of medium to complex business workflow applications. An FDE works with business users to identify and prioritize manual workflows and rapidly prototype applications.

The Solution

Neurealm integrated AI into the software development process rather than treating it as a standalone experimentation tool.

As part of the engagement, Claude Code was incorporated into the development workflow to support the rapid development of automated business workflows. Claude Code is integrated into a production-oriented engineering model, rather than used as a standalone pilot or proof of concept. The approach spans architecture, development, testing, security validation, documentation, and deployment, with engineering controls retained throughout the delivery lifecycle.

The engagement also extends beyond individual application development to support broader AI adoption through:

- AI strategy and use-case development
- Identification and prioritization of AI opportunities
- Exploration of agentic AI and healthcare AI applications

- AI maturity roadmaps
- Pilots and proofs of concept

Solution Details

▪ AI-Enabled Application Development

A dedicated two-person AI pod was embedded within the existing development pipeline to provide immediate AI engineering capacity for automated business workflow applications.

▪ AI-Assisted Software Development

Claude Code was integrated into the software development lifecycle across architecture, development, testing, security validation, documentation, and deployment, helping reduce business workflow application delivery from months to weeks.

▪ Healthcare-Ready Deployment

The applications are deployed in a HIPAA-compliant Azure environment, with security validation and testing incorporated into the application delivery lifecycle.

▪ Structured Delivery Cadence

The operating model targets production deployment of new workflow applications approximately every 2–3 weeks.

▪ Broader AI Adoption

Alongside application development, the engagement supports AI strategy and use-case development, including identifying opportunities, exploring agentic and healthcare AI applications, developing AI maturity roadmaps, and evaluating potential solutions through pilots and proofs of concept.

Solution Impact

With Claude Code integrated into the development lifecycle, the engagement moved key business outcomes from a traditional, months-long model to a faster, more scalable approach.

Care Delivery

35% improvement in care delivery by caregivers through the use of AI tools and solutions

Application Delivery Cycle

3–6 months → 3–4 weeks

Delivery Acceleration

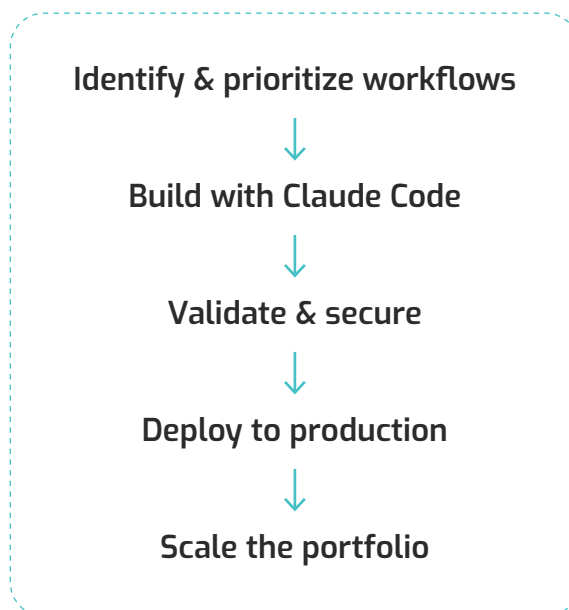
Baseline → 60% faster

Workflow Application Throughput

Baseline → Up to 3x–9x greater capacity

Production Deployment Cadence

Months → Every 2–3 weeks



Neurealm is an AI-first technology services company helping enterprises build the intelligent systems that power the future. We work across the full Physical AI to Agentic AI spectrum, from edge devices to autonomous agents, and help enterprises move from AI experimentation to production-grade deployment, powered by NeuGAIN, our unified AI platform. Our outcome-driven, engineering-led approach spans AI, Engineering, Data, RunOps and more, serving 280+ enterprises worldwide.

For more information on how **Neurealm** can help solve your business problems, write to inquiry@neurealm.com or visit us at www.neurealm.com