SECURING
OUR
FUTURE
ECONOMIC
MOBILITY SUMMIT
Building pathways for upward mobility

WELCOME

WHAT- THE- TECH

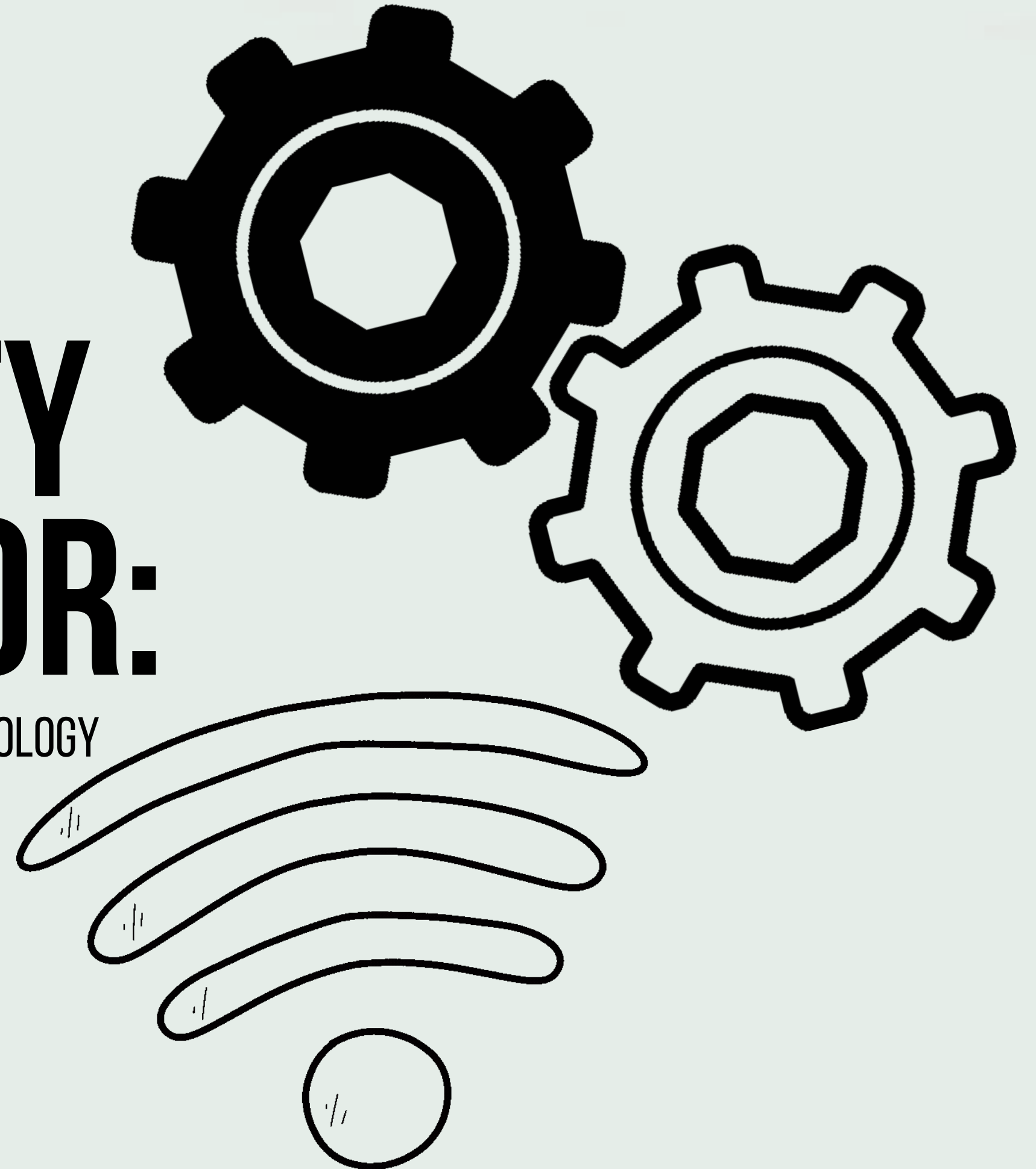## Why Technology in Human Services is Important:

AUTOMATION — REDUCING INEFFICIENCIES, ENHANCING SERVICES

INTEGRATION — GIVING WORKERS THE FULL PICTURE

EMPOWERMENT — PROVIDING CLIENTS GREATER CONTROL

ANALYSIS — EVALUATING EFFECTIVENESS

ACCOUNTABILITY — IMPROVING PERFORMANCE
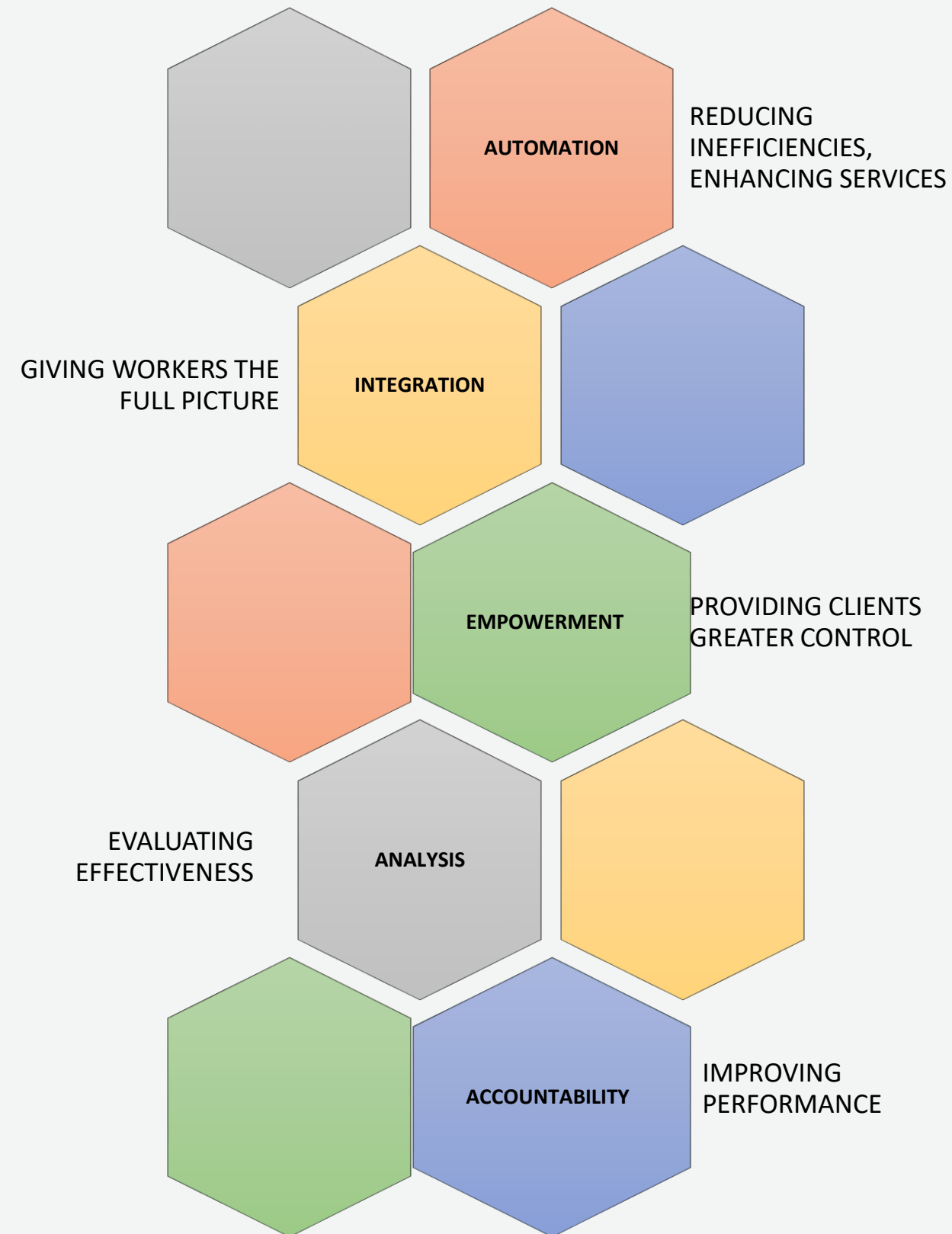
WHY IS DATA INFRASTRUCTURE ESSENTIAL FOR ECONOMIC MOBILITY?

Using an Economic Mobility Framework
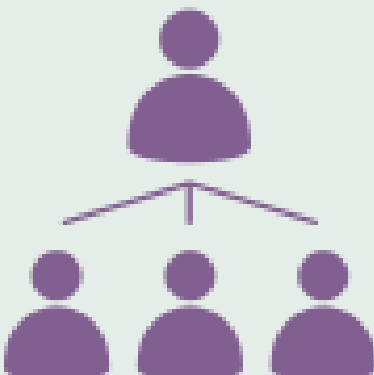
Build Organizational Capacity

Economic Mobility Tools

Communicate

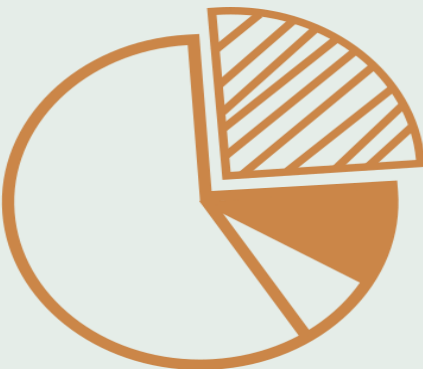**Partner with Other Entities**

Become Data-Driven

THE BENEFITS
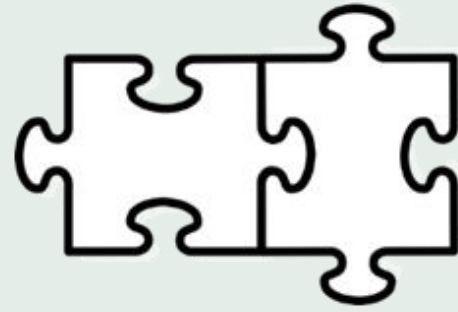
Pre-Configured, HUD Compliant Reporting

Configurable Assessments
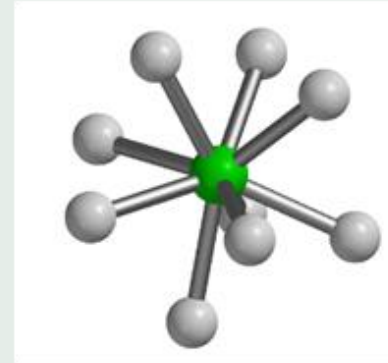
Flexible Coordinated Entry

Long-driven workflows

Eligibility and real-time referrals

Data Quality

Real-time bed management

Azure-enabled Advanced Analytics

System Administrator Services

DATA INTEGRATION TO IMPROVE ACCESS

Frontline CW Intake with Information from multiple sources

Leverage Funding

Resource & Referral for Call Center

Self-service portal for Landlords

Zip Code Mapping User-centered Perspective

Remove Document Barriers and Payments interface

OSCARSS
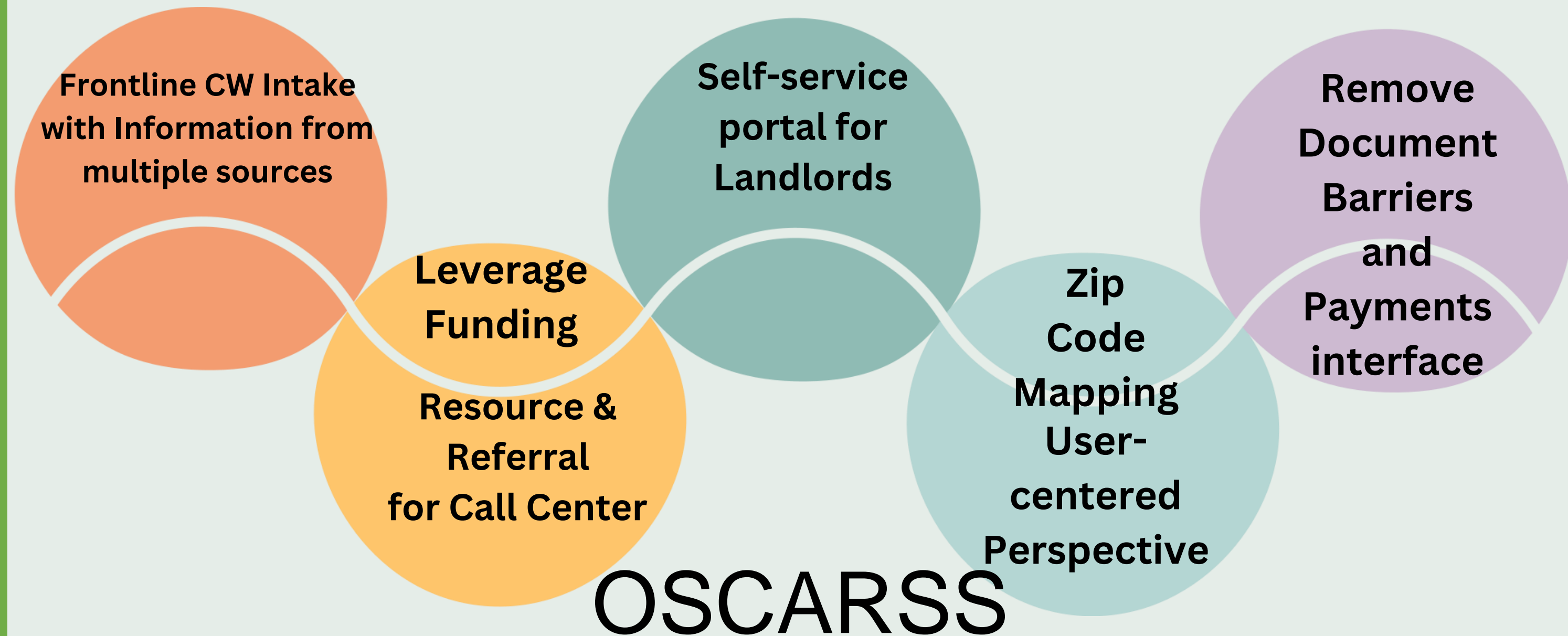
CSD CHAMPION OF DATA INTEGRATION
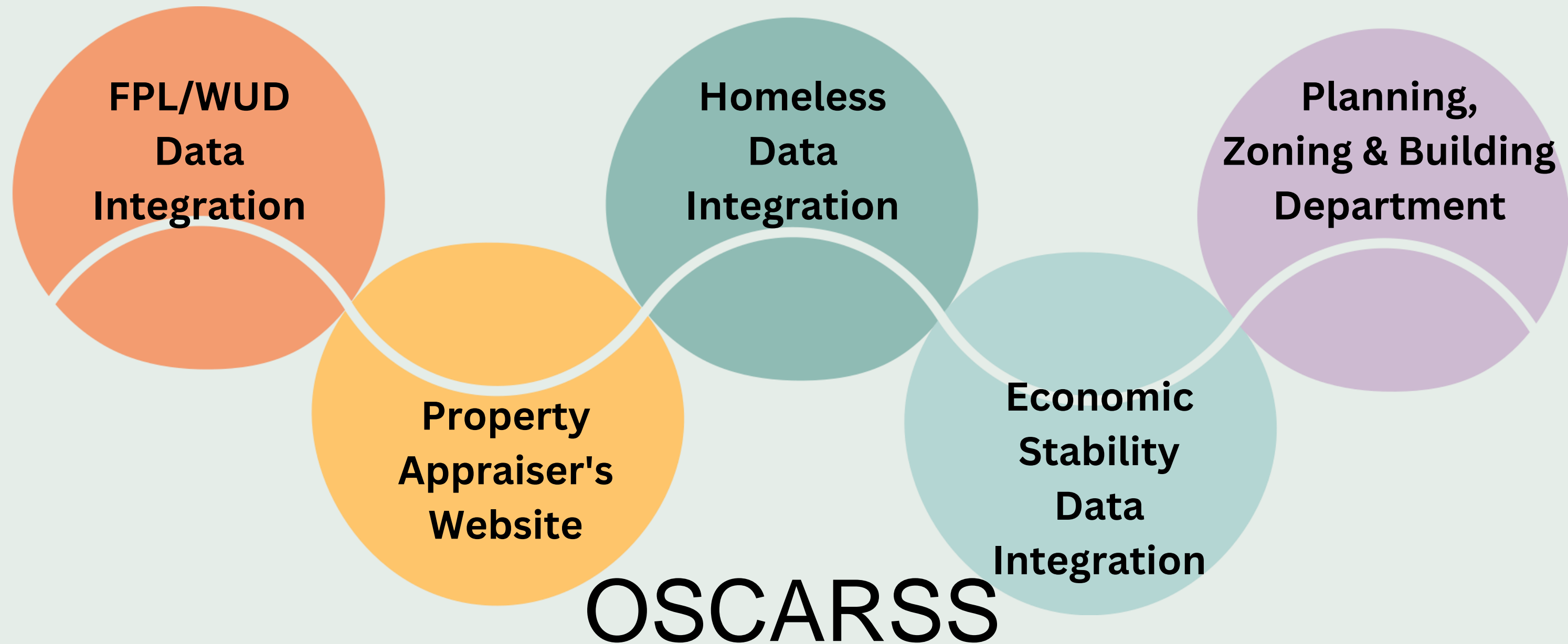
PALM BEACH COUNTY DATA INTEGRATION PLAN

ER and Hospital Data

EMS Data

SNAP

Housing Authority Data

Healthcare for Homeless Data

OSCARRS and HMIS

County and Municipal Jail Data

Court Data

Homeless Services Data

Prevention Data

SOFI Data

Community Action (Utilities)

Key
Existing Data Exchange
Desired Data Exchange

EXISTING DATA SHARING AND COLLABORATION

Client applies for rent & utility assistance in OSCARSS

Client qualifies for additional services such as Childcare; Eligibility met based on OSCARSS data

Client's utility bill information is verified with FPL & landlord information is verified in Property Appraiser software (PAPA)

Client's information is transferred to HMIS; Client is enrolled in Family Self-Sufficiency Program

EXISTING DATA SHARING AND COLLABORATION EXAMPLE

A client is in 3 different programs with different case workers

CW1 makes an observation that could be relevant for other case workers. CW1 makes a note in Resource and Referral system

CW4 meets with client from new service and records observations in HMIS or OSCARSS that populates Resource and Referral System for all CWs to see

CW2 and CW3 feel this is relevant to the client's case plan and CW2 contacts CW1 for more information through the Resource and Referral System

All 3 CWs meet and CW2 takes the responsibility to conduct a referral readiness session and refer client to another service through the system and all caseworkers able to see the notes and bypass eligibility

CW1 looks up the information from their Program System and responds to CW2

CW3 after reading the initial message, meets with the client and updates their Program System and submits a secure message in Resource and Referral System that can be seen by all Case Workers involved

Homeless

Resource and Referral

Job Seeker

Eviction

NEW AI INTEGRATION FEATURES TO IMPROVE CLIENT ACCESS

1. Real time Integration of Housing Inventory with OSCARSS
2. Homeless Outreach Team "Hot Spots" Street Engagements
3. Resource & Referral Portal
4. Reporting & Tracking Automations
5. Utilizing AI for Better Service Delivery

DATA INTEGRATION LONG-TERM COLLABORATIONS

ChildNet

Early Learning Coalition

School District

SNAP

Common Eligibility, common data collection fields, reduce duplication of services

OSCARSS Interface (Data Warehouse)

HMIS REPORTS

Common Demographics: Client Household Services Eligibility (optional)

Webauthor Reports
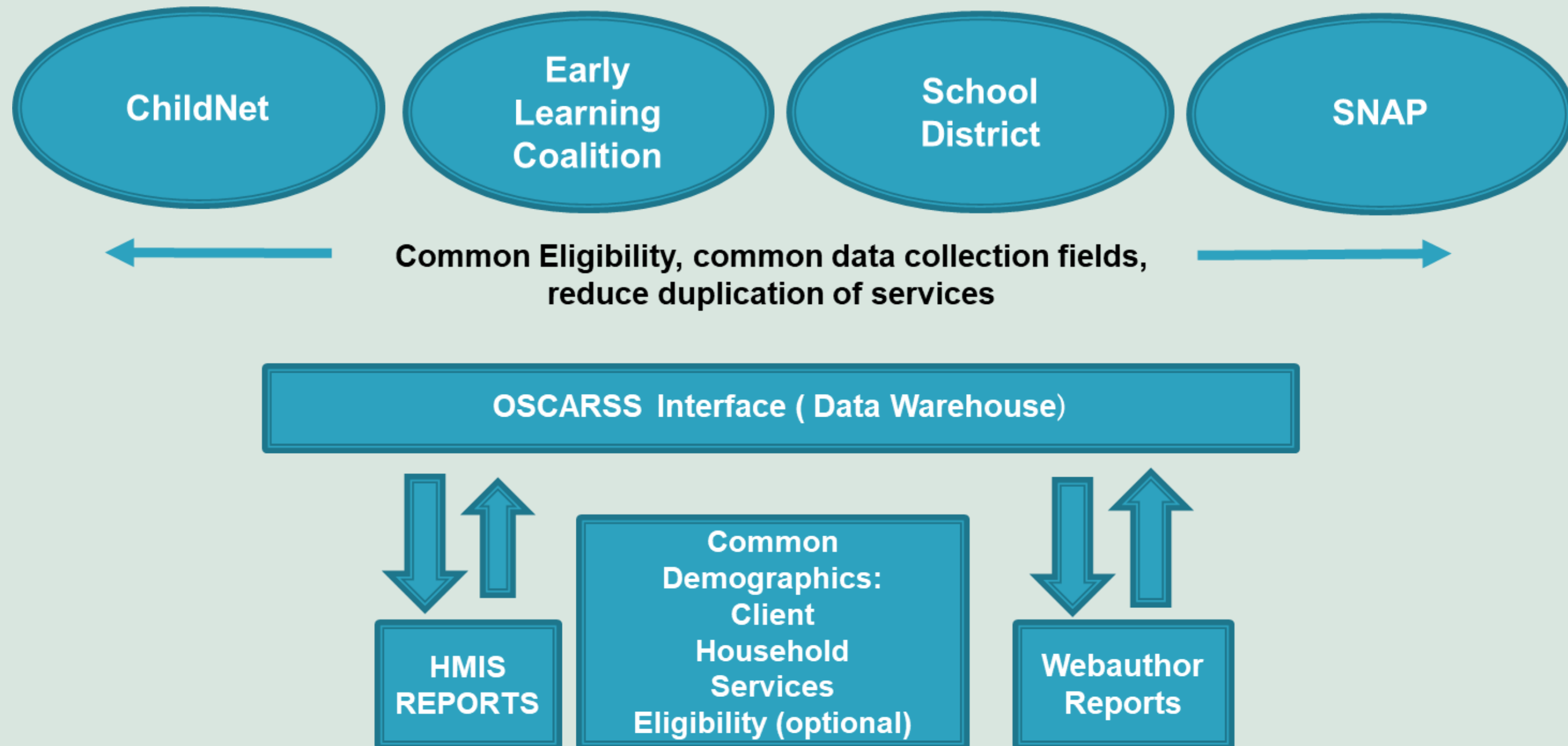
AI OVERALL IMPACT IN HUMAN SERVICES

- The access to support services and streamlining processes

- Improve Service delivery- payment of invoices, processing applications

- Data Integration to improve client outcomes of improving quality of life

- Real-Time data to help improve business sense strategy

Thank You!

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AI is Rooted in Everything We Do

Woke up and **asked Siri** for the weather in Miami... it might be snowing!

Listened to a **personalized playlist/podcast** while responding to email during my flight

Ordered an Uber from the airport to the hotel that **predicted my fare** and arrival time

Arrived home and asked **my smart speaker** to turn on the lights

Streamed a new **recommended TV show** based on my viewing history

What is Artificial Intelligence?

DEFINITION

Artificial intelligence (AI) is the capability of a computer program, using math and logic, to **simulate human cognitive functions** like:

- ✓ Mimicking human cognitive functions
- ✓ Gathering information and solving problems
- ✓ Using math and logic to simulate reasoning
- ✓ Learning from new information and making decisions

AI is all about getting
computers to support tasks
*that would normally require
human intelligence.*

What is Generative Artificial Intelligence?

DEFINITION

Generative Artificial intelligence (GenAI) is AI capable of generating text, images, codes, simulations, audio, or other media, using generative models.

- ✓ Responds to prompts input by users
- ✓ Operates and evolves on AI models and algorithms that are trained on data sets
- ✓ Generating new content
- ✓ Use cases are expanding

GenAI is all about AI generating **new content** *by matching user prompts to patterns in training data.*

AI Solution Areas in State & Local Government

AI solutions enhance document generation, case management, knowledge management, back-office functions, and customer engagement by automating content creation, streamlining workflows, organizing information, optimizing administrative tasks, and improving customer interactions.

DOCUMENT GENERATION

Examples: *Job Postings, Correspondence, Invoices, Reports/ Queries, Automated Data Entry, Appointment Scheduling*

CASE MANAGEMENT

Examples: *Worker Copilots, Customer Profiles, Customer/ Patient History, Policy*

KNOWLEDGE MANAGEMENT

Examples: *Training creation, Volume Analysis, Safety Monitoring, Enterprise Data*

BACK-OFFICE FUNCTIONS

Examples: *Document Generation, Cyber, Code Assistants, HR Agents, System Monitoring*
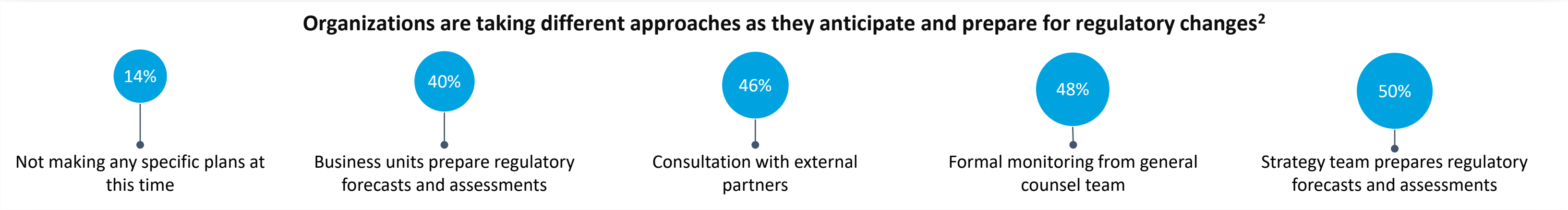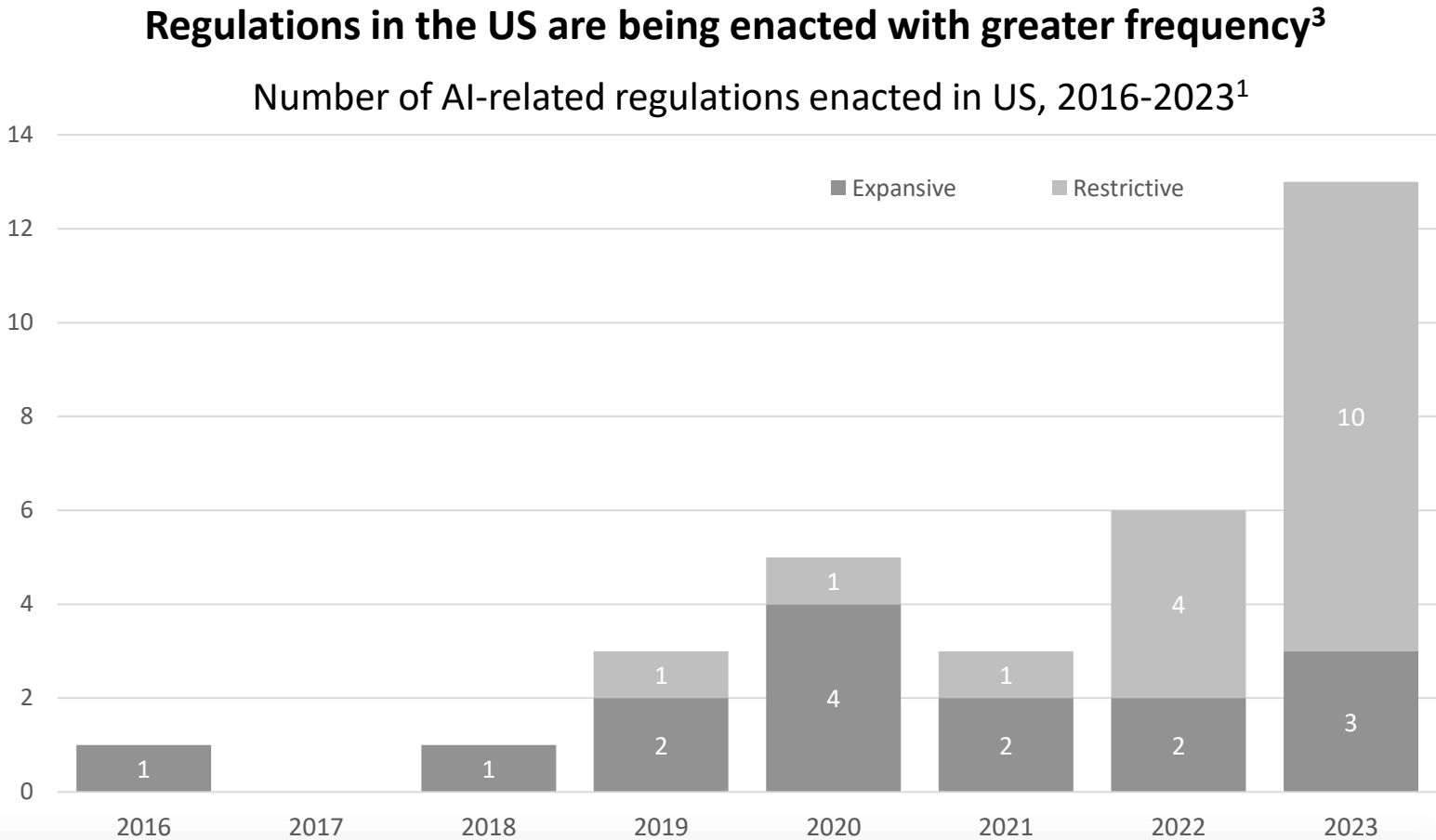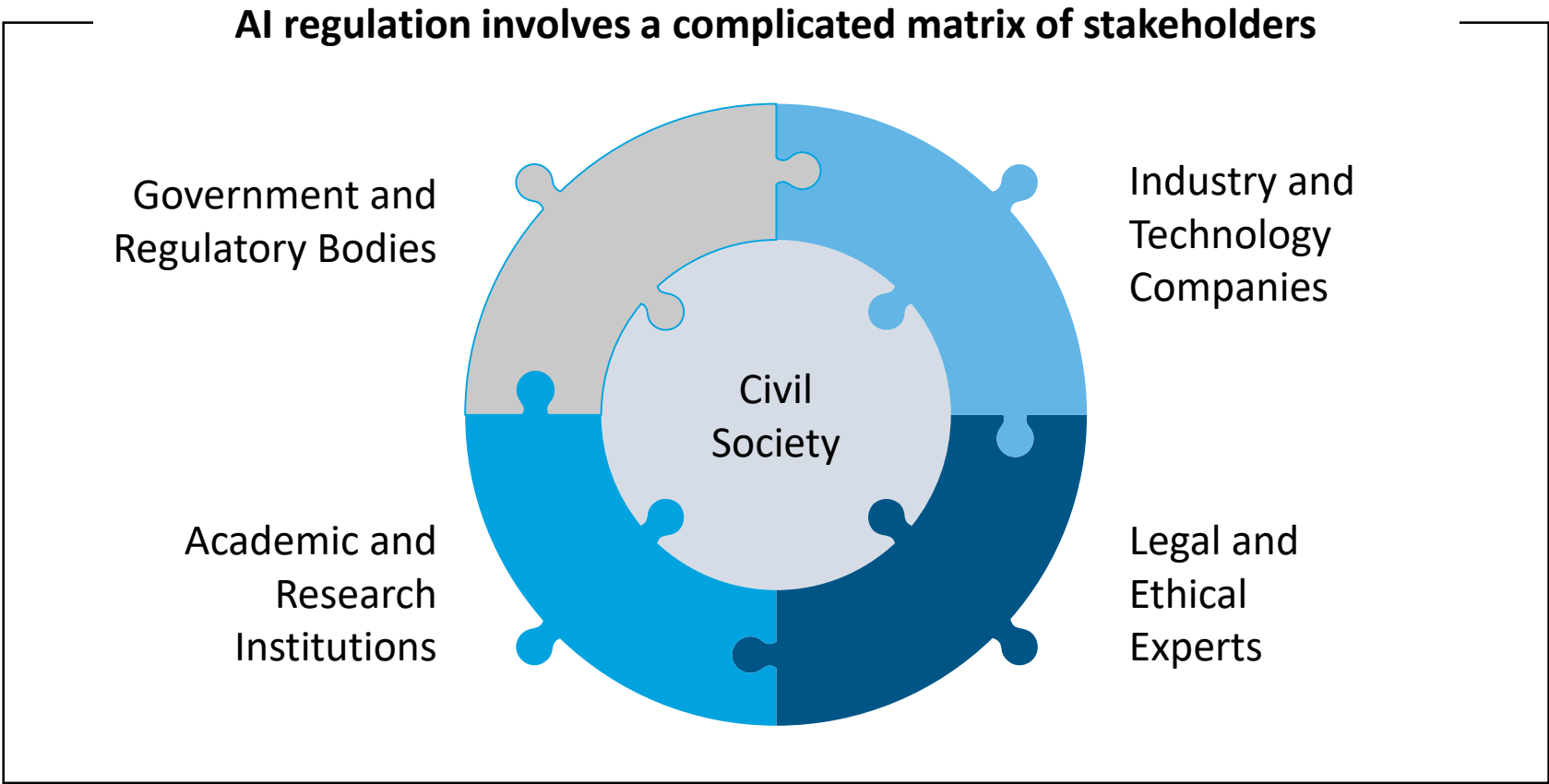
CUSTOMER ENGAGEMENT

Examples; *Connected Customer, Call Centers, Generative Chat, Customer Analysis, Translation*

AI Regulatory Activity Trends

Regulatory activity has increased significantly in recent years; in the United States at the Federal level in 2023 there were 181 AI-related bills proposed, more than double the 81 proposed in 2022[1]

AI regulation involves a complicated matrix of stakeholders

Government and Regulatory Bodies

Industry and Technology Companies

Civil Society

Academic and Research Institutions

Legal and Ethical Experts

Regulations in the US are being enacted with greater frequency[3]

Number of AI-related regulations enacted in US, 2016-2023[1]

Legend: Expansive, Restrictive

Year	Expansive	Restrictive
2016	1	
2017		
2018	1	
2019	2	1
2020	4	1
2021	2	1
2022	2	4
2023	3	10

Organizations are taking different approaches as they anticipate and prepare for regulatory changes[2]

14% Not making any specific plans at this time

40% Business units prepare regulatory forecasts and assessments

46% Consultation with external partners

48% Formal monitoring from general counsel team

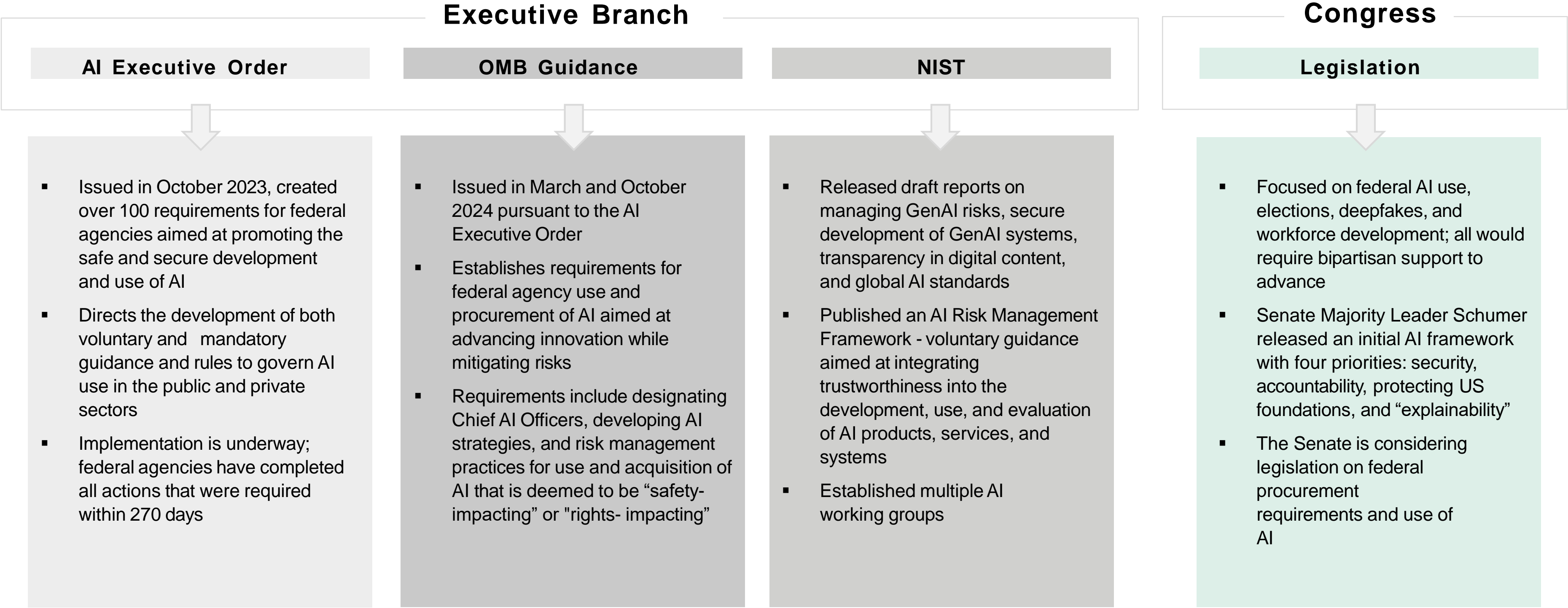**50%** Strategy team prepares regulatory forecasts and assessments

[1]Stanford University 2024 AI Index Report. Expansive regulations refer to actions by regulatory agencies or governments aimed at augmenting AI capacity, including investments in supercomputing infrastructure. Restrictive regulations involve steps to curtail AI capabilities, such as imposing restrictions on the use of facial recognition algorithms. Restrictive AI regulations may also be intended to address underlying policy concerns, such as AI's potential impact on citizens' civil liberties
[2]Deloitte's "State of Generative AI in the Enterprise" survey, Q3 2024. survey was fielded to 2,770 respondents across six industries and 14 countries, between May and June 2024v

[3]Although an increase in AI-related regulations in recent years, we expect a reduction in Federal regulations under the incoming administration

Federal AI Policy Landscape

The Biden Administration has been active on AI policy, including issuing guidance and rules for federal agency AI use and proposing reporting requirements for developers of advanced AI models; however, **we expect a reduction in Federal AI regulations under the incoming administration**

Executive Branch

AI Executive Order

- Issued in October 2023, created over 100 requirements for federal agencies aimed at promoting the safe and secure development and use of AI

- Directs the development of both voluntary and mandatory guidance and rules to govern AI use in the public and private sectors

- Implementation is underway; federal agencies have completed all actions that were required within 270 days

OMB Guidance

- Issued in March and October 2024 pursuant to the AI Executive Order

- Establishes requirements for federal agency use and procurement of AI aimed at advancing innovation while mitigating risks

- Requirements include designating Chief AI Officers, developing AI strategies, and risk management practices for use and acquisition of AI that is deemed to be "safety-impacting" or "rights- impacting"

NIST

- Released draft reports on managing GenAI risks, secure development of GenAI systems, transparency in digital content, and global AI standards

- Published an AI Risk Management Framework - voluntary guidance aimed at integrating trustworthiness into the development, use, and evaluation of AI products, services, and systems

- Established multiple AI working groups

Congress

Legislation

- Focused on federal AI use, elections, deepfakes, and workforce development; all would require bipartisan support to advance

- Senate Majority Leader Schumer released an initial AI framework with four priorities: security, accountability, protecting US foundations, and "explainability"

- The Senate is considering legislation on federal procurement requirements and use of AI

Note: OMB stands for Office of Management and Budget; NIST stands for National Institute of Standards and Technology

2024 State AI Policy Landscape

According to the National Conference of State Legislatures, over 480 AI bills were introduced during the 2024 legislative sessions. Enacted AI legislation predominately focused on regulating deepfakes in elections, explicit materials, or in audio or visual productions as well as creating AI study committees. Additionally, two states passed legislation imposing obligations on employers' use of AI.

Deepfakes

Explicit content	Elections	Audio	Study Committees	Employment
Alabama, Arizona, Idaho, Illinois, Indiana, Iowa, Louisiana, Mississippi, New York, South Carolina, South Dakota, Tennessee, Utah, and Washington	Alabama, Arizona, Colorado, Florida, Idaho, Indiana, Mississippi, New Mexico, New York, Oregon, Utah, and Wisconsin	California, Illinois, and Tennessee	Colorado, Florida, Indiana, Kentucky, Oregon, Tennessee, Virginia, Washington, and West Virginia	Colorado and Illinois

Note: States listed are examples and not encompassing of all states that have passed legislation in that focus area. Source: National Conference of State Legislatures

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Deloitte.

Archie Satchell
Chief Information Officer, PBC