

Demystifying Artificial Intelligence: Practical Applications for the Child Support Program



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Agenda

Understanding AI & GenAI

Challenges and Concerns

Emerging GenAI Policy

Child Support Use Cases

Lessons Learned



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Moderator



Ben Karchner
Deloitte

Panelists



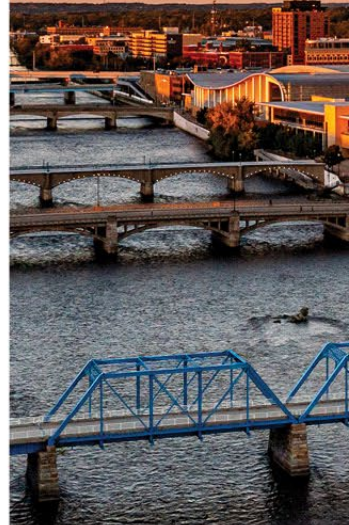
Srijoy Ray
Deloitte



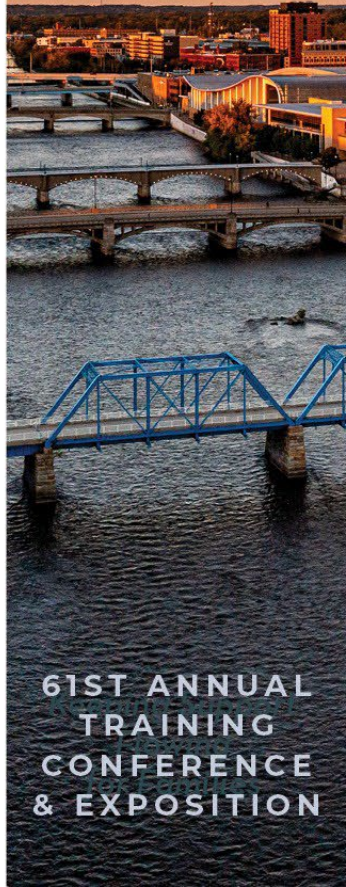
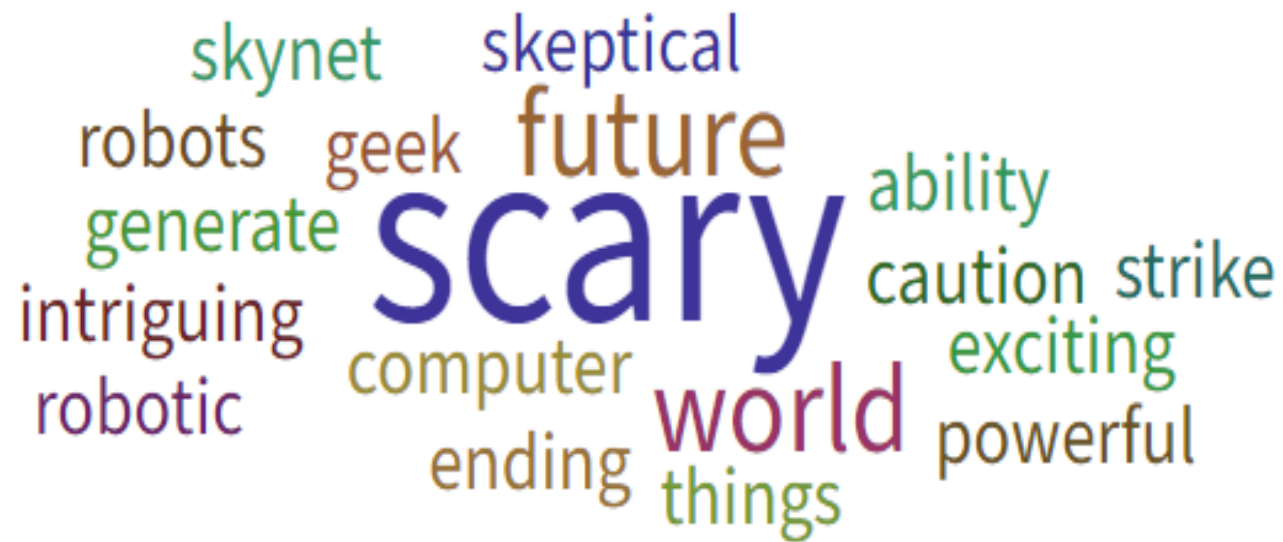
Zach Rasmussen
CGI



Bob Havanki
Conduent



What word comes to mind when you think about Generative Artificial Intelligence?



The Age of AI is here

From automation to creation

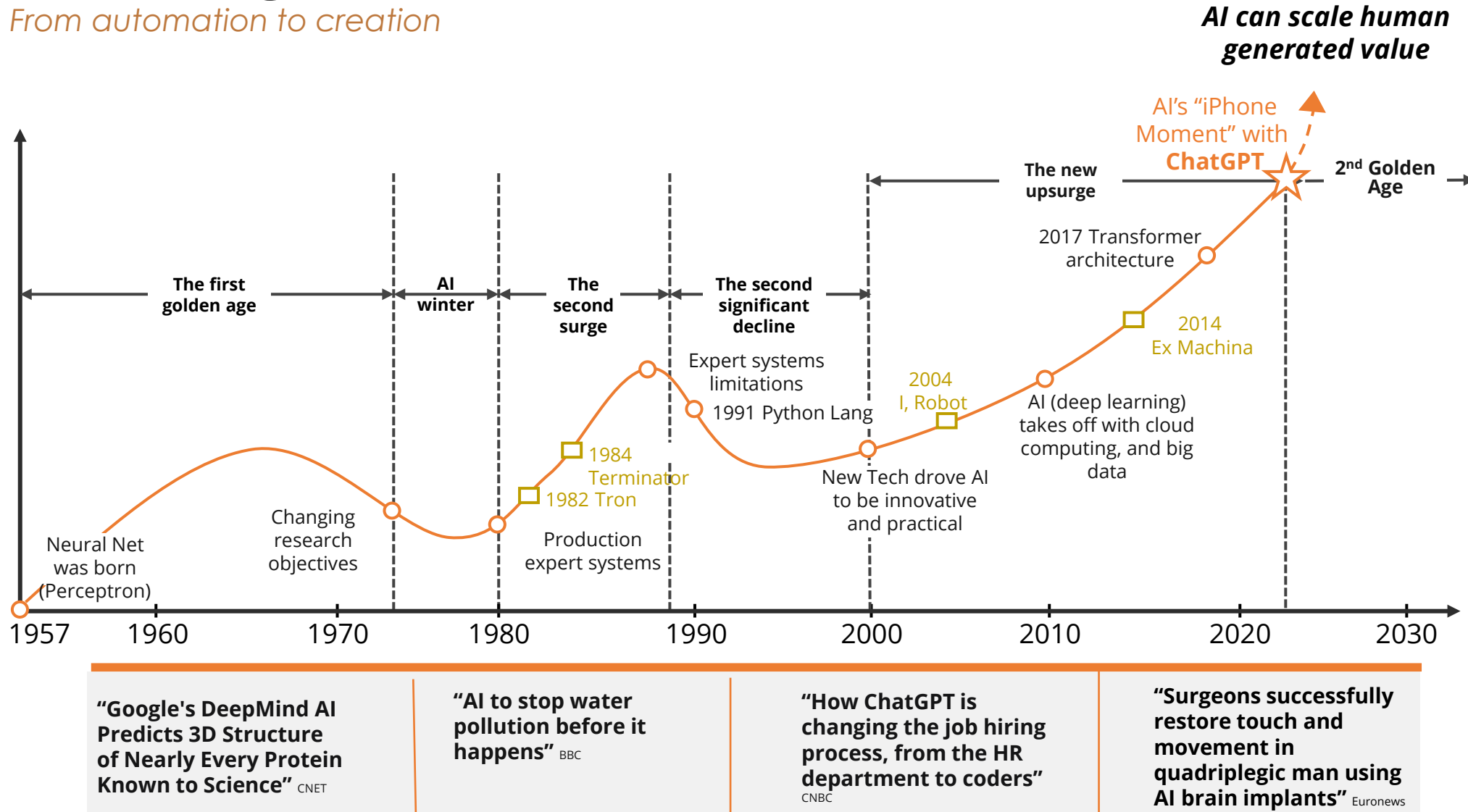
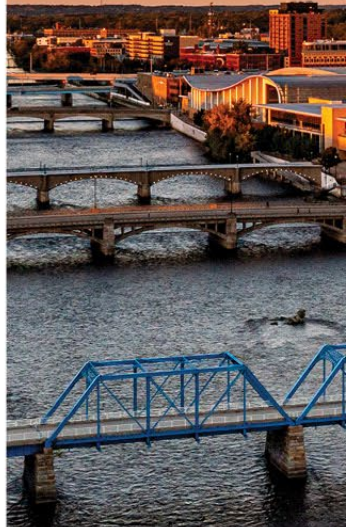


Figure adapted from the "Reflection of the development history of AI," published in the article "Artificial Intelligence in Product Lifecycle Management" by Wang et al. in 2021

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What is Generative AI?

A type of artificial intelligence that creates original content across various modalities (e.g., text, images, audio, code, voice, video) that would have previously taken human skill and expertise to create.

HOW does it work?

Uses **Foundation Models (FMs)** trained on massive amounts of data to **understand human communication and natural language**.

WHY now?

Converging innovations of hardware, cloud native stack, software engineering, machine learning, deep learning, and model sizes allows for the **realization of an autonomous creation economy**.

WHO is involved?

Technology leaders and start-ups are developing user facing applications on these underlying models.

- ✓ Act as a **force multiplier** for our people and our clients
- ✓ **Reduce the burden** of human interaction for many types of tasks
- ✓ Use technologies to **guide decisions** and **focus on critical tasks**

EXAMPLE MODALITIES

Text Generation

Prompt: *Explain my colleagues the business impact of generative AI in 50 words*

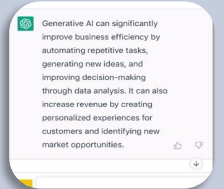


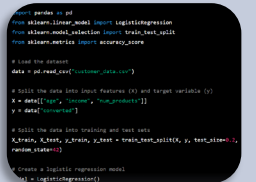
Image Generation

Prompt: *A bowl of soup that is a portal to another dimension as digital art*



Code Generation

Prompt: *In python, code a program that predicts the likelihood of customer conversion*



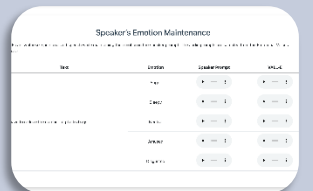
Video Generation

Prompt: *A teddy bear painting a portrait*



Audio Generation

Prompt: *Play 'we have to reduce the number of plastic bags' in a sleepy tone*



AI OR NOT?



Which one of these is AI generated?



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Did you guess right?



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AI OR NOT?



Which one of these is AI generated?



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Did you guess right?



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Latest Research

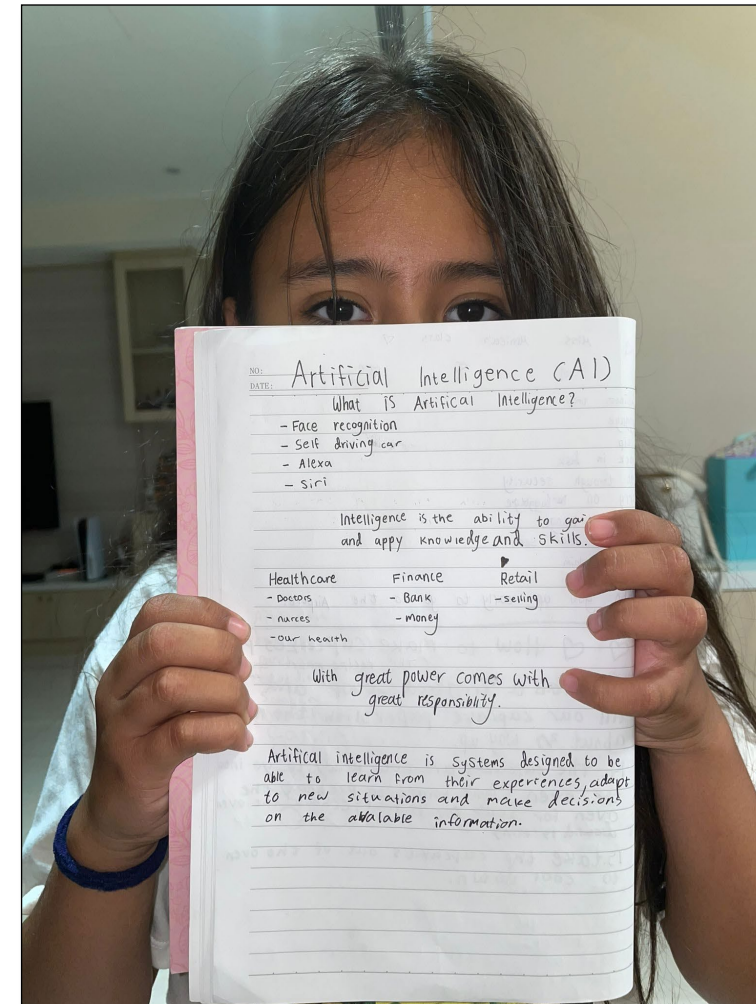
The opportunity: Using AI to unlock **financial** and **societal values** and **benefit humanity**

Financial: \$ trillions in value potential across global sectors

Society: Better governance, safety, equity, education, health

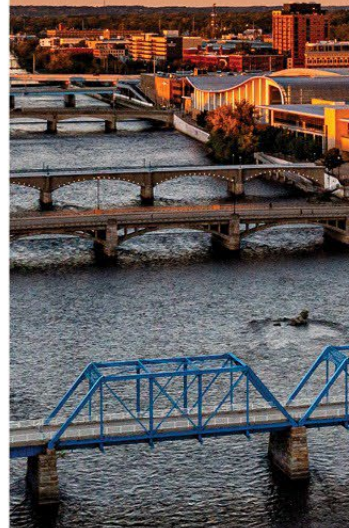
Humanity: UN SDGs, climate change, cures

The challenge: Ensuring **trusted outcomes** through robust, trustworthy and ethical AI solutions



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Challenges and Concerns of AI

"New AI systems collide with copyright law" *BBC*

"Hollywood's Fight: How Much AI Is Too Much?"
Wall Street Journal

"AI anxiety: workers fret over uncertain future"
The Hindu

"A deadly Uber self-driving car crash 5 years ago exposed A.I. workplace issues that businesses still need to resolve" *Fortune*

"Google hit with lawsuit alleging it stole data from millions of users to train its AI tools" *CNN*

"Cyber Attackers Can Disable AI Systems By 'Data Poisoning': Google AI Expert" *NDTV*

"OpenAI's ChatGPT chatbot blocked in Italy over privacy concerns" *Euronews*

"AI-enhanced images a 'threat to democratic processes'" *The Guardian*

AI's potential to change businesses and human lives is not fully understood.

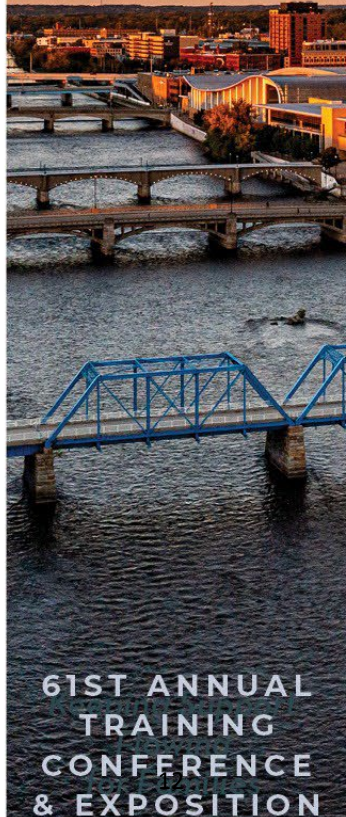
The abuse and unintentional risks associated with it could be exponentially more dangerous to businesses and societies than previous technological advances... yet the true extent remains unknown.

Risks & Issues include...

- Loss of trust among users and stakeholders
- Privacy infringement
- Exacerbating existing inequalities
- Enterprise historical cultural biases
- Abuse of AI to cause harm
- Security vulnerabilities including data poisoning
- Legal liabilities such as Copyright infringements

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AI Federal Policy Landscape

While there is broad agreement on the importance of AI issues across the Biden Administration and Congress, policymakers do not yet agree whether, when, and how AI should be regulated.

Emerging Federal Policy

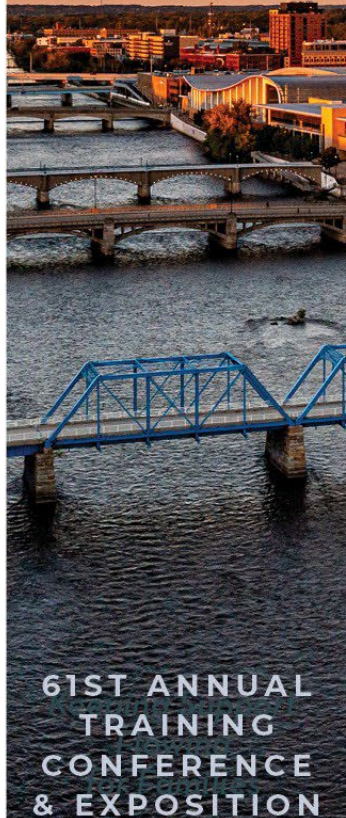
- ❑ On October 30th, the Biden Administration issued an **executive order on artificial intelligence**
- ❑ Both the House and Senate are holding hearings and educational briefings on AI policy issues, including:
 - ❑ AI governance
 - ❑ Bias and discrimination concerns
 - ❑ National security impacts
 - ❑ Workforce effects
 - ❑ AI misuse
- ❑ October 4, 2022 the White House Published an AI Bill of Rights Blueprint providing guidance on the design, use, and deployment of AI systems
- ❑ The House introduced bipartisan legislation that would create a commission to study AI and make recommendations

White House Executive Order

- ❑ **Empower a Chief AI Officer (CAIO) and Governance Board**
- ❑ **Review and Govern AI for Risk with required Risk Management practices**
- ❑ **Develop and AI Strategy and Increase AI Capacity**
- ❑ **Boost AI Talent**
- ❑ **Experiment Responsibly with GenAI**



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AI State Policy Landscape

2023 SUMMARY

During the 2023 session, **AI legislation** was introduced in **over 22 states and territories**.

Most legislation enacted and executive orders issued in 2023 pertained to creating **working groups and committees tasked with studying AI and producing policy recommendations**. A handful of states passed legislation regulating **deepfakes in elections**.

2024 THEMES

In 2024, proposed state AI legislation seeks to **study, regulate, prohibit or promote** the use of AI. Emerging themes around AI include



Proposed restrictions or mandatory disclosures regarding synthetic or AI-generated media in the **election process**.



Addressing the production and disclosure of synthetic media or AI-generated **explicit materials**.



Promoting **responsible and ethical use of AI**, such as requiring impact assessments.



Studying and researching AI or creating AI offices or officers.



Proposals for **state government use of AI**.

Example State Actions



California: Executive order issued to ensure deployment of ethical and responsible GenAI within state agencies.



Connecticut: Legislation established a working group to develop best practices for ethical and equitable use of AI in state government; required an inventory of state systems that employ AI.



Texas: Legislation established an advisory council to study and monitor AI systems that are developed, employed, or procured by state agencies.



Maine: Maine established a moratorium for at least 6 months on GenAI in order to conduct a risk assessment.



Virginia: Executive directive issued to ensure the responsible, ethical and transparent use of AI technology by state government (Sept. 2023). Recently, an executive order was issued focused on education that implements AI Education Guidelines for classrooms and AI Policy and Information Technology Standards (Jan. 2024)

Source: [California](#), [Connecticut](#), [Texas](#), [Maine](#), [Virginia](#)

Most organizations are strategically unprepared

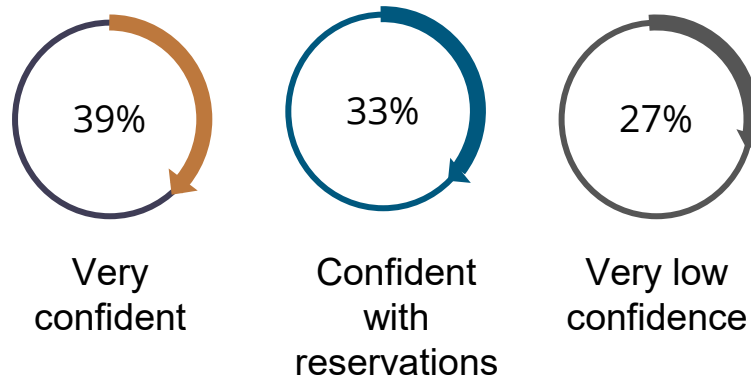
Incidents

26x

"The **number of AI incidents and controversies** increased 26 times since 2012."

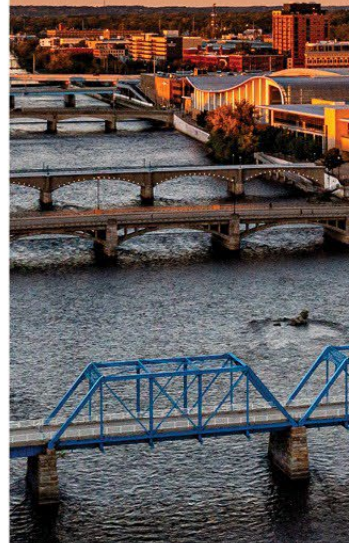
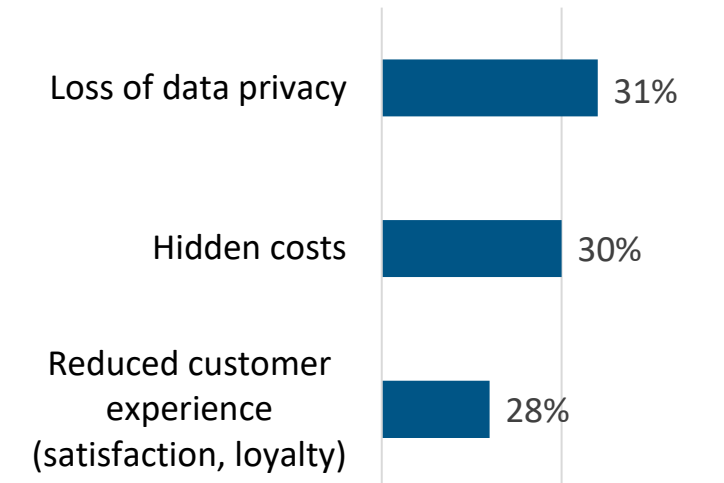
Confidence Level

Organizations' confidence level in using AI ethically, responsibly, and compliantly is mixed. **Only about one-third of respondents are very confident**, while the other approximately two-thirds have reservations.



Responsible Use

When it comes to responsible use of AI, organizations are **most concerned about** the following negative impacts.



Trustworthy AI™

Trustworthy AI™ framework provides a series of tools, guidelines, and accelerators to identify, mitigate and manage AI risk

Fair and Impartial

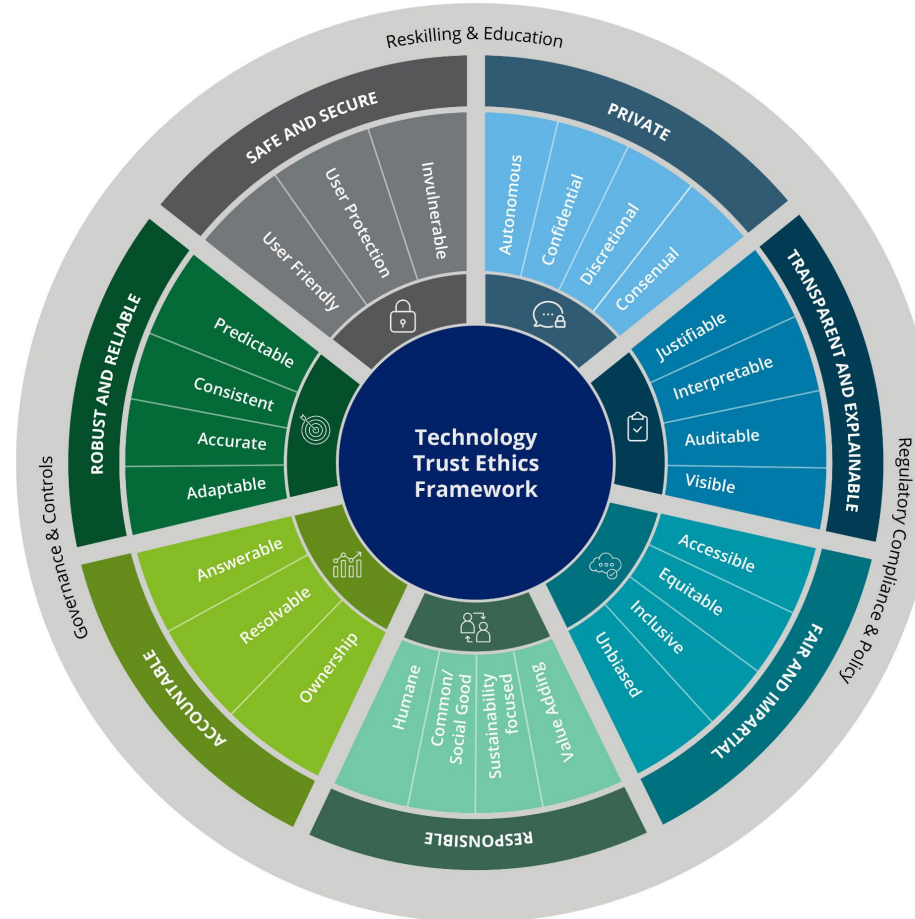
AI applications include internal and external checks to help enable equitable application across all participants

Transparent and Explainable

All participants are able to understand how their data is being used and how AI systems make decisions; algorithms, attributes, and correlations are open to inspection

Responsible and Accountable

Policies are in place to determine who is held responsible for the output of AI system decisions



Robust and Reliable

AI systems can learn from humans and other systems and produce consistent and reliable outputs

Respectful of Privacy

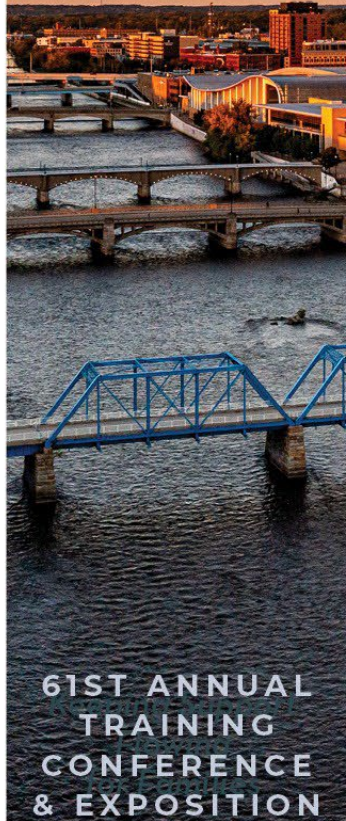
Privacy is respected and data is not used beyond its intended and stated use; parties are able to opt-in/out of sharing their data

Safe and Secure

AI systems can be protected from risks (including cyber risks) that may cause physical and/or digital harm

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Generative AI Use Cases

GenAI has the potential to be a powerful tool for Child Support Agencies to reduce the strain on workforce while providing essential services to constituents.



CASE CO-PILOT

Application of AI to assist workers by interpreting policy or system questions. Supports users in processing cases by interpreting specific data (case/policy) to the case they are serving. Can identify actions within a case and nudge workers to perform actions accordingly.



WORKLOAD OPTIMIZATION ENGINE

Using AI to assign tasks within a specific case based on worker skillset, workload, and past performance to optimize efficiency and accuracy across workstreams. Additionally helps workers intelligently manage and streamline tasks.



CASE NOTE Insights

Brings together large data sets/documents of unstructured data that allows AI to review and summarize crucial aspects of the case for review. Can summarize 10 years of notes for a case allowing a caseworker insight into the case quickly.



Training and Skill Development

Utilizes AI to help position clients with training, education, and learning resources to support job readiness and skill development. Additionally provides FAQ and LMS documentation in an intelligent chat solution to support worker knowledge building.



SELF SERVICE AGENT

Uses natural language processing to answer policy/case questions. Can be deployed either as an IVR, Live Chat, or worker call response assist and allows for personalized case specific responses. Additionally provides real time translation services to reduce language barriers.

GenAI Lessons Learned

Data drives GenAI Success: Organizations need to ensure data is properly architected and accessible to support model training.

Align with AI Governance: Establish appropriate guardrails, AI security, and model transparency based on your governance plan.

Crawl, Walk, Run, Fly: Ideate use cases and prioritize for business needs and not for technology. Choose low risk use cases to start

Test Use Cases: Try it before you buy it and evaluate bias, ethical and risk considerations.

Make sure you have (copy)right: Understand the copy right requirements, legal risks, and potential intellectual property infringement

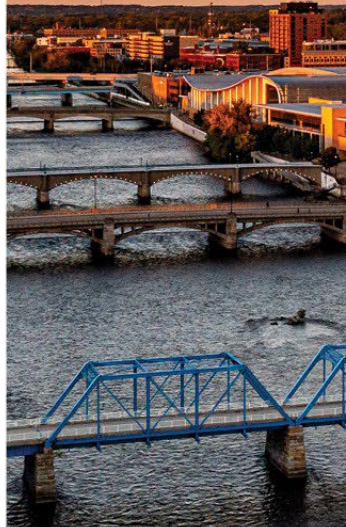
Build for the Business: Create multi-disciplinary team to support across business, security, data/ AI, and operating.

Keep Humans Engaged: Continue to involve human intervention and engagement points. Keep humans in the loop.

Most government organizations are starting with low risk, internal facing GenAI use cases.



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Poll Questions



How excited are you about AI (or Generative AI if we want to narrow the focus) and the potential benefits to your organization?

Thrilled! I'm ready for AI!

Excited, but a bit nervous.

Cautiously optimistic.

Skeptical, but open-minded.



In a word (or 2 or 3), what do feel are the biggest barriers to introducing AI to your organization?

Word Jumble



In a few words, what are use cases you would like your organization to explore? (word jumble)

Word Jumble

Child Support Generative AI Recap

Key Takeaways

- AI is here
- Challenges
- Federal and State Policy
- Use Cases
- Lessons Learned

Learn more

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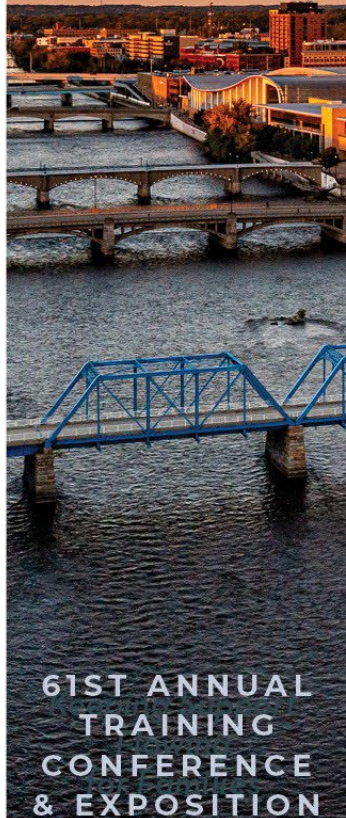
Zach Rasmussen, *CGI*
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Bob Havanki, *Conduent*
Robert.Havanki@conduent.com

"Government leaders should consider the use of AI not just as a tool to automate tasks, but as a broader strategy to stay ahead in their digital transformation journey. AI presents a huge opportunity for governments to leapfrog to the next level of service delivery, decision making, and governance."



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Question & Answer



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