

Balancing Act

Navigating the Impact of Generative AI in Child Support Processes





Speakers



Becky Crawford



Bill Day



Sean Ureta



Agenda

- Artificial Intelligence Overview
- Art of the Possible
- Ai Strategies for Child Support



Applied AI

And what it means to you



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[A]rtificial [I]ntelligence Definition

Oxford Languages definition via Google:

noun: the theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

Anthropic Claude (with iterative prompting):

Artificial Intelligence (AI) is the field of computer science focused on creating systems that can perform tasks typically requiring human-like intelligence. These systems can analyze data, learn from experience, and make decisions or predictions, often aiming to automate complex processes or solve problems more efficiently than humans.



Polls

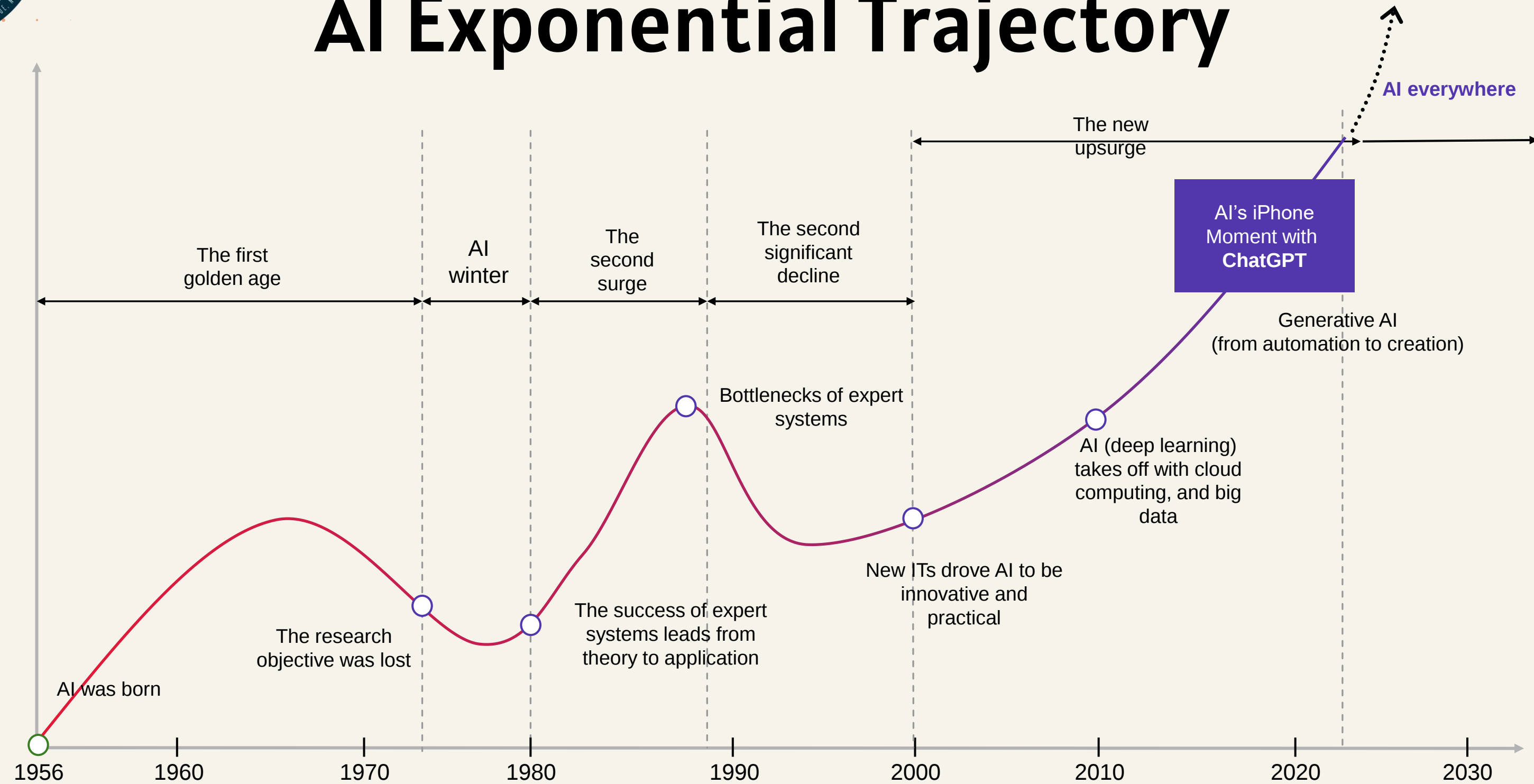
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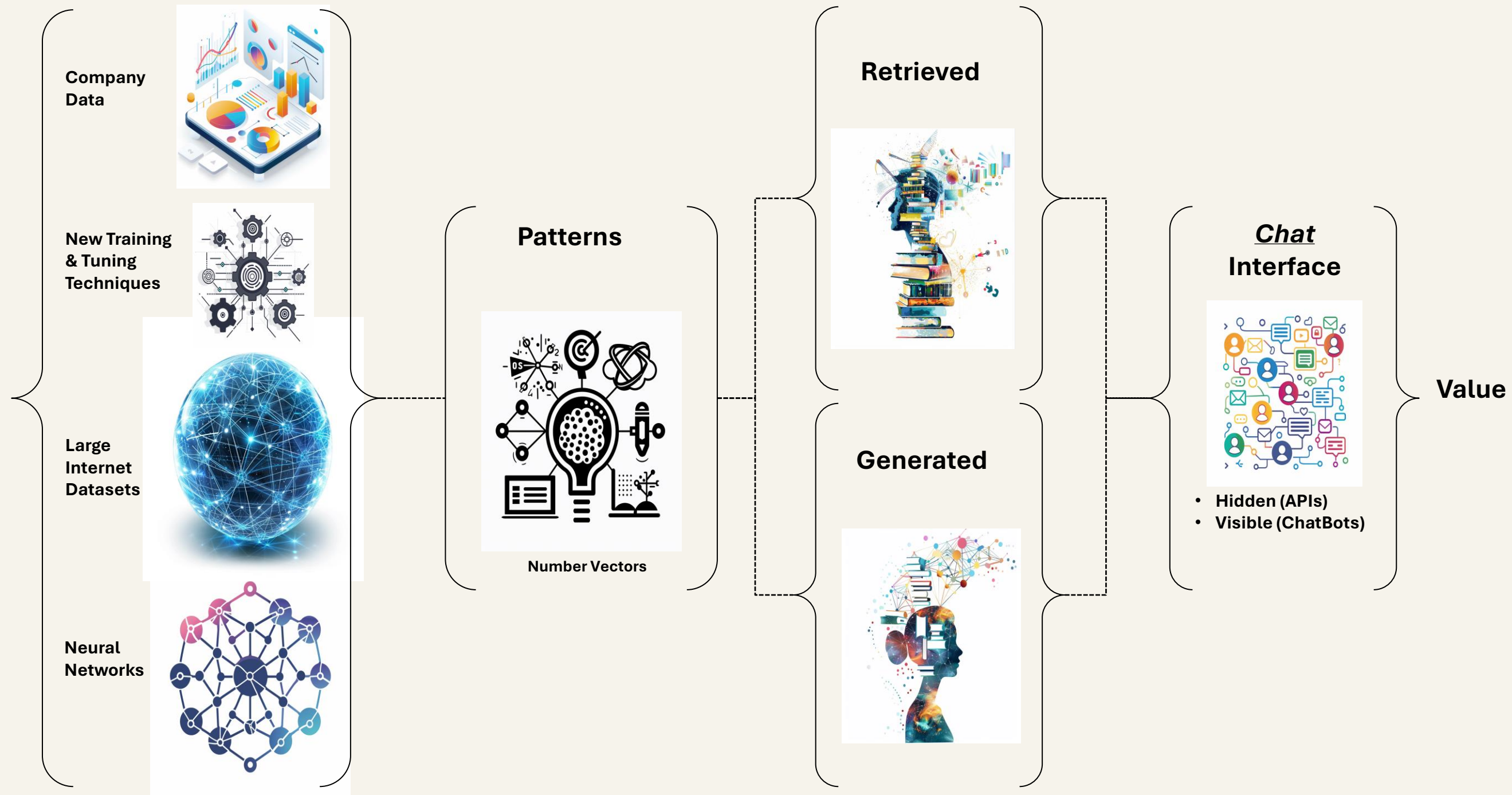
AI Exponential Trajectory



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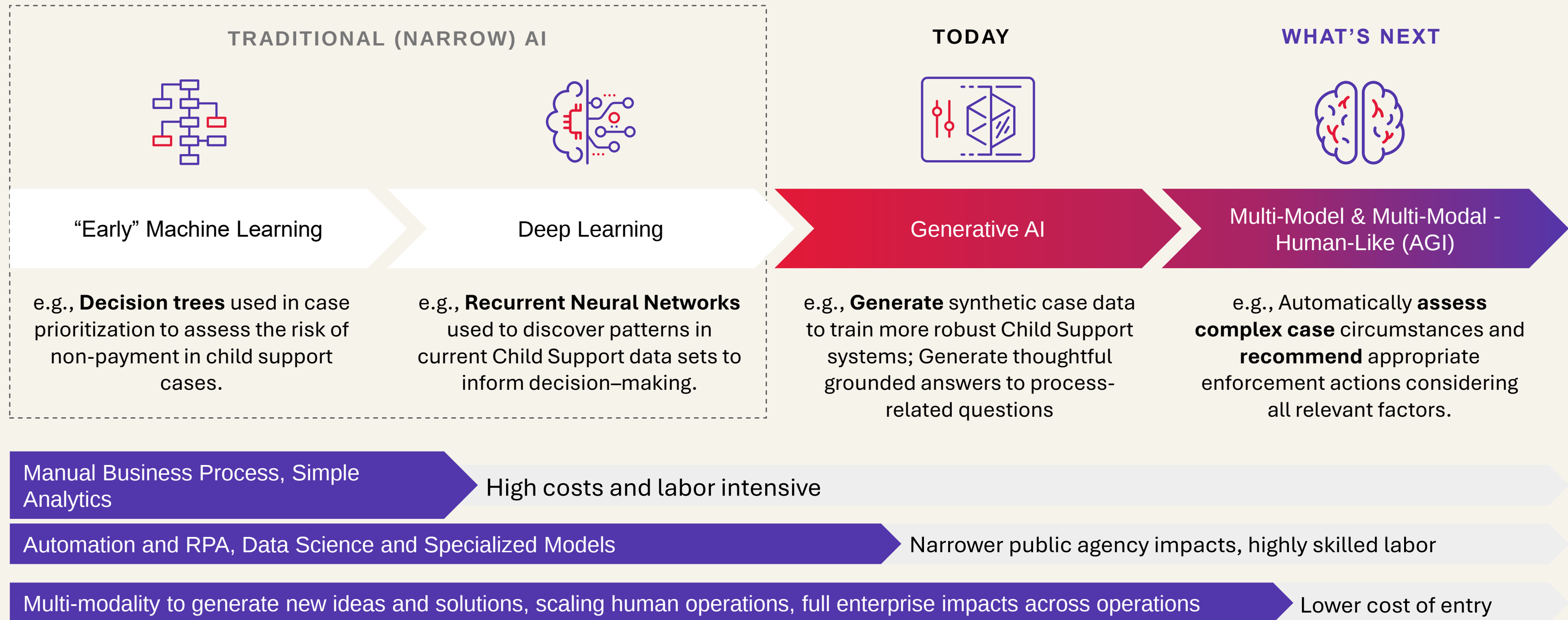
What is Enterprise Generative AI?





AI Technology Continuum

9





How do AI-enhanced systems help us today?

Accelerate Human & System Communication

1

Examples:

- *Accelerate the creation of software systems (communication with computer systems)*
- *Near real-time accurate and in-context human language translations (communication with other cultures)*

Accelerate access to Knowledge

2

Examples:

- *ChatBot providing answers to complex situational procedural questions*
- *Generate first draft of a Request For Proposal to vendors*

Accelerate access to Insights

3

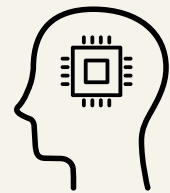
Examples:

- *Predictive Analytics for Case Prioritization*
- *Predictive Analytics for Payment Compliance*
- *Geospatial Analysis for Service Optimization*



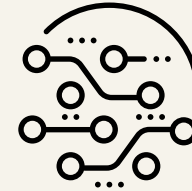
Responsible Use of AI - Example Core Principles

11



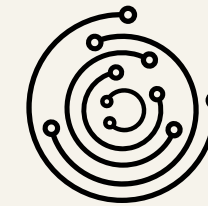
Ethical

- Human Values Alignment
- Fairness & Inclusiveness (know your data)
- Beneficence & Sustainability



Trustworthy

- Comprehensibility & Interpretability
- Transparency
- Accountability



Robust

- Reliability & Safety
- Legal & Regulatory Compliance
- Privacy & Security



Operating Values



Strategy

- Define clear RAI vision, ambition
- Define responsible AI principles and framework

Risk & Compliance

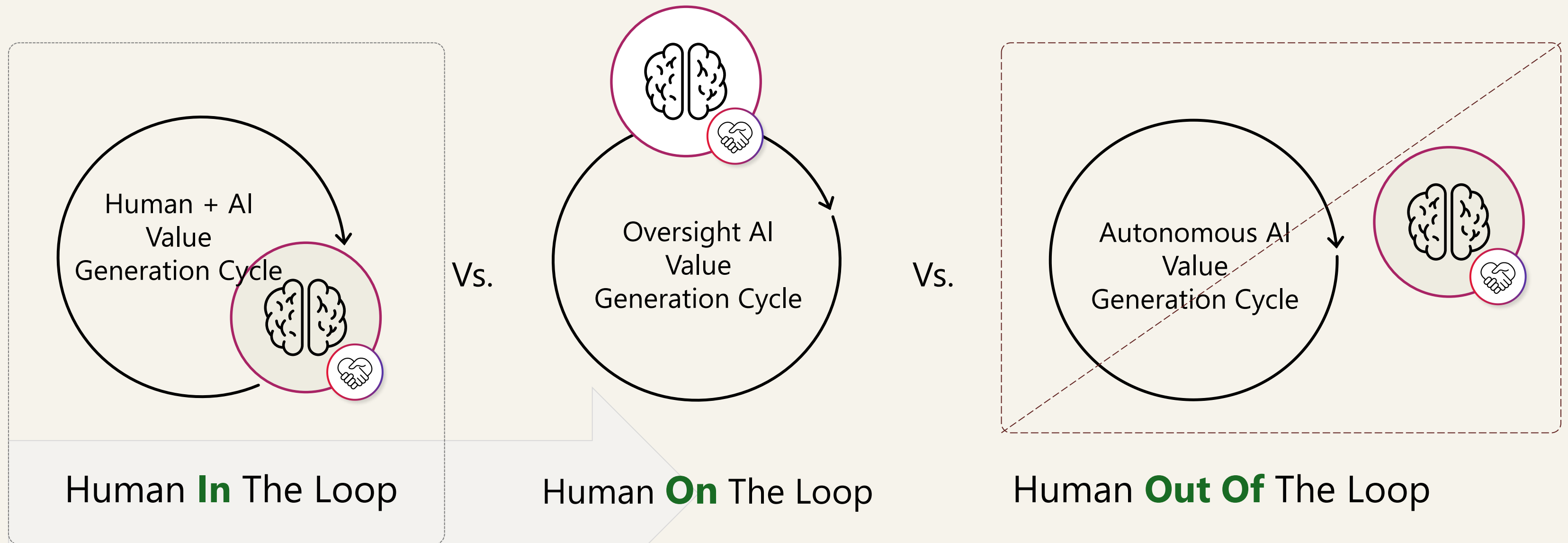
- Establish RAI governance structure
- RAI risk & compliance management: map, measure, manage

Culture & Training

- Align leadership on RAI
- Train all employees on RAI principles, risks, regulations



Deploying AI with Human Heart and Soul

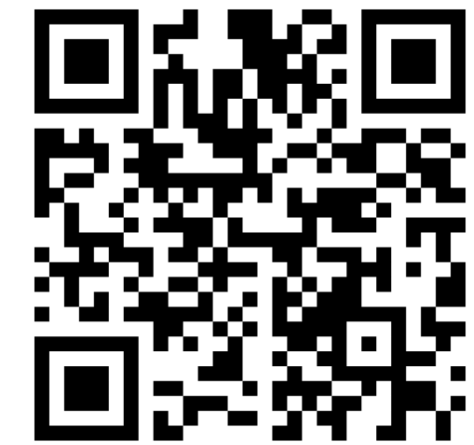


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Responsible Use of AI – While use cases gravitate to the center of this spectrum, we start our thinking on the left. No justifiable cases for the right side of the spectrum.



How do you feel about the potential use of AI in the child support process?



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Improving Efficiency in Case Management

What if..

You could automate your repetitive tasks?

Data Entry & Verification:

Extracting and inputting information from documents, cross-checking data against various sources for accuracy.

Calculation:

Performing complex child support calculations based on state guidelines, pulling in verified income automatically saving caseworkers' time.

Communication:

Generation of routine notices, freeing up caseworkers for more complex interactions.



What if..

You knew what to focus on quickly?

Classification:

Categorizing cases by complexity, urgency, or required actions.

Risk Assessment:

Identifying cases with a high probability of non-compliance or needing additional enforcement actions.

Early intervention:

Identify participants who have shown an interest in complying

Routing:

Cases could be automatically assigned to appropriate teams or specialists.



What if..

You had all the data at your fingertips?

Cross-system communication:

Seamlessly access and sharing data between child support systems, employer databases, etc.

Unified View:

Creating a comprehensive case profile/summary for caseworkers, reducing time spent searching multiple systems and screens.

Dashboards:

Interactive, configurable dashboards, displaying caseworker role specific data and metrics.



Enhancing Accuracy in Determining Child Support Payments



Meet Sarah

7:30 AM

A Prioritized Inbox

- Dashboard highlights for urgent cases flagged by the system
- High-Priority Alerts



8:00 AM

Smart Calculation

- Automatic Cross-checking and validation
- Automatic recalculation of support obligation
- Information transparency with links back to specific guideline calculation, income change details, and relevant case law, custody and visitation changes
- More time spent in communication to both parents



9:30 AM

A Complex New Case

- Knowledge-based articles as refresher on policy
- Highlighted enrollment form with alert data
- Recommended next best actions based on status

11:00 AM

Proactive Adjustment

- Proactive alerts for approaching guideline changes
- Pre-calculation of potential adjustments based on updated income and custody scenario
- Ability to override based on personal knowledge and experience of the family – including supervisor approval of override
- Facilitation of proactive communication to both parents



2:00 PM

Data-Driven Insights

- Dashboard for trends, success rates, comparisons to state averages
- Discrepancy spotting in activity across caseworkers



4:30 PM

Leaving on Time



Facilitating Communication & Engagement with Stakeholders



Meet Sarah

8:00 AM

Proactive Parent Outreach

- Predetermined preferred communication including language, mode (text, email, call), accommodations
- Personalized message drafts with relevant resources and convenient scheduling, including Teams meeting options



9:15 AM

Streamlined Employer Collaboration

- From pre-population, associated employees/parents' connections
- Tailored language based on previous interactions with employer. Accolades for compliance



10:30 AM

Preparing for Court

- Consolidated case history, Flags for inconsistencies
- Surfaced legal precedents that may be relevant

1:00 PM

Partnership in Action

- Data anonymization and highlighting of discrepancies
- Collaboration for holistic support



3:00 PM

Personalized Newsletter

- Audience Segmentation
- Language and literacy level translation
- Increased engagement



4:00 PM

Review Responses to text Push Messages

- Text notices pushed to participants in tomorrow's court and appointment schedules
- Respond to cancelations and reschedule request tasks



4:45 PM

Empowered by knowledge



Supporting the Decision-Making Processes



Meet Maria

8:15 AM

The AI Briefing

- AI-generated dashboard tailored to active cases
- Embed video from staff manager with encouragement and recommendations for goal achievement.



9:30 AM

Uncovering Hidden Assets

- Flags for unusual social media activity
- Automatic cross-references for new assets
- System prompts for suggested enforcement remedies



11:00 AM

Addressing a Pattern

- AI pattern confirmation and suggested cause
- Suggested remedy enhancements and resolutions

1:30 PM

Proactive Outreach

- Proactive alerts for major milestones
- AI-generated customized outreach templates
- Ability to schedule push notifications to times that have netted results in the past for participants



3:00 PM

Data-Driven Training

- Training based on past cases
- Highlighting of areas that are potential for unconscious bias
- Recommended strategies and approaches based on past performance in specific cases
- Training based on activities posing threats on intended outcomes.



4:30 PM

Leaving with Confidence

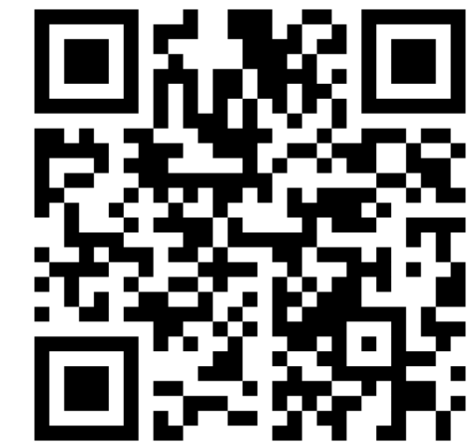


Potential Benefits

- Reduce manual data entry and validation
- Perform complex income calculations
- Draft routine messages and notifications
- Prioritize cases based on urgency
- Identify potential risks
- Assign cases to most appropriate teams
- Assemble case summaries



Which uses of AI would have a significant impact on how you accomplish your work?



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AI Strategies



AI / Public Sector



CALIFORNIA'S
AI SAFETY BILL

SB
1047

- Requires developers to test models for safety
- Report security incidents to the Attorney General
- Attorney General can sue the developer after a model causes harm

State of California Working on ‘**Responsible Adoption**’ of Generative AI while also initiating legislation aimed at protecting citizens from security issues and other harmful consequences.

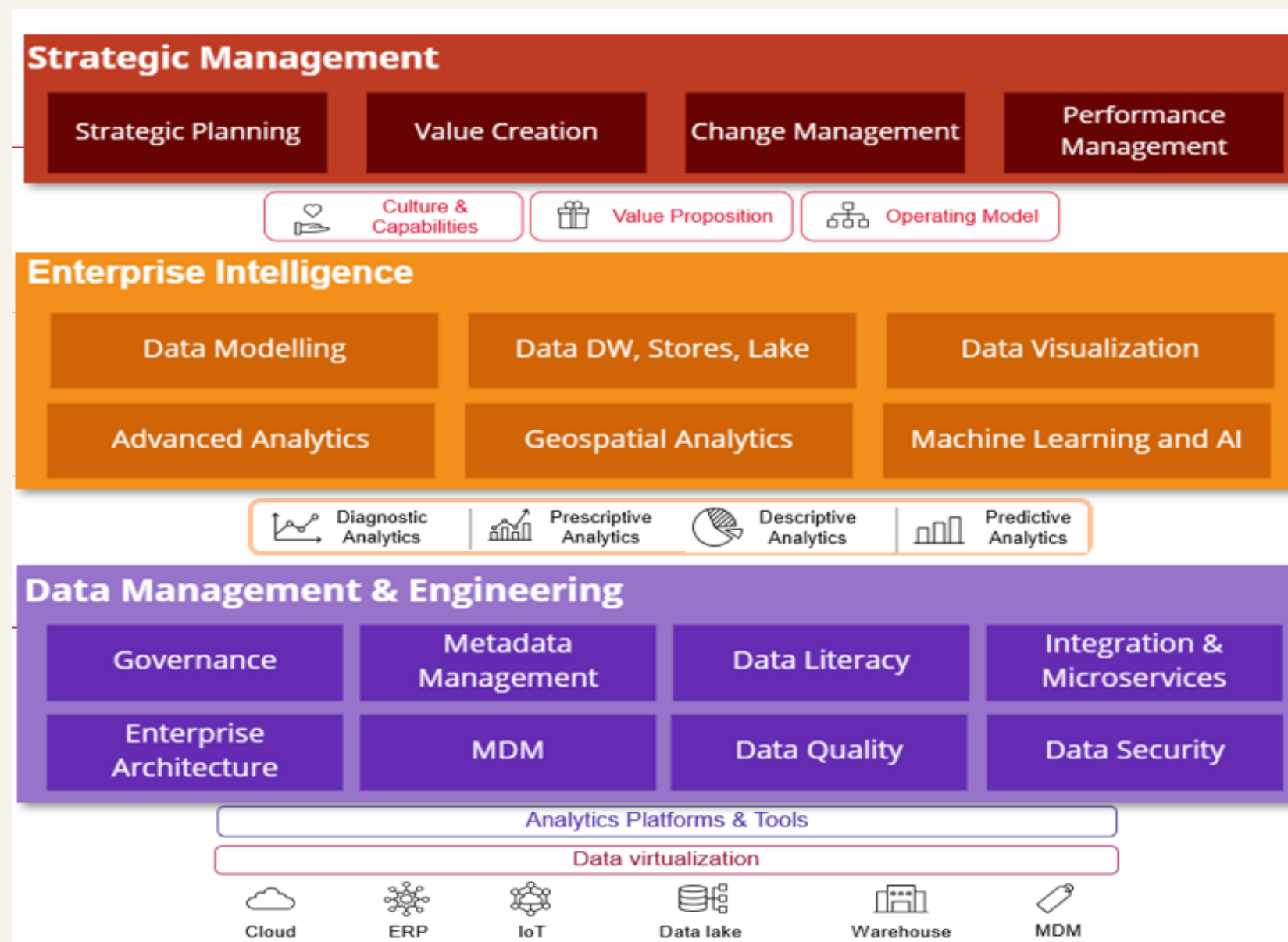
Many agencies are currently exploring AI innovations and insights through Use Case Identification and **Proof-Of-Value (POV)** activities.



Agency	Insights/Innovations (POV)
CA Department of Tax and Fee Administration	Boosting Call Center Productivity with GenAI
CA Department of Transportation	Enhancing Safety for Vulnerable Roadway Users Unlocking Traffic Mobility Insights with GenAI
CA Department of Health and Human Services	Improving Language Access with GenAI
CA Department of Public Health	Revolutionizing Health Care Facility Inspections with GenAI



Assessing Data, Analytics, and AI Capabilities



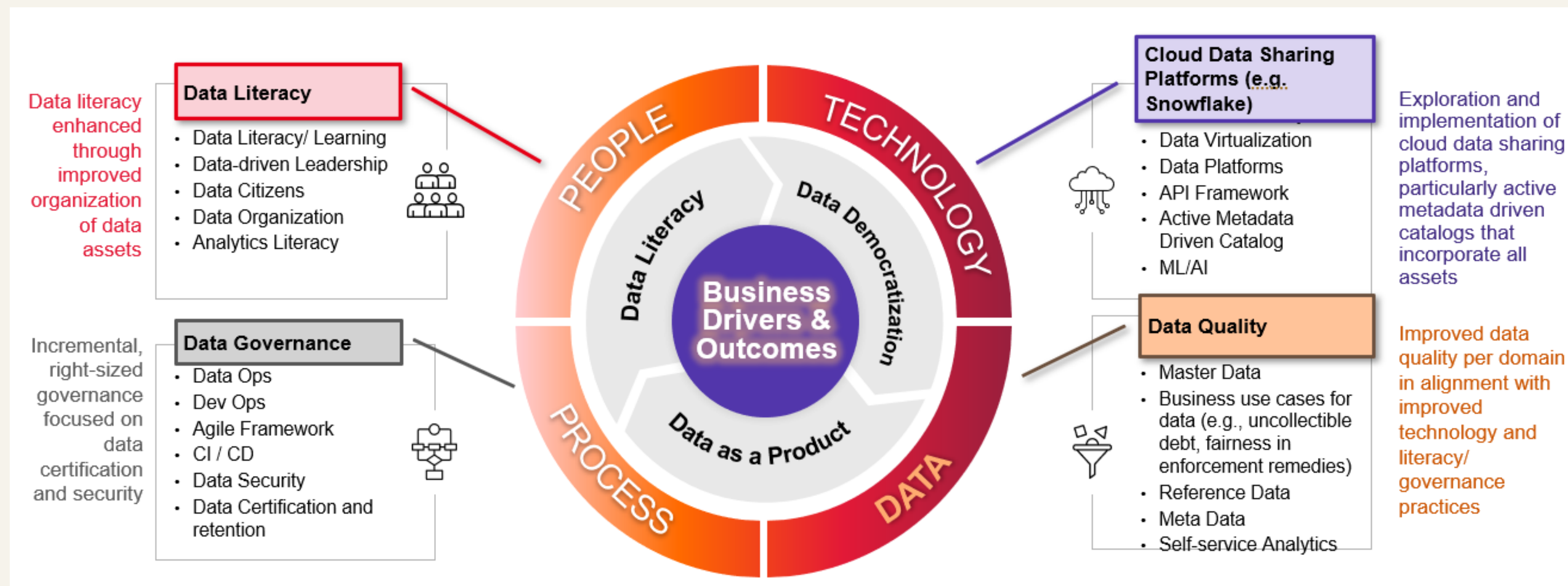
In strategizing a cautious and responsible path towards AI adoption, consider assessing / re-assessing data and analytics capabilities in context of AI innovation.

Weigh the implications of leveraging AI insights to iteratively improve data and analytics capabilities and not overextending a “not-yet-solid” foundation.



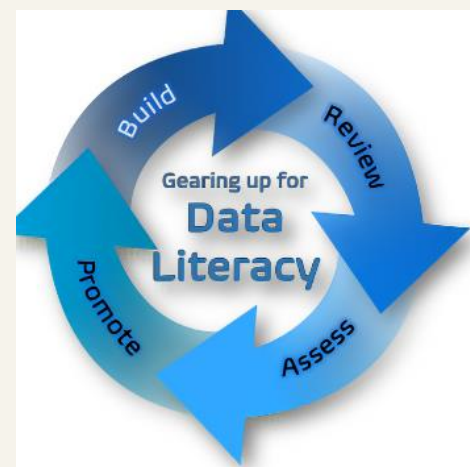
Adapting Data and Analytics Strategy

An effective data and analytics strategy is aimed at improving data culture, data management practices, and data decision-making harmonizes improved capabilities across people, process, technology and data.





Importance of Data Literacy, Quality, and Governance Capabilities on AI Strategy



Robust data literacy across the organization enables extraction of greater value from AI by making results easier to interpret and accelerated deeper insights.

High quality data with clear shared meaning and trusted ensures that data used to train AI models is accurate, complete, and consistent. Data validation and cleansing processes to identify and correct errors or inconsistencies also enable higher quality outputs from your AI models and quicker decision-making to unlock the potential of AI.



Effective data governance ensures that your organization's operating model is adapted to accommodate AI including defined roles, responsibilities, and learning paths and plays a critical role in promoting secure, lawful, ethical and transparent AI driven decision-making



Thank You!



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