



Charting a Smarter Course

AI Innovations in Child Support Services



Speakers



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Introduction to AI





The age of AI is here

From automation to creation

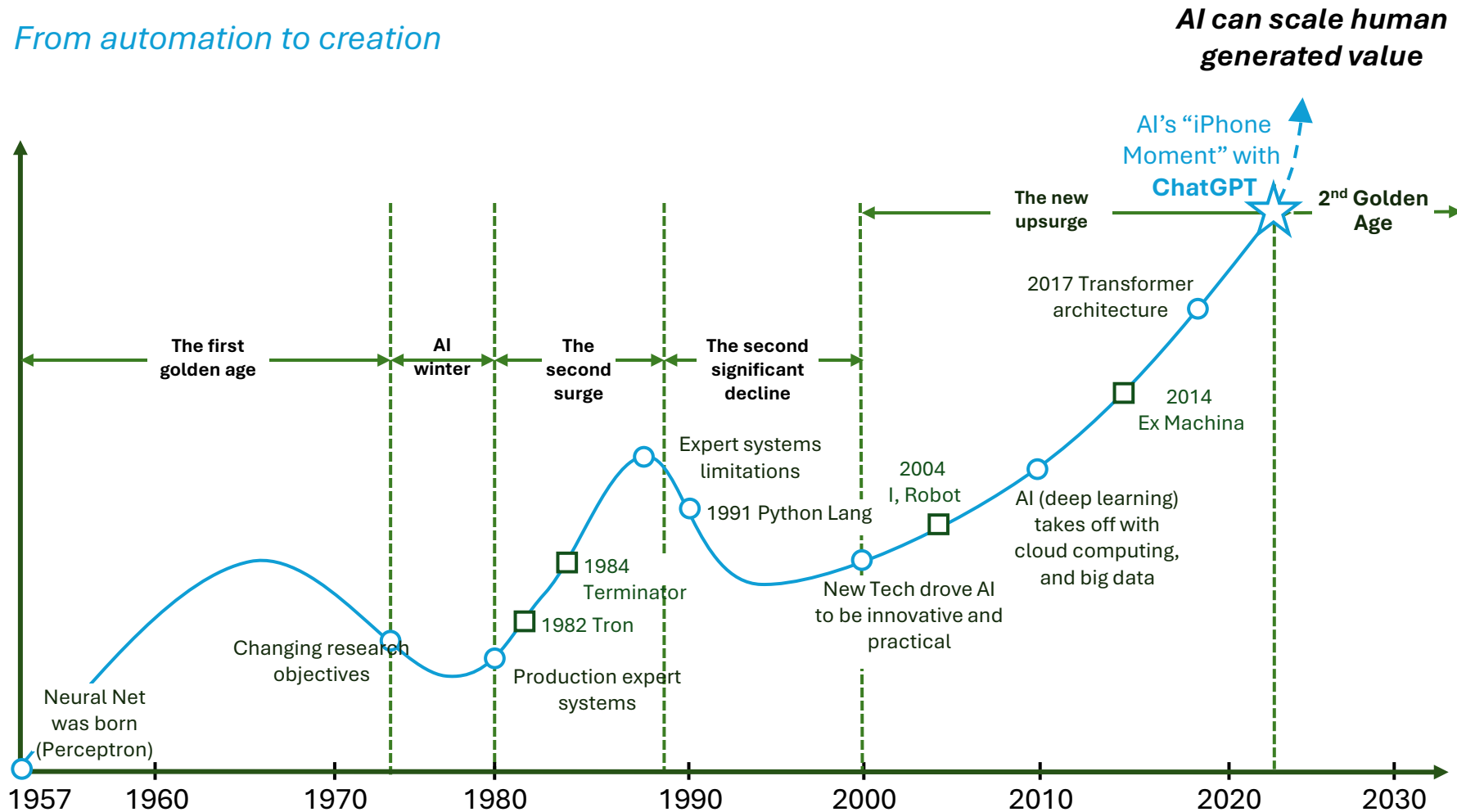


Figure adapted from the "Reflection of the development history of AI," published in the article "Artificial Intelligence in Product Lifecycle Management" by Wang et al. in 2021



AI in Government

01

In the 2024 legislative session, over 150 bills related to government AI use were considered by legislators.

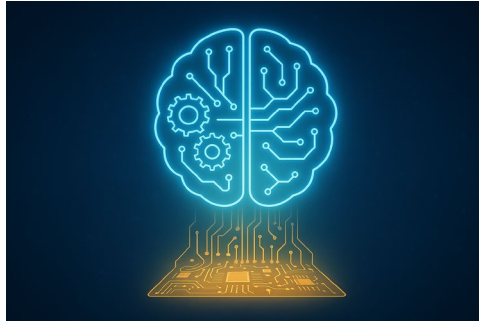
02

30+ states have issued guidance on state agency use covering acceptable use, governance, procurement, etc.

03

White House's 2025 AI Action Plan aims to accelerate states' evaluation and procurement of trustworthy AI tools.

Building Trust



Improvements in AI Technology

Regulatory frameworks pushing better transparency and explainability. Tools for bias detection.



Clearer Guidance

States providing more guidance, ethical use frameworks, training.



More Success Stories

Improved customer service experience. Greater personalization. Increased productivity.



Poll #1 (PollEv)

Which area of child support could benefit the most from AI?
<Word Cloud>



Poll #2 (PollEv)

Do you trust AI to assist in decision-making for sensitive cases?

- Yes
- No
- Depends on the context



Poll #3 (PollEv)

Where do you think your agency is on the journey towards AI adoption?

- Just getting in the boat
- Exploring designs
- Well into the trip





Current Capabilities





Current Capabilities



Customer Service Interactions

Virtual assistants on self-service portals answer common parent questions.

Basic reminders sent via text or email for appointments and payments.

Chatbots direct parents to the correct resources or forms.

Knowledge assistants provide 24/7 access to FAQs.



Casework

Summarization of case notes to prepare workers before hearings.

Search tools pull relevant case history quickly.

Automated drafting of standard letters using case data.

Checklists guide intake and hearing preparation.



Policy & Compliance

Digital assistants retrieve policies and procedures instantly.

Staff guidance ensures consistent responses across offices.

Searchable knowledge base of regulations and prior rulings.

Tools align staff actions with written procedures.



Workforce Support

Generation and maintenance of training manuals and materials.

Onboarding packets help new staff get up to speed faster.

Job aids and refresher guides for common processes.

Q&A assistants answer internal “how do I” questions..



Near Term Advances





Near-Term Advances



Customer Service Interactions

Virtual assistants schedule appointments and escalate issues.

Personalized reminders adapt to each family's situation.

Intake assistants guide parents step-by-step through applications.

Training assistants support employers and partners with standard procedures.



Casework

AI agents flag high-priority or urgent cases.

Automated outreach for missed payments or hearings.

Drafting of payment plan options tailored to family data.

Real-time suggestions for next best actions during case review.



Policy & Compliance

AI copilots highlight case situations falling outside policy rules.

Automated compliance checklists prepared for workers.

Continuous monitoring of new federal/state guidance with alerts.

Tools detect missing documents required for compliance.



Workforce Support

Personalized training modules that adjust to individual learning needs.

Digital coaches guide workers through live case scenarios.

AI-generated practice cases for training and simulations.

Training updated automatically as policies and procedures change.



Ten Year Projection





Bold Predictions, Big Questions



Customer Service Interactions

Conversational intake guides families through applications and schedules appointments.

AI verifies uploaded documents and flags missing information.

Seamless handoff from AI to staff for complex or sensitive issues.

Multilingual AI delivers personalized support across multiple channels.



Casework

Predictive tools identify families at risk of arrears or disengagement.

AI triggers proactive outreach before issues escalate.

Automated drafting of modification or enforcement actions for worker approval.

Workload reprioritization updates dynamically based on caseload activity.



Policy & Compliance

Continuous monitoring of cases against federal and state requirements.

Real-time alerts explain compliance risks in plain language.

Corrective action drafts generated automatically for supervisors.

Live dashboards support audits and federal reporting needs.



Workforce Support

Always-available digital coaches answer worker questions in real time.

Personalized training pathways adapt as staff grow into new roles.

Virtual simulations let staff practice complex or rare scenarios.

AI curates and shares peer knowledge as step-by-step guidance.

“Cut the hype. Right Now, What Can I have.”

And, what about in 6 months?

