

AI Uses in CBMS

Hyperscience ICR and PANDA

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Hyperscience ICR/OCR

Status: In use for some documents, slated for replacement

THE PROBLEM

Case workers in Colorado process a high volume of paper for benefits programs. The data entry process is time-consuming and potentially error-prone.

HOW THE TOOL HELPS

Hyperscience Intelligent Character Recognition / Optical Character Recognition (ICR/OCR) extracts data from documents and converts handwriting to text, with over 99.8% accuracy.

HOW IT WORKS

If a document is one of 8 types, it gets scanned in by a worker and then read by Hyperscience ICR/OCR, which extracts the data and updates CBMS.

Hyperscience ICR/OCR

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HUMAN ACCOUNTABILITY AND RISK MITIGATION

- All extracted data is presented in CBMS screens for worker review. Workers can correct errors or revert CBMS data to its prior state if they identify an issue with ICR data entry.
- For forms with handwritten data, if Hyperscience ICR has low confidence in extracting what is written on the document, it will flag an exception for a human to review.
- Humans complete QA tasks in Hyperscience that allow Hyperscience to train and improve its model to maintain high accuracy and automation rates.

IMPACT

- Workers did not need to complete manual data entry on approx 208,000 documents in the past 12 months.
- Redeterminations and renewals are automatically logged in CBMS, preventing cases from being closed while waiting for a worker to process the paperwork.
- For SNAP, if a client reports no changes on the Periodic Report form, their benefits will automatically continue rather than wait for a worker to process the paperwork.

PANDA

Status: In pilot with CDHS, slated for replacement

THE PROBLEM

When a state or county CBMS user is researching a policy question, they may spend hours sifting through many pages of documents to find appropriate answers.

HOW THE TOOL HELPS

The PANDA (Program Area Natural Dialog Assistant) Chatbot provides plain text answers to policy questions and citations, in seconds.

HOW IT WORKS

PANDA is trained on a set of specific, official CDHS documents. Users type questions or specific citations needed into a natural language interface, which returns both the answers and the policy documents that can be referenced.

PANDA

Status: In pilot with CDHS, slated for replacement

HUMAN ACCOUNTABILITY AND RISK MITIGATION

- PANDA is in a pilot phase. Only limited state program staff have access to PANDA.
- Users are given references to the specific documentation that was used to generate a response so that they can verify accuracy.
- The tool provides a feedback mechanism to allow the user to report if the response was unsatisfactory.
- PANDA is only allowed to access documents provided by program area as its knowledge base and will only return answers related to content in those documents.

FINDINGS

- Limited testing due to competing priorities.
- Potential value is high, but we are considering other tools with replacement, coordinating use cases across programs and systems.

Thank you!
Questions?