
Beyond the Sasquatch Myth: AI Innovation in Child Support

10:45 to Noon | 75 minutes

Panelists: Heather Noble (AZ), Kristie Gordy (WY), Steve Roddy (TX)

Beyond the Sasquatch Myth

Artificial Intelligence (AI) Innovation in Child Support

National Council of Child Support Directors
2026 Conference

Growing Our Impact

Meet your Panelists



Heather Noble, IV-D Director Arizona



Kristie Gordy, IV-D Director Wyoming



Steve Roddy, Deputy Director Texas

*"Artificial
Intelligence(AI) will not
replace people.*

*People using AI will replace
people who don't."*

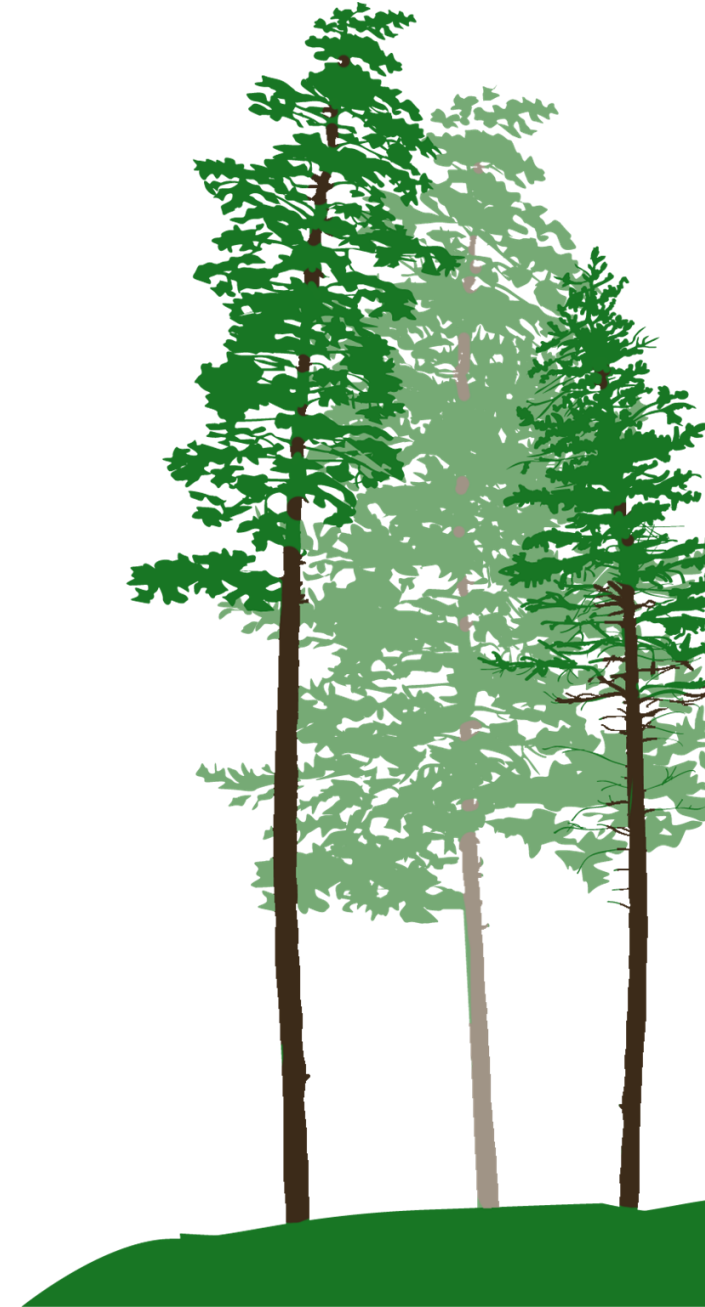


What everyone is secretly wondering...

- Is AI taking my job?
- Is it actually useful?
- Is it safe?
- Is it just another buzzword?



Questions for the Audience



Without AI



With AI



AI doesn't eliminate work.
It eliminates unnecessary work.

Why AI Matters for Child Support Programs

Leadership Challenges include:

- Increasing caseload complexity
- Workforce shortages and retirements
- Growing documentation requirements
- Need for faster service delivery
- Pressure to do more without adding staff





Keep it simple:

Don't just tell them: "AI writes reports."

Show them: AI turns a 50-page document into a 60-second read.

Highlight the impact: Turning a grueling two-hour task into a quick 20-minute review—with human review.

People don't just care that the work got done—they remember the hours saved doing it.

Remember the Internet...



AI isn't replacing	AI is enhancing
Creativity	Brainstorming
Judgment	Research
Experience	Speed
Leadership	Communication
People	Productivity

What This Looks Like in Practice

Case Summary Generation	Letter Drafting	Public Knowledge Assistant	Executive Briefings	Training Support	Policy, procedures and SOPs
Current: Read 20 pages of notes before a meeting.	Current: Draft routine correspondence from scratch.	Current: Search multiple manuals and guidance documents.	Current: Hours spent compiling reports.	Current: Schedule workshops, fixed documentation, and human facilitators.	Current: Static, monolithic documents, slow to update.
AI-assisted: Produce a one-paragraph or page summary for staff review.	AI-assisted: Generate first drafts using approved templates.	AI-assisted: Ask questions in plain language and receive cited policy references.	AI-assisted: Generate leadership summaries from existing program data.	AI-assisted: 24/7 on-demand coaching, real-time feedback, and adaptive content tailored to each learner's pace.	AI-assisted: Dynamic, searchable knowledge engines; real-time guidance.

Current Child Support-Specific In-Production Applications

Current Work	AI-Assisted Approach
Reviewing lengthy case notes	Generate concise case summaries
Drafting routine correspondence	Create first drafts for staff review
Searching policy manuals	Ask questions in natural language
Preparing executive updates	Generate briefing documents
Identifying trends in caseloads	Summarize patterns and risks
Training new staff	AI-powered knowledge assistant

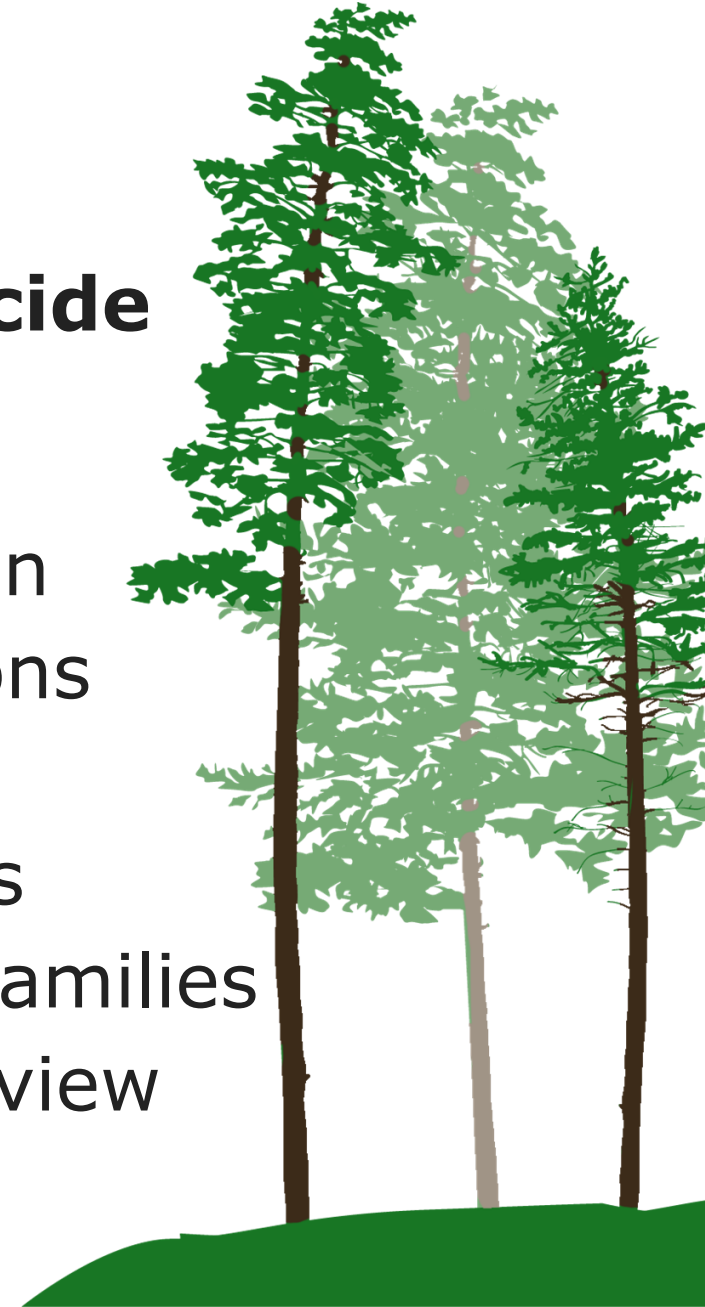
Guardrails

AI Should Assist

- ★ Summarizing
- ★ Drafting
- ★ Searching policy
- ★ Training staff
- ★ Preparing reports

AI Should NOT Decide

- ★ Enforcement action
- ★ Case determinations
- ★ Legal judgments
- ★ Eligibility decisions
- ★ Actions affecting families without human review





Arizona's AI Journey

Where we started...

Prework

- Policy (State, Agency, Division)
- Training (State, Application specific)
- Security/Systems/Data
- Procedures



Being thoughtful: Involved end-users in the design.

Legwork: Where should the technology fit in? What problem are we trying to solve?

Building the foundation for use.

When is the right time?





AZCARES AI Buddy Components

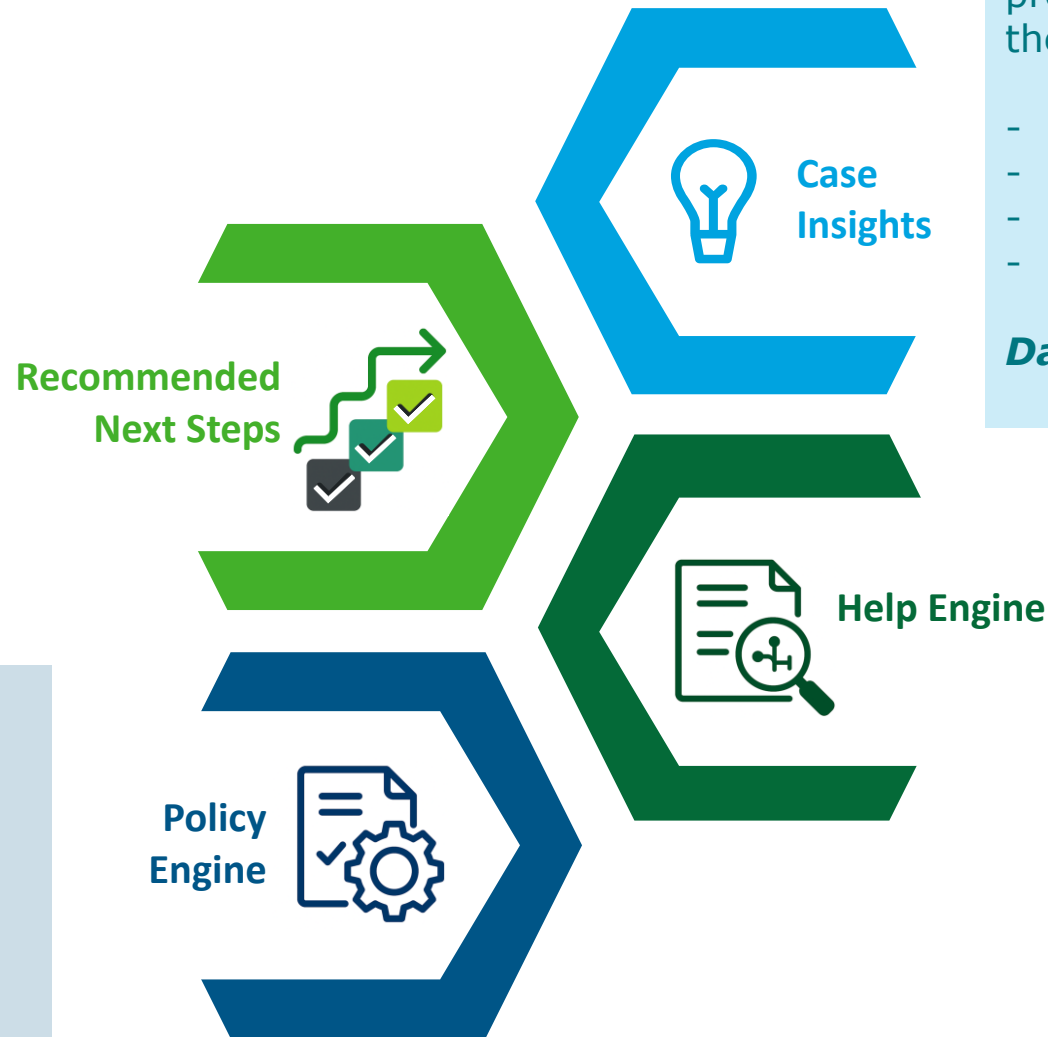
Offers reasoning for various actionable insights and performs actions on behalf of case worker – reducing the burden of data analysis and manual data entry.

Analysis of Case Data to identify whether the case meets predefined conditions requiring worker action.

Data Source: Case Data

Provides responses to policy questions saving time spent on reviewing documents manually.

Data Source: Policy documents (Policy Manual)



Provides the most relevant, critical information on a case. Information provided evolves over the lifetime of the case.

- Case Timeline
- Case Summary
- Dynamic Indicators
- Recent Activity

Data Source: Case Data

Provides real-time training, answering system-related help questions, improving case worker efficiency.

Data Source: System design documents & Standard Operating Procedures (Policy Manual)



Do's and Don'ts

Do review the case data if unsure about selecting a recommended step.

Do ask questions related to policies or seek system help using AI.

Do ask detailed and specific questions to receive accurate assistance.

Do provide relevant context when describing your issue or policy question.

Don't refer to the chat history for case specific information.

Don't ask about topics outside of help or policy-related questions.

Don't request case-specific data in chat conversations with AI Buddy.

Don't enter PII in chat conversations with AI Buddy.

How Arizona is Leveraging AI Across the Enterprise

**AI-Driven
Modernization
Journey**

From Legacy to Agile

Ombudsman

**AI Transcription
Services (Voicemail)**



The Legacy "Black Box" Challenge

Key Knowledge Gaps

- ✓ **Depleted Subject Expertise:** Critical SME retirements left severe operational knowledge voids during design and testing.
- ✓ **Missing Documentation:** Lack of interface specs and system logic for fully automated legacy routines.
- ✓ **Hidden Business Logic:** 20+ years of unrecorded patches, technical workarounds, and hardcoded rules.

20+

Years of Technical Workarounds



Code Deconstruction & Requirement Generation

- **Legacy Code:** Using AI tools to ingest and reverse-engineer legacy codebase.
- **Isolating Core Logic:** Help BAs map what our system actually needs to do versus how it was forced to operate in the past.
- **SME Empowerment:** BAs and SMEs transitioned from requirement authors to AI-generated content editors.



Tangible Prototyping & Agile Enablement

- **Interactive Sandboxes:** AI extracts the rules and data models and then generates functional, clickable prototypes, immediately translating green-screen terminal logic into modern UI/UX paradigms.
- **Feedback Loops:** Instead of asking program stakeholders to approve abstract design documents, AI translates terminal logic into functional web interfaces, allowing end-users to click through real workflows.
- **Unlocking Agile Delivery:** End-users can visualize the end state.
 - Agile Sprints: Engineering teams slice validated sandboxes into manageable Agile epics for immediate, reliable delivery.

AI-Augmented User Acceptance Testing

- **Auto Test Generation:** AI agents generate unit, integration, and regression scripts directly from rules.
- **Parallel Execution:** Instant flag verification between legacy legacy outputs and new prototype results.
- **Strategic Validation:** AI handles baseline regression; business users focus on high-value edge cases.



OCM and Organizational Readiness



Stakeholder Trust

Showing exact legacy-to-new logic mapping ensures business teams feel heard rather than sidelined by IT.



Automated Training

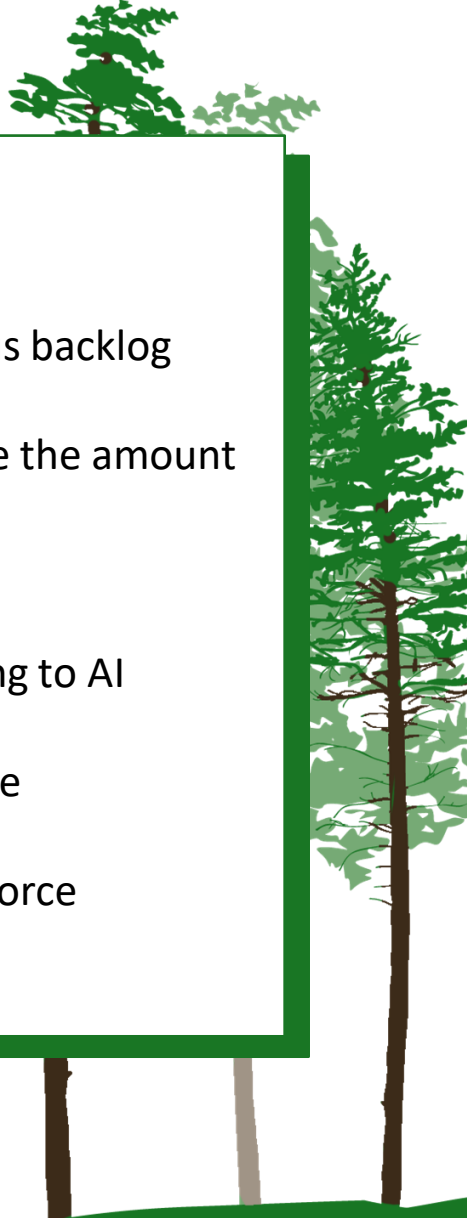
AI generates context-sensitive manuals, onboarding guides, and role-specific interactive modules.



Zero Future Debt

Continuous AI auto-documentation guarantees institutional knowledge is captured forever.

AZ Ombudsman - Transcription



Problem Statement

The Department faced a backlog of several hundred audio records that must be transcribed to enable further downstream processing.

Solution

Implement GenAI solution on AZ AI platform to transcribe voice messages automatically through an in-house custom application (AI Services Web Portal)

Executive Summary

- Manually transcribed 3,172 voicemails in 2025.
- Since Oct 2025, 1,000 concerns/week created an enormous backlog (SNAP, UI, all other Health and Human Services programs).
- Approved Nov 2025 to build AI Transcription tool to reduce the amount of time spent to listen and manually transcribe by 50%.
- Department Technical team received request in Dec 2025
 - Phase 1 Delivered in March 2026
 - Transcribe voice messages by manually submitting to AI
 - Phase 2 - July 2026
 - Automatically read voice messages and transcribe
 - Phase 3 - Status TBD
 - Automatically create a contact and case in Salesforce Application

Result

Adoption of an AI process for voicemail management delivers an immediate and clear ROI. Drastically reduces the time spent per item. Cut direct labor costs and also freed up over 120 monthly hours of staff time that can be redirected toward higher-value tasks.

Metric	Previous Manual Process	New AI Process	Impact / Savings
Time Per Voicemail	4 mins 00 secs	2 mins 30 secs	1 min 30 secs saved
Total Time Spent per month	~320 hours	~200 hours	120 hours saved





Wyoming's AI Journey

WY Home Matters

Framework that guides how we work across systems and with communities to engage and serve children, vulnerable adults, and their families.

This framework is built on **core values** and a belief that children and vulnerable adults do best when they can stay safely at home.



Agency Values

Safe at Home

All children and adults deserve to be safe in their own homes, wherever home is to them.

Opportunities for Success

All families deserve a fair chance at success. Our job is to promote family strengths and to provide access to services that allow families to stay safely together.

Supporting the People who Support the Families

Our greatest resources are those people serving families directly in their communities - our staff and our partners.





Building Strong Foundations First

1. Executive & Staff Education

Start with Awareness: In Wyoming, our journey began by educating Executive Leadership on realistic AI capabilities, data safety, and ethical boundaries.

Workforce Empowerment: We demystified generative tools for frontline staff, turning skepticism into confidence through clear guardrails and practical training.

2. Policy & Data Governance

Clear Data Rules: Established strict classification policies (Internal vs. Confidential/FTI/PII) to prevent unapproved data sharing.

Risk & ISO Approvals: Mandatory security risk assessments and ISO sign-offs ensure compliance before any tool is deployed.



Core Principle: Business Drives Technology

Intentional Adoption Strategy

Solve Real Problems: Don't buy AI just because it's new and cool. Only adopt tools that solve a tangible operational need and directly benefit families.

Cross-Program Opportunities: AI use cases frequently cross program lines (Social Services, Economic Security, HR, and Child Support).

Enhance Human Judgment: Technology accelerates administrative routine so professionals can focus on meaningful casework.



Child Support Use Case Inventory

Task / Use Case	Priority	Status	Operational Impact
POSSE Call Log Summarization	P1	In Progress	Auto-logs customer call notes into POSSE system.
GEMs Policy & Training Bot	P1	Completed	Instant, plain-language answers to complex guidance.
Legal Case Law Summarization	P2	Planned	Extracts key precedents for court preparation.
Federal Guidance Parser (CFR/DCL)	P2	Planned	Accelerates federal compliance and policy alignment.
Auto Payment Notifications	P0	Planned	Proactive payment notifications to clients and staff.

Agency-Wide Enterprise Scope



Economic Security

SNAP & POWER Bot: Google NotebookLM bot serving frontline staff with instant, cited policy references without handbook browsing.



Director's Office & HR

Timesheet & DUA Bots: Automated HR assistant for 658 staff members alongside GEMs-driven Data Use Agreement drafting tools.



Social Services

Motivational Interviewing: LYSSN AI platform providing fidelity monitoring and practice support for case management staff.

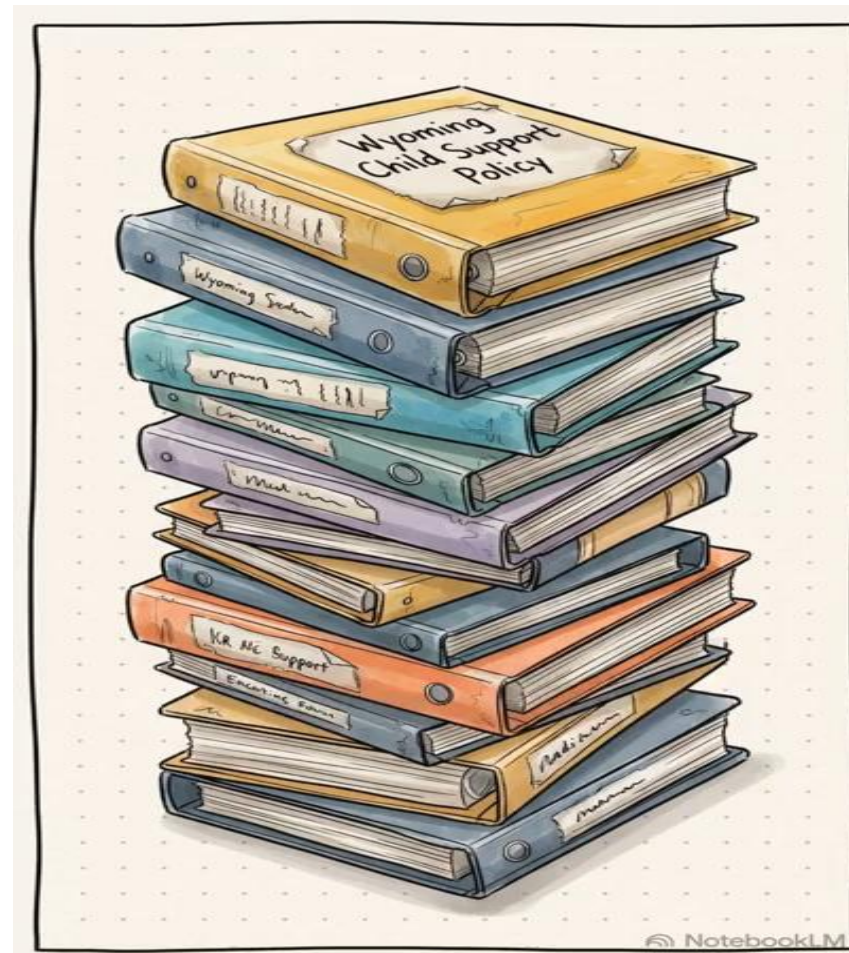
Spotlight: Policy Bot Demo

Powered by Google NotebookLM

Grounded Knowledge Base: Ingested state policy manuals, SOPs, and rules into a secure, closed source environment.

Instant Query Answers: Caseworkers type natural questions and receive accurate responses with exact page-level citations.

Zero PII Exposure: Fully compliant data privacy—no client records or PII enter the model.





Texas' AI Journey



Texas AI Strategy & Initiatives - Introduction

We Are People in a People Business



An Enduring People-Centered Philosophy

Human judgment and accountability, communication, empathy, creativity and leadership are the essential elements of all that we do in pursuit of our mission. We continue to encourage strategic uses of tools that support those priorities.

AI as an Enhancing Tool

Artificial intelligence, like other technologies, is a tool that we will use to support and enhance, not replace, human capabilities.

Embracing Change with Trust

Intentional and purposeful AI adoption ideally fosters user trust and readiness, helps overcome fears of the new and unknown, and supports new opportunities.

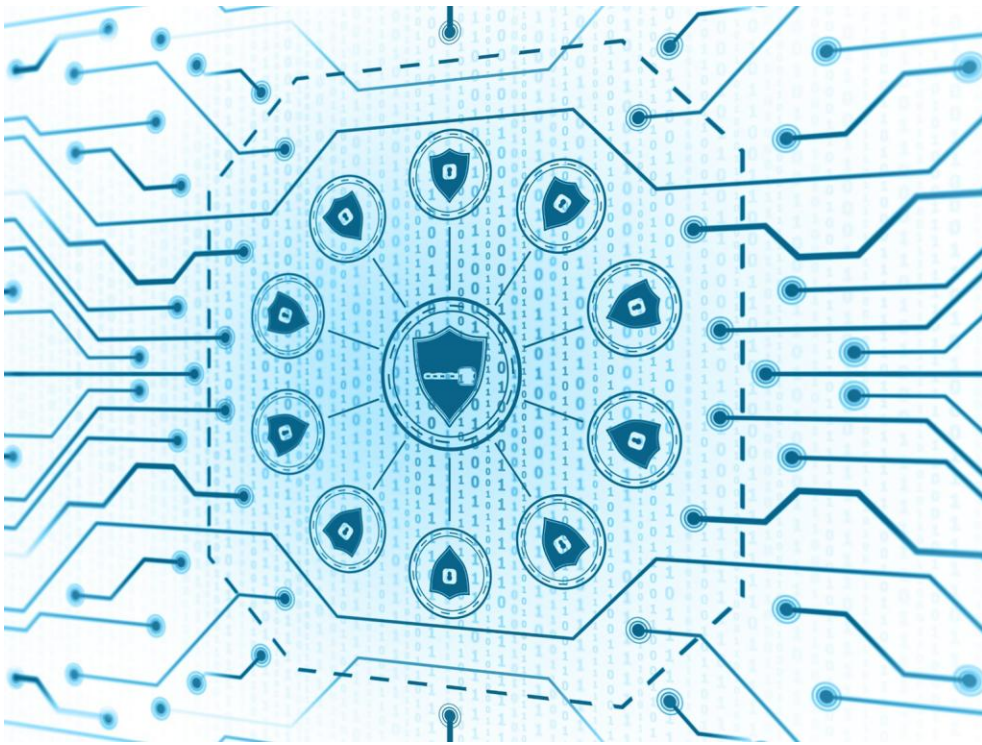
Usage Human Oversight and Accountability

AI outputs require human direction and validation to ensure ethical use, accuracy, preservation of intended meaning, and accountability.



Governance & Limitations

Risks & Vulnerabilities



Governance and Ethical Standards

Adoption of agency policies and security measures support and enforce transparency, accountability, and restrict unauthorized data use to ensure ethical AI application and data protection.

Government Environment Constraints

Maintenance of internal security is a first priority. Some government AI systems cannot access the open internet or self-learn and possess limited memory expansion.

AI System Limitations

AI systems depend heavily on input quality and require continuous human validation to avoid errors or false information. Different AI agents possess varying degrees and complexity of capabilities.

Risks of AI Inaccuracies

AI can produce inaccurate and even fabricated outputs, highlighting the critical need for verification and cautious use of AI-generated data.



AI Approach and Fundamentals

Organizational AI Rollout



User Access

Co-Pilot access levels are assigned to pilot users based on roles, need, and anticipated usage, and supported by training and security standards.

User Training, Monitoring and Support

Created agency-wide required AI awareness training. Usage metrics track adoption trends to identify support needs and expand skill-sharing topics for team growth.

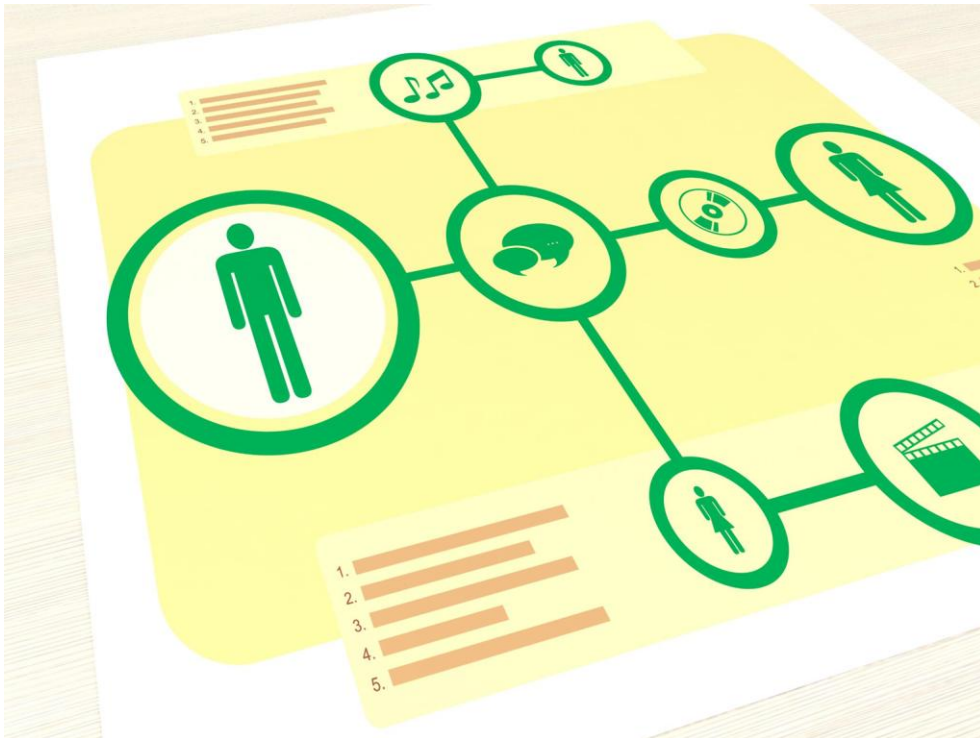
Peer Learning and Engagement

Early adopters and super-users foster organic peer-driven learning, normalizing AI use and boosting staff engagement.



Microsoft 365 Integration

Co-Pilot Features



Summarizing Communication

Co-Pilot efficiently summarizes long email threads and highlights key points for clearer understanding.

Organizing Information

The tool organizes scattered notes and transcripts into actionable themes and next-step checklists.

Reducing Emotional Tone

Co-Pilot removes emotional bias, enabling focus on core factors and objective decision-making based on facts.

Enhancing Productivity

Co-Pilot can help improve staff effectiveness by supporting varied uses tailored to staff roles and tasks, and by supporting onboarding, efficient search, focus on essential decision factors, responsiveness efficiency, accuracy, and consistency.



Key AI Tools & Capabilities

Intelligent Search & Roadmapping



Intelligence Search AI Tool Simplified Information Retrieval and Efficient Case Handling

The AI tool enables rapid search and information retrieval of internal policies and procedures and system components and data.

- ✓ enables conversion of complex policy language into clear guidance linked to authoritative sources
- ✓ supports faster and more accurate responses and improved customer interaction
- ✓ Supports Staff Onboarding – Helps onboarding personnel more rapidly understand internal documentation and agency processes

System Roadmapping Support

- ✓ AI-Driven System Incident Linking and Structured Incident Chains automatically identify system incidents and link root causes, revealing systemic patterns in workflows; organize scattered data into clear incident chains to highlight underlying problem conditions
- ✓ supports decision-making by clarifying issues needing intervention and suggests resource allocation for systemic improvements
- ✓ enables proactive responses and supports response alignment with strategic organizational goals



Role Specific Applications

Initial Staff Uses



Child Support Officers

- ✓ Speed connection between case facts and relevant policies and remedies
- ✓ Volume processing management
- ✓ Speeds customer response times and supports improved service quality

Directors & Managers

- ✓ Support of enhanced leadership communication
- ✓ Support of onboarding, training, and coaching
- ✓ Summarizing meetings and actions
- ✓ Data analysis and support of strategic decision-making

Attorneys

- ✓ Legal research, brief preparation and response development
- ✓ Rapid templates and case law access
- ✓ Improved workflow and compliance



Leadership Alignment

Philosophy & Organizational Focus



Leadership in Responsible AI

Leaders play a crucial role in driving responsible AI adoption with accountability, transparency, and empathy.

Embracing Staff Voice

Encouraging broad perspectives and fully embracing staff voice builds trust and organizational alignment.

One-Team Mentality

A one-team approach reduces competing interests and aligns divisions toward shared organizational goals.

Strategic Alignment

Leaders consider big-picture impacts to prevent conflicts and reinforce a culture of unity and purpose.



Conclusion



Closing Perspective

AI Advancement and Responsibility

AI is rapidly advancing, prompting need for responsible integration, adoption of accountability controls, and intentional alignment with organizational values and mission.

Human-Centered AI Integration

Humans remain central in applying, validating, and overseeing AI use within mission-driven work.

Encouraging Curiosity and Leadership

Strategic leadership, consistent focus on program mission, and encouragement of curiosity and experimentation are essential for successful AI adoption.