AI should make assistance easier to receive and deliver

Deploying AI in CDBG and Disaster Recovery

For Constituents
Less document chasing and a clearer path to assistance.

For Local Partners
Help preparing complete applications, reimbursements, and reports.

For Agency Teams
Information they can question and assistance moving work forward.

The Opportunity:
Bring AI into the work, with program context and safety by design.

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1

Where AI earns its keep in CDBG and CDBG-DR/MIT

1
Faster Insights
Inform program design. See what is taking longest. Act while it matters.

2
One system
Several programs in one system of record, so AI can look across all of them.

3
Automation
The standard, repeatable parts of intake, review, and reporting.

4
Integrity
Fraud, waste and abuse: detection and prevention.

Faster help for the people we serve. Done safely, with a person accountable.

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2

One connected system of record gives AI your context and your history.

AI INSIDE THE SYSTEM YOU ALREADY RUN ON	A GENERAL TOOL ON ITS OWN
Knows your grants, policies, applicant data & reports CONTEXT	Knows none of it
Your whole portfolio, annual CDBG and DR together REACH	One slice you pasted in
Every round you have run, and what changed HISTORY	Point in time. Fed again.
It never leaves. It never trains a model. CONTAINED	Your data leaves your control

Your rules. Your programs. Your history. Your Insights. Safe & Contained.

A faster path to delivered assistance

Application → **Review** → **Award** → **Delivery**

When policy changes: find the affected reviews and tell the resident what it means.

- Carry verified information into eligibility and award review.
- Connect damage assessments, repair scopes, costs, and other assistance.
- Identify what is holding up the case and who can resolve it.
- Give residents understandable updates and next steps.
- Coordinate agreements, delivery milestones, and payments.

Cut the time and effort it takes to receive help.

Automate the standard and repeatable work

WHEN SOMEONE IS…	AI COULD HELP THEM…
Applying	Check completeness, readiness, and evidence against published criteria
Requesting reimbursement	Reconcile invoices, agreement terms, and prior payments
Reporting progress	Align accomplishments, expenditures, and reporting periods
Managing a change	Identify required reviews and affected documents
Training staff	Find current procedures and work through examples

Completeness, eligibility, and merit remain separate judgments.

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Your data should answer the next question

"Which projects are falling behind, and where could we help?"

Ask AI to look across authorized programs, connecting metrics to case history and requirements.

Then ask:

- "Which step is taking longest?"
- "Which requirement is driving the most rework?"
- "Show the records supporting that explanation."
- "Prepare an action brief with what is unresolved."

AI interconnected with your data can reveal blind spots & trigger quality decisions –
Do we need more targeted technical assistance, a workflow change or more review capacity?

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6

Reporting built on work already recorded

> **"Prepare this period's report. Show what changed, what supports it, and what needs reconciliation."**

- Assemble tables, charts, and draft narratives.
- Reconcile financial and performance information.
- Flag missing, inconsistent, or outdated records.
- Link statements to supporting evidence.
- Prepare versions for staff, leadership, and the public.

Annual CDBG: applicable IDIS / CAPER/PER reporting

Disaster Recovery: DRGR / QPR reporting

ILLUSTRATIVE WORKFLOW



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Fraud, waste and abuse: detect and prevent

Prevent at intake
Validation, document checks, and duplicate detection before a payment is ever set up.

→

Detect across the record
Duplicate or altered documents, inconsistent quantities, unexplained pricing, and unusual relationships across programs.

→

Investigate the flag
What triggered it, the records behind it, and what still has to be verified.

A flag starts a review. Staff resolve the exception and record the evidence.

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8

Public trust requires commitments people can understand

A constituent may ask: *Who can see my information? Will an error affect my assistance? Can I speak with someone?*

- **Privacy:** explain permitted uses of personal information and limit secondary use.
- **Transparency:** disclose meaningful AI involvement, enforce permissions, audit every action.
- **Fair access:** preserve human assistance and evaluate access barriers.
- **Fair and Reviewable Decisions:** check data quality. Give trained staff authority to override AI
- **Vendor accountability:** define data rights, responsibilities, change notices, and incident support.
- **Workforce readiness:** train staff and preserve service when AI is unavailable.

AI still needs enforced protections, clear policy, and accountable people.

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9

AI policy must define how it may influence a program

A MONITOR ASKS	AN APPLICANT ASKS	YOUR COUNSEL ASKS
"Show me how AI influenced this award."	**"Why was I denied, and who decided?"**	**"Did applicant data ever leave our control?"**
YOU NEED	YOU NEED	YOU NEED
Published criteria the AI referenced and the decision record that proves it.	The evidence, a named approver, and a route to correct it.	Approved data flows, retention limits, controls and no model training.

The agency decides what AI may influence. Every decision stays with a person.

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10

Safety is a policy decision, not a setting

POLICY DECISION	WHAT THE AGENCY MUST ESTABLISH
Permitted uses	What AI may assist with, what needs approval, what is off limits
Access and privacy	Enforced permissions, approved data flows, and retention limits
Scoring and prioritization	Published criteria, and limits on influence over rankings and queues
Decision authority	Who approves, who overrides, and what is kept with the decision
Change and incidents	Testing, stop authority, affected-case review, and correction

> **The agency decides what AI may influence. Every decision stays with a person.**

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11