

Intent to Showcase GenAI LLM Developer Showcase Business, Consumer Services and Housing Agency - CHALLENGE 6: Streamlining Shelter Availability

Challenge

Many case workers face high workloads with limited resources - spending valuable time manually calling dozens of shelters to find ones with open beds that meet the specific needs of a client. Lack of centralized availability data often necessitates follow-up communication, a process that can be resource-intensive and if not effectively managed, may result in vulnerable people not receiving timely help. Their manual effort could be reduced and simplified using our platform locally available to them to auto-call or text these organizations all at once.

Our Solution

To address these challenges, **Deloitte proposes a Customer Engagement Assistant (CEA)** for BCSH Using our GenAI and AWS powered customer engagement assistant (**CEA**), these workers can get real-time bed availability details from all the sources - the shelters themselves in minutes - instead of spending hours tracking this data down. This tool not only reduces the case worker load but also ensures timely help to the needy. Our solution, **CEA**, offers the following features:



Human touch: Our GenAI model assists through personalized, natural conversations, adeptly navigating through various languages and complexities, simplifying the process for outreach and data collection.



Productive and efficient: saves time by automating the manual outreach process and simplifies data processing.



Integrates with State Case Management System to feed bed availability data into system workflows in real time.



Access real time data in minutes through mass outreach using multiple sources such as phone calls and text messages.

Relevant Data used in the solution

- Shelter data
- Application Case data

Technical components used in the solution

- AWS technology
- Javascript
- Batch Scheduler
- Relve

Intent to Showcase GenAI Solution Challenges

Our Qualification

Deloitte is a recognized leader in AI, having successfully implemented 130+ AI solutions including GenAI solutions in 27+ states. We are currently working on the historic GenAI vendor contract awarded by the state for advanced Caltrans use cases. We have built, deployed, and operated 200+ AI models including fine-tuning, hosting, and operating Large Language Models.

- **Scale from Pilot to Production:** We have a proven track record of helping agencies scale innovative POCs for agency / statewide deployment including system integration, and governance which are critical for scaling solutions to production
- **Technology Relationships:** We work with Open Source and Vendor specific LLM and GenAI technology providers to select and host the appropriate market leading technologies for these use cases and beyond
- **Trust:** Powered by **Deloitte's Trustworthy AI Framework™** we help mitigate GenAI risks and adhere to CDT GenAI guidelines by pre-processing and blocking potentially harmful prompts, monitoring responses, and logging all interactions with the LLM.
- **Human Experience:** We have capabilities in the user experience, user engagement, and overall human-centric view of change management.