

# AI for Social Protection

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A decorative graphic on a dark blue background. On the left, a large, light purple number '4' is partially visible. A horizontal line with a color gradient from light blue to purple extends from the left across the middle of the slide, ending in a solid purple circle on the right.

**How can we leverage AI to  
enhance social protection?**

# AI can perform many different tasks

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Some examples are...

Recognition



Document recognition to automate document verification

Event detection



Track labor market trends such as increases in unemployment

Forecasting



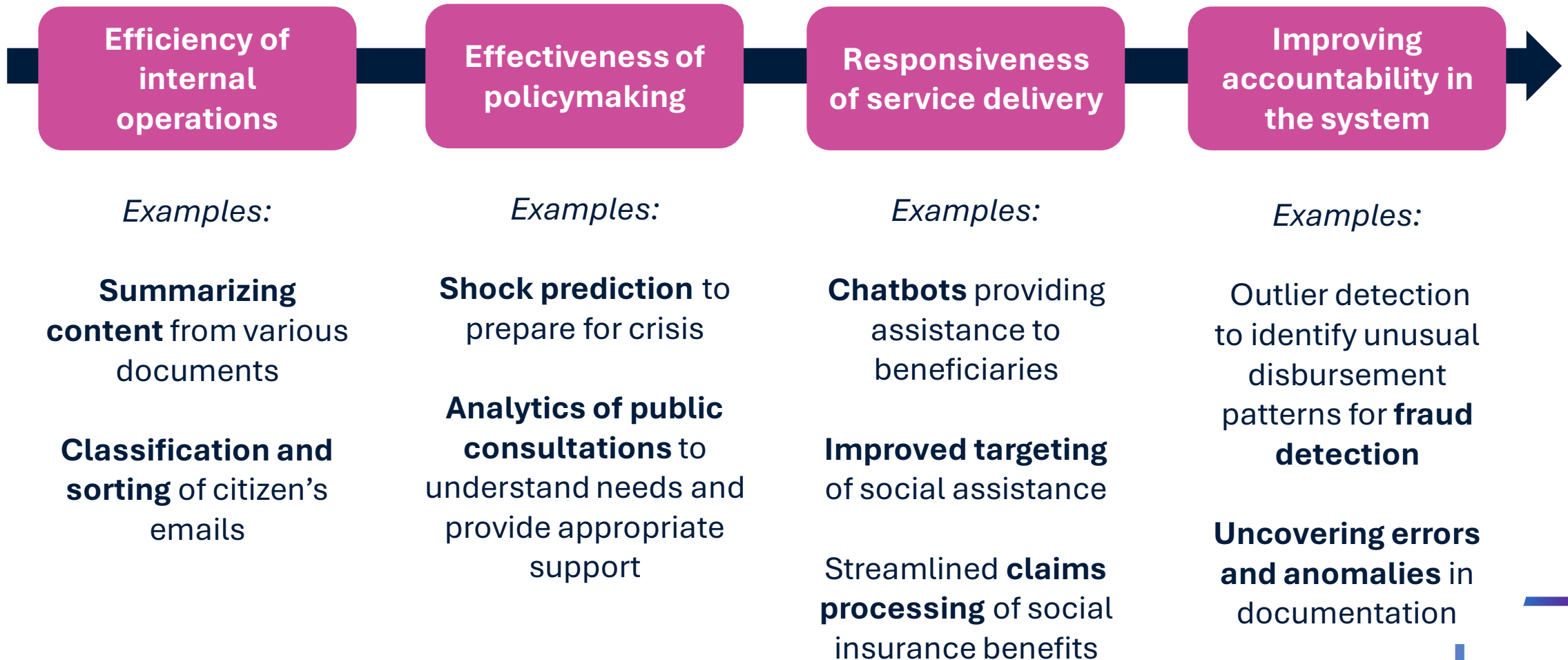
Predict changes in the demand for social assistance

Content generation



Produce responses to common beneficiary queries

# These tasks can support key functions in SP systems



# Beneficiaries and operators can both benefit

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## Beneficiaries could benefit from...

- **Faster access to benefits**
- **Personalized support and enhanced communication**
- **Improved accuracy in assessments**
- **Skill development opportunities and access to job placements**

## Operators could benefit from...

- **More time to focus on higher-value activities**
- **Better resource allocation**
- **Enhanced decision-making regarding policies and service delivery**
- **Streamlined communication and professional development**

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**Deep dive in use cases**

# Using predictive models to target benefits or services

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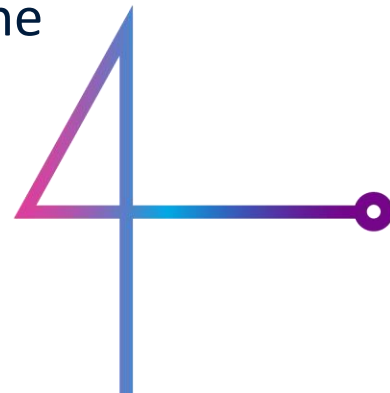
Some populations who need social benefits and services are **difficult to reach** and **unlikely to apply for help**

→ AI could help identify those in need of support and proactively offer it

**Example: Los Angeles County in the United States is identifying people at risk of becoming homeless**

→ Enabling case workers to reach out with offers of rental assistance and connections to social services, including mental health and employment support

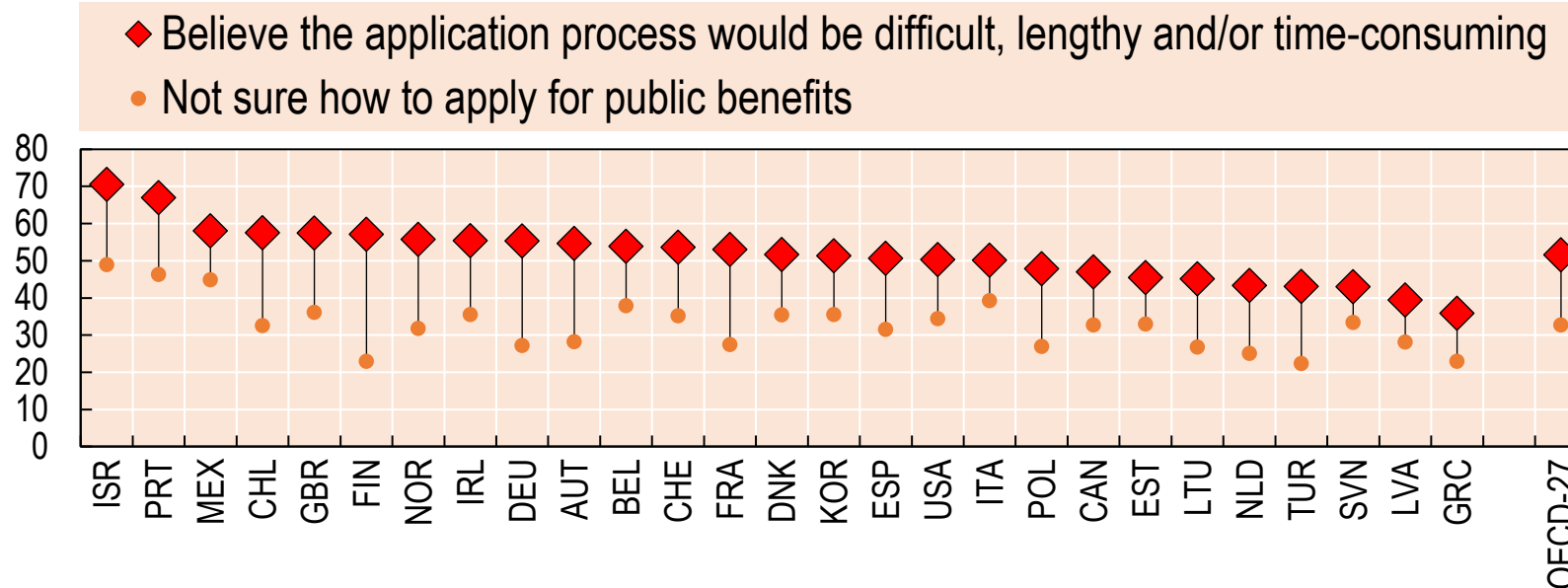
- Anonymized real-time and historical data
- A case manager reaches out and offers to work with willing individuals
- Most people identified through the pilot programme were not already “on the radar” of public agencies



# Lowering information complexity and “hassle costs”

## Applying for a social benefit can be difficult and time consuming

- AI can reduce complexity and “hassle costs” of claiming benefits: ✓ translation ✓ finding and synthesising information ✓ helping draft emails or letters to administering agencies
- Similar to personalised assistance, but cheaper



Source: Main findings from the 2022 OECD Risks that Matter Survey, <https://doi.org/10.1787/70aea928-en>



# Combatting discrimination in the claims process

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**Racial, ethnic, religious bias in the administration of social benefits and services has been shown in a variety of settings – “Bureaucratic discrimination”**

- Front-line case-workers prioritise clients with the highest probability of success (creaming).
- Discrimination due to implicit bias more likely where decisions are legitimately complex and ambiguous.
- Fear of discrimination can also prevent minorities from applying for benefits, even if there is no discrimination in practice.

**Though AI has the potential to embed discrimination, there’s also the potential for AI to spot discrimination and assist in formalising or automating decisions to decrease space for ambiguity.**

# Thank You!

Check out our recent report on OECD governments' use of new technology and data for **improving** the access to social protection : <https://oe.cd/modern-sp-2024>

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AI

## Social Protection

Overcoming Challenges and Creating Opportunities

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