

# AI TOOLS

for the Congressional Workplace

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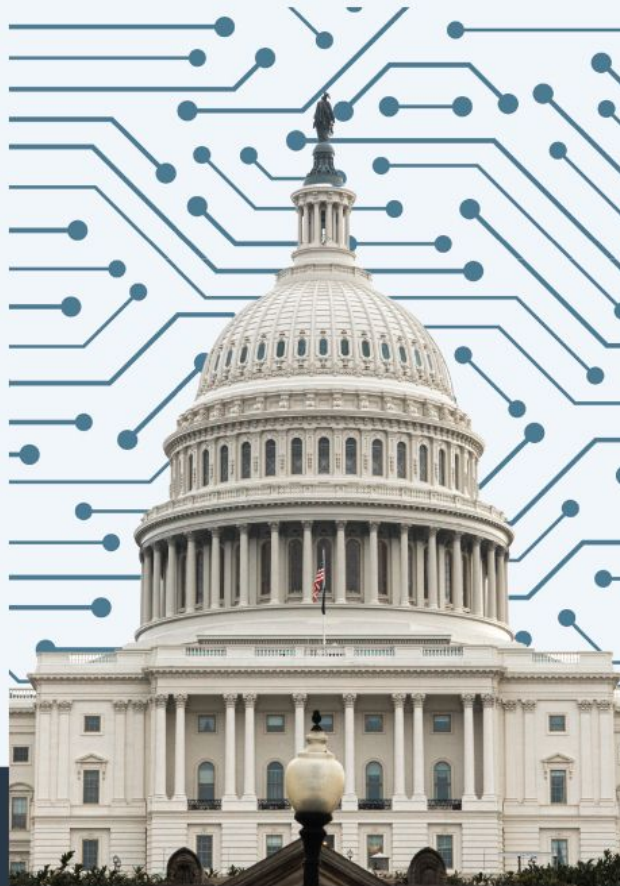


In collaboration with:



**House Digital Service**

CAO | U.S. HOUSE OF REPRESENTATIVES



# SPEAKERS



MARCI HARRIS | *POPVOX FOUNDATION*

- First Branch and Technology



KEN WARD | *HOUSE DIGITAL SERVICE*

- House Digital Service AI Working Group



LARS ERIK SCHÖNANDER | *LINCOLN NETWORK*

- Recent Developments in AI Models

# SPEAKERS



DANIEL SCHUMAN | *DEMAND PROGRESS*

- Using ChatGPT for Congressional work



ANNE MEEKER | *POPVOX FOUNDATION*

- AI and Casework



VICTORIA HOUED | *POPVOX FOUNDATION*

- Moderator and Organizer



 **DEMAND  
PROGRESS**



 **lincoln  
network**



 **POPVOX  
FOUNDATION**

 **ASH CENTER**  
for Democratic Governance  
and Innovation

**Science, Technology, and Democracy:**  
Building a Modern Congressional Technology  
Assessment Office

Zach Graves and Daniel Schuman

January 2020

**Bipartisan Recommendations  
to Reform the House Rules**

By Daniel Schuman and Zach Graves

COVID-19

**In This Emergency, Let Congress  
Work Remotely**

The House and Senate must change their rules to keep the  
legislature functioning during the coronavirus crisis.

by **DANIEL SCHUMAN AND MARCI HARRIS**

MARCH 25, 2020



TECHNOLOGY AND DEMOCRACY

**Bots in Congress: The Risks and  
Benefits of Emerging AI Tools in the  
Legislative Branch**

LINCOLN POLICY



JULY 14, 2022 | Research

**Building Digital  
Capacity in Congress:  
Recommendations for  
the House Digital  
Service**

REYNOLD  
SCHWEICKHARDT



BROOKINGS

Q



**TECHTANK**  
**Congressional modernization jump-started by  
COVID-19**

Marci Harris, Claire Abernathy, and Kevin M. Esterling - Thursday, June 18, 2020

TECHTANK



Marci Harris **Follow**

Mar 25, 2020 - 2 min read - Listen

Save



**MOCK Remote Hearing and Markup**

# THE PACING PROBLEM

## EXTERNAL

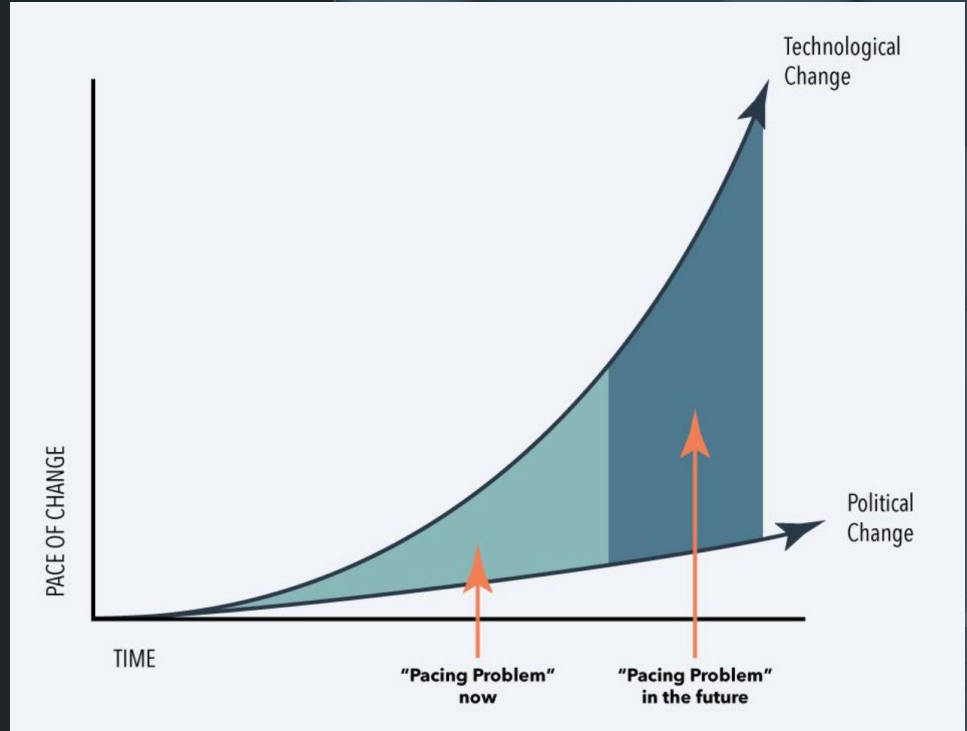
Failure to keep pace with emerging innovations that are changing industries and society

## INTER-BRANCH

Congress lags the executive branch, compromising its ability to act as a co-equal branch of government

## INTERNAL\*

Failure to employ modern practices and technology for its own operations.

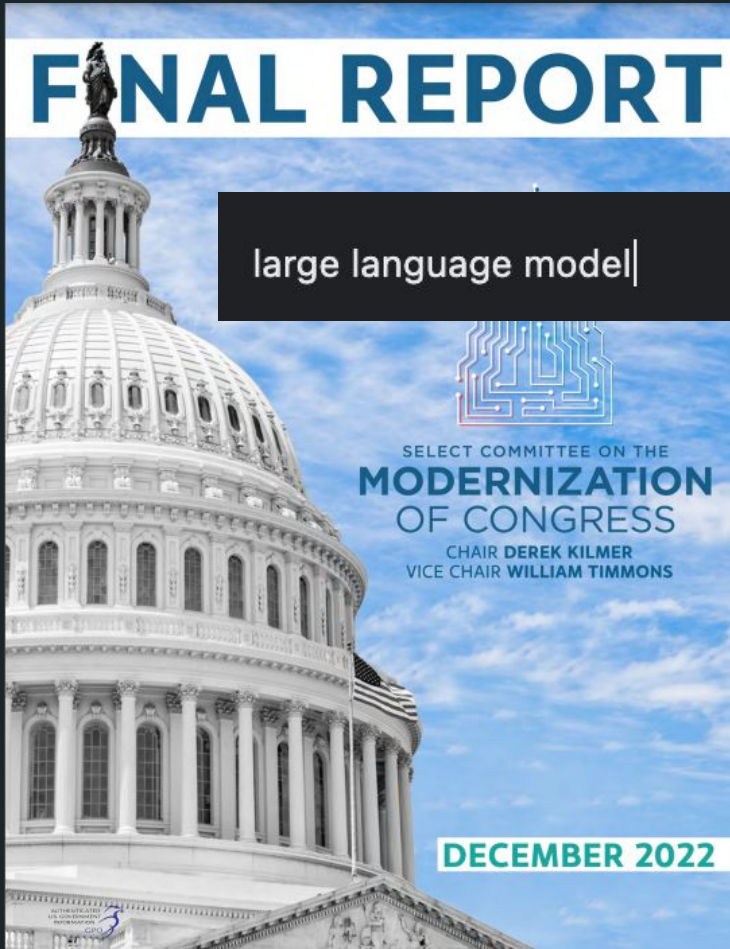


# FIRST BRANCH & TECHNOLOGY

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- House Select Committee on Modernization (2019–2022) →  
**Modernization Subcommittee** in Committee on House Administration (118th)
- Bicameral Congressional Data Task Force
- Communicating with Congress Project
- House & Senate adaptation to remote work during pandemic (CAO)
- House launch of eHopper, Comparative Print Project (Clerk)
- Senate development of Quill e-signature platform & sharing w/ House (SAA)
- Ongoing upgrades to Congress.gov (LoC)
- Growth of GAO Science, Technology Assessment, and Analytics (STAA)  
& GAO Innovation Lab
- House & Senate AI Caucuses
- Launch & staff up of House Digital Services





<p><b>Recommendation 175:</b> The House Digital Service should evaluate and onboard industry leading correspondence technology tools and platforms to enable offices to improve the quality and substance of constituent correspondence.</p>	<p>Open - Needs Attention</p>	<p>Need to enable real-time tracking of constituent correspondence and satisfaction, as well as the automation of aspects of correspondence that are repetitive for staff, through adoption of intelligent tools and use of Artificial Intelligence where appropriate.</p>	<p>CAO</p>
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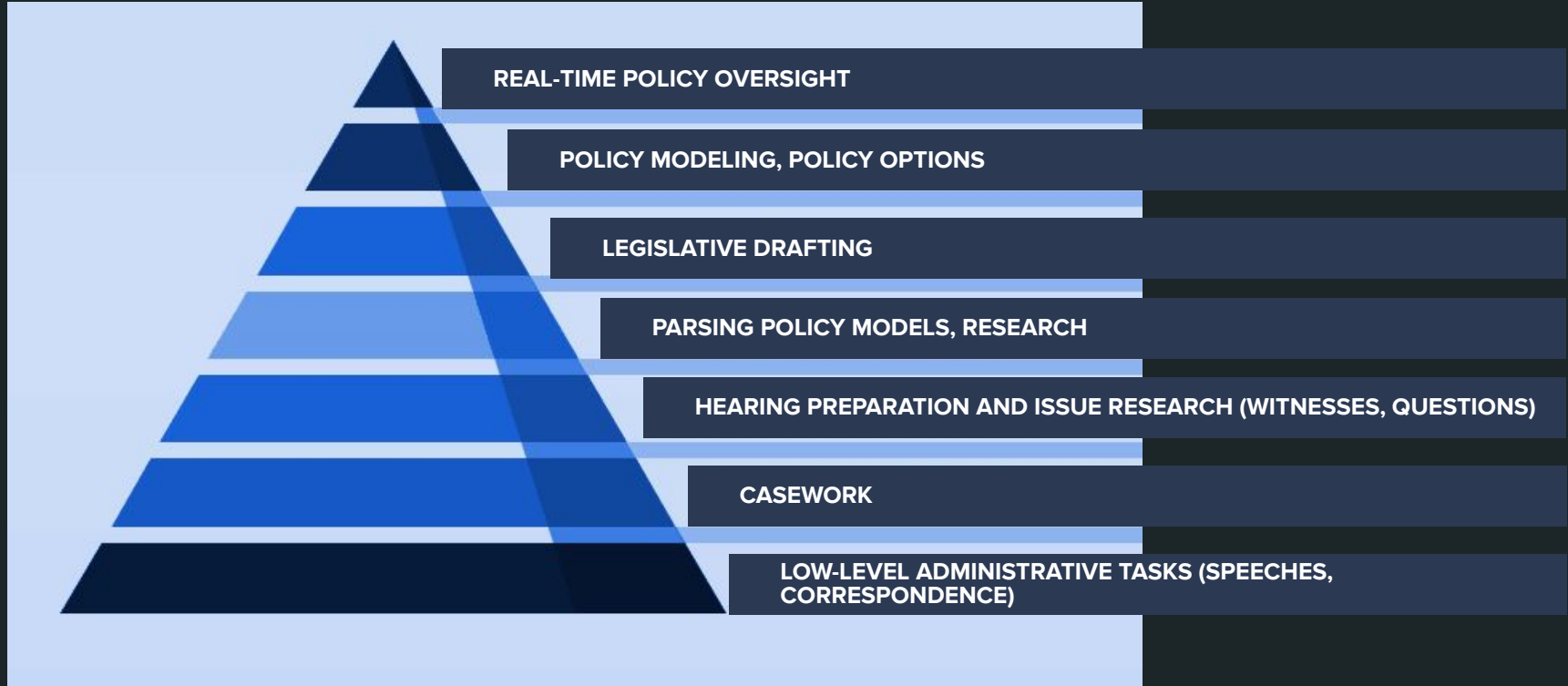
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Artificial Intelligence (AI) and Machine Learning. Several local, state, and foreign governments have recently started exploring ways to incorporate advanced computer software and analysis into the legislative process including for predictive problem-solving purposes. The Committee heard testimony explaining how these technologies can help government predict and prevent undesirable activities, test policies and options in real-life scenarios before adopting them, and find the best solutions by providing a set of alternatives to accelerate improved decision-making.

# LLMS IN THE CONGRESSIONAL WORKFLOW

## A TIERED APPROACH









# House Digital Service AI Working Group

Ken Ward

April 21<sup>st</sup>, 2023



*U.S. House of Representatives*

**CAO**

CHIEF ADMINISTRATIVE OFFICER

# About House Digital Service

Digital service groups bring methodologies from the private sector into government to experiment, iterate, and innovate in a different way.

Leveraging human-centered design principles, modern development stacks, and cloud infrastructure, we can rapidly prototype and deliver better products and services to end users.

Our mission is to identify and deliver intuitive solutions that improve on Member and Committees' most significant challenges.



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# The HDS Product Team

What is the problem?  
Why should we solve it?  
How do we measure it?  
What is the priority?

Product  
Management

User  
Experience

Software  
Engineering

What is the experience?  
What is the user behavior?  
Where are the pain points?

How is it built?  
When does it ship?  
Is it reliable?



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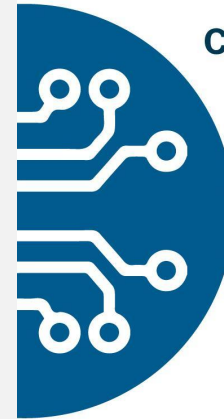
# Working Group

- HDS recently announced an anonymous AI working group
- 100+ staffers asked to join
- The first 40 staffers that signed up were offered free ChatGPT Plus licenses
- In exchange, offices agreed to provide regular feedback on the office's usage, with at least one email per two weeks providing a summary of usage information

## AI Working Group

**EXPLORE**  
 **OpenAI**

The CAO's House Digital Services (HDS) is forming a **working group** to help explore AI Tools like **ChatGPT** and related cloud services.



### Congressional Use:

Response Letters  
Press Releases  
Op-eds

### Concerns:

Accuracy  
Ethics  
Cybersecurity

# Sharing Feedback

- Others can join waitlist for a premium account and still use the free version of any major AI tool and provide feedback
- HDS will regularly compile usage information reported by participating staffers and share with Working Group members via update emails
- HDS will also host occasional staff discussions and create a report to the Speaker to summarize findings

## AI Pros vs. Cons

AI tools are rapidly adopted across the globe, including here in the U.S. Congress.



### ✓ IDEAL FOR

- Letters
- Summaries
- Press Release

### ✗ CONCERNS

- Bias
- Lack of Accuracy
- Security Concerns



# Future Possibilities

- We hope some offices will use and report back on other AI tools in addition to ChatGPT, such as:
  - GoogleBard
  - Bing
  - Image generators such Dall-E2 from OpenAI
- Could potentially experiment on more complex AI possibilities
  - Training some of these tools on Congress-specific data
  - Writing bill summaries for every bill currently before Congress
  - Summarizing en mass all constituent communications coming into an office



**CAO**

CHIEF ADMINISTRATIVE OFFICER



# Recent Developments in AI Models

By Lars Erik Schönander

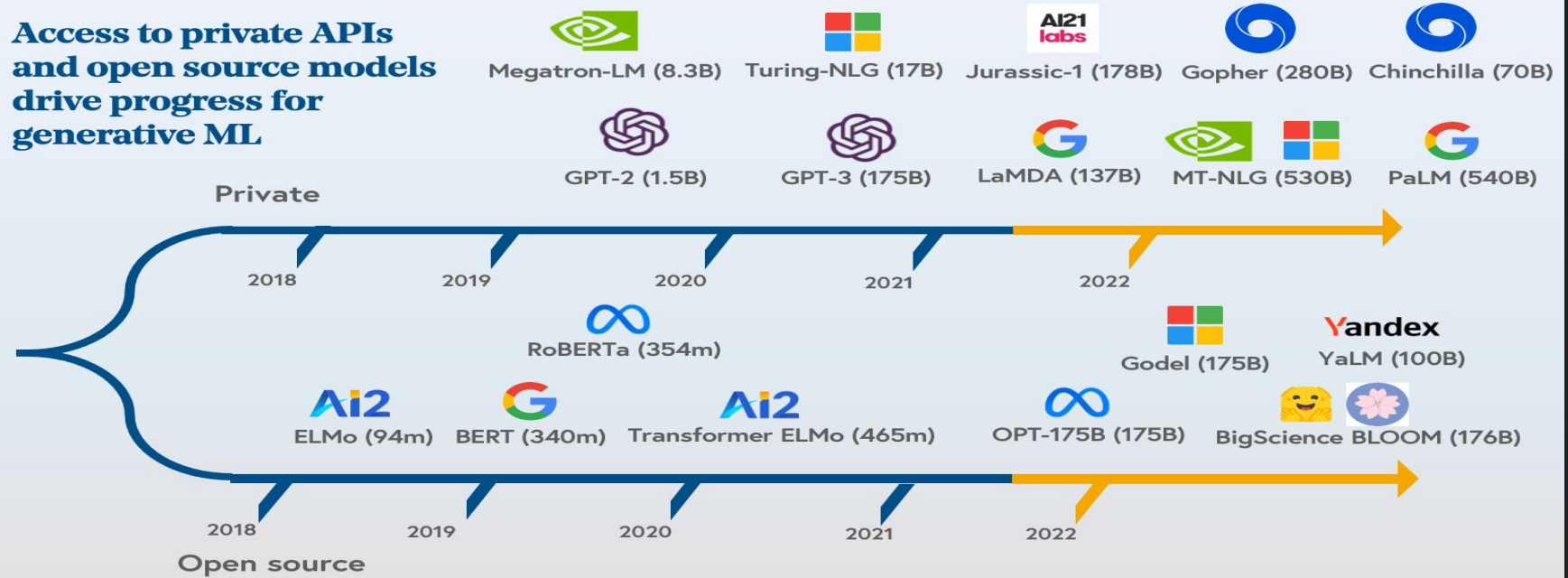


# Outline

- Laying out the players and types of tools in the generative AI space
- Use cases + brief demo
- Future concerns
- Where to go from here?

# Artificial Intelligence - Major Players

Access to private APIs  
and open source models  
drive progress for  
generative ML



# Artificial Intelligence - Major Tools



**AI**

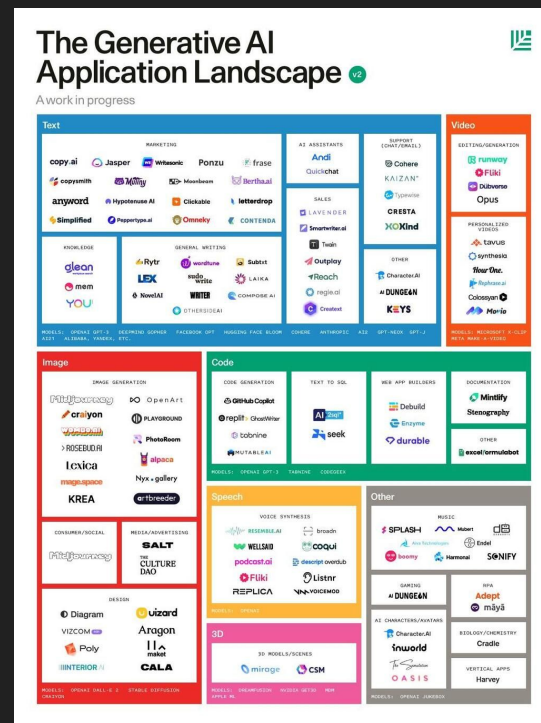


stability.ai



# There are a lot of categories of generative AI tools!

- Types of generative models include
  - Text
    - Generating communications based on documents, like bills.
  - Images
    - Generating art assets for documents
  - Voice
    - Combine with using LLMs to search text making it easier to surface constituent services and connect constituents to what they need.
  - Video



# Congress has, but still needs to think about these tools

- Large language models (LLMs) and generative AI models more broadly have the power to improve the productivity of staffers within Congress.
- Failure to adopt new tools, or at least awareness of new tools, risks Congress failing behind as constituent have new needs and Congress faces new challenges.
- On the brightside, as seen with this working group, and work the House Modernization Committee did on noting the existence of LLMs, you should pat yourself on the back for thinking about this issue fairly early all things considered.



Translate the following from Japanese to english: 米国でも基地周辺を買収...中国の真の狙いは



"Even in the United States, [China] is acquiring land around military bases... What is China's true intention?"



Better than google translation!



In pandas drop rows in a dataframe that both do not contain a specific string and have a separate column that is equal to "105"



You can use the `~` operator and the `str.contains` method to drop rows that do not contain a specific string in a column, and the `==` operator to drop rows where a column is equal to a specific value.



Here's an example:

```
bash Copy code  
  
import pandas as pd  
  
# Create a sample dataframe  
df = pd.DataFrame({'A': ['abc', 'def', 'ghi', 'jkl', 'mno'], 'B': [105, 205,  
  
# Drop rows where column 'A' does not contain the string 'b' and column 'B'  
df = df[~df['A'].str.contains('b') & (df['B'] == 105)]  
  
# Print the resulting dataframe  
print(df)
```

You can write code!



You can generate illustrations!

# Trouble Areas (Part 1)

- On the one hand, being able to generate professional text creates equity, it lets individuals who had concerns but limited ability to state them a ability to professionalize their views.
- On the other hand, this makes it much easier to flood points of contact between the public and government that have historically low traffic ranging from:
  - Public Witness Testimony submission for appropriations
  - Public comment for regulations
  - Sending letters to Members of Congress
- At the moment, many people use these services in non-hosted ways which mean the outputs are either collected for future training (OpenAI), or public (Midjourney)
- These models are prone to “hallucination” so be careful when using them for research as they might come up with fake links and facts!
  - <https://www.washingtonpost.com/technology/2023/04/05/chatgpt-lies/> - See in the *Washington Post* where it came up with a fake harassment scandal.



# Trouble Areas (Part 2)

- There are also more speculative trouble areas, that while not Congress specific, could pose security risks
- AI Voice cloning technology to make a member say things they did not say, or voice cloning of a staffer to authorize something that should not be authorized
  - <https://www.nbc15.com/2023/04/10/ive-got-your-daughter-mom-warns-terrifying-ai-voice-cloning-scam-that-faked-kidnapping/> - Already being used in scams!
- Ultra-realistic text bots mimicking trusted individuals to try to collect information maliciously.
- My colleague Sam Hammond has a good [piece](#) getting into deep detail on potential issues.

Thank you!



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Hello world

Q: ChatGPT, could you summarize, in bullet form, how the use of an AI like yourself could benefit Members of Congress and their staff as they engage in the legislative process and also where an AI like yourself may not yet be ready to help an entity like the US Congress?

Benefits of an AI like ChatGPT for Members of Congress and their staff:

- Ability to analyze vast amounts of data and information in a timely manner
- Can assist in drafting legislation and creating reports
- May help identify potential issues or unintended consequences of proposed legislation
- Can provide quick and accurate answers to complex questions

Areas where an AI like ChatGPT may not yet be ready to help the US Congress:

- Lack of context and understanding of the political and social nuances involved in the legislative process
- May not have the ability to discern the intent behind a piece of legislation or the implications of its passage
- Cannot provide input on ethical considerations or moral implications of proposed legislation
- May not be able to account for the potential impact on different stakeholders or communities.

# Bill naming

Q: Chat GPT, would you please come up with a name for legislation that would eliminate the debt ceiling. The words in the title should form an acronym that in some way encapsulates the idea of eliminating or ending the debt ceiling once and for all. In fact, would you come up with 10 examples, please?

1. END Act (Eliminating the National Debt Act)
2. NO-CEIL Act (No Ceiling on Economic Investment and Long-Term Stability Act)
3. FAIR DEAL Act (Fiscal Accountability, Investment, and Responsibility for Debt Elimination Act)
4. DCT Act (Debt Ceiling Termination Act)
5. DEBT-FREE Act (Dismantling the Entrenched Budgetary Tool for Fiscal Responsibility and Economic Equity Act)
6. CREDIBLE Act (Ceiling Removal and Economic Development Investment for a Better Long-Term Economy Act)
7. FREEDOM Act (Freedom from Reckless Economic Entitlement and Debt Management Act)
8. ENDLESS Act (Eliminating the National Debt Limit Ensuring Sustainability and Stability Act)
9. DEBT END Act (Dismantling Entrenched Budgetary Tools for Ending National Debt Act)
10. HORIZON Act (Halting Outdated Restrictions on a Zealous Investment in Our Nation Act)

Q: Would you write 5 tweets on why the U.S. debt ceiling should be raised without preconditions and 5 tweets on why the U.S. debt ceiling should not be raised without significantly reducing federal spending?

Why the U.S. debt ceiling should be raised without preconditions:

1. Failing to raise the debt ceiling could have catastrophic consequences for our economy and global financial stability. Congress must act without delay. #RaiseTheDebtCeiling
2. The debt ceiling is a technical issue that has nothing to do with spending or taxation. Raising it is a necessary step to pay for spending that Congress has already authorized. #RaiseTheDebtCeiling
3. The United States has never defaulted on its obligations, and it's imperative that we maintain our reputation as a reliable borrower. Raising the debt ceiling is necessary to avoid default and protect our credit rating. #RaiseTheDebtCeiling
4. Refusing to raise the debt ceiling would be an unprecedented act of self-sabotage that would harm the American people and undermine our global standing. Congress must put politics aside and do what's right for the country. #RaiseTheDebtCeiling
5. Raising the debt ceiling is not about enabling more spending, it's about fulfilling our obligations and avoiding a catastrophic default. Congress should act quickly and responsibly to prevent unnecessary harm to the economy and the American people. #RaiseTheDebtCeiling

Why the U.S. debt ceiling should not be raised without significantly reducing federal spending:

1. Our national debt is at an all-time high, and it's unsustainable. We cannot continue to borrow without limits and pass the burden to future generations. #NoDebtCeilingIncrease
2. The debt ceiling serves as a critical check on the federal government's spending habits. It's important that we address our spending addiction before considering any increase. #NoDebtCeilingIncrease
3. Raising the debt ceiling without any spending cuts or fiscal reforms would only make our fiscal situation worse. We need a comprehensive solution to address our long-term fiscal challenges. #NoDebtCeilingIncrease
4. The federal government must learn to live within its means, just like American families do. Raising the debt ceiling without addressing our spending problem is simply irresponsible. #NoDebtCeilingIncrease
5. Congress must take its fiscal responsibility seriously and address our spending addiction before it's too late. We need to cut wasteful spending, reform entitlement programs, and put our country on a path towards fiscal sustainability. #NoDebtCeilingIncrease

# Dear Colleague Letters

Q: ChatGPT, would you write a circular letter from one member of Congress to all other members of Congress that urges those members to co-sponsor the DEBT END Act, which would eliminate the debt ceiling. Please include the address for the member of Congress sending the letter, Rep. Count Demonay from the New York's third congressional district. Also include contact information at the end for a staffer in case other offices want to sign up. Address the letter at the top with the phrase "dear colleague:". Thanks

Dear Colleague,

I am writing to urge you to co-sponsor the DEBT END Act, legislation I introduced that would eliminate the debt ceiling and ensure that Congress can meet its obligation to pay the bills that it has already incurred.

As we all know, the debt ceiling has become a tool for political brinksmanship, causing uncertainty in our financial markets, threatening our economic stability, and putting our country's reputation at risk. It is time to put an end to this damaging cycle and take action to promote responsible fiscal policy.

The DEBT END Act would eliminate the debt ceiling and put in place a framework for responsible fiscal management, including measures to control spending, reduce the deficit, and promote economic growth. By taking a proactive approach to our fiscal challenges, we can ensure a stable and prosperous future for our country.

I urge you to join me in co-sponsoring the DEBT END Act and taking action to promote responsible fiscal policy for our country. Please contact my staffer, John Doe, at [john.doe@mail.house.gov](mailto:john.doe@mail.house.gov) or 202-555-1234, to sign up as a co-sponsor.

Together, we can eliminate the debt ceiling and build a brighter future for all Americans.

Sincerely,

Congressman Count Demonay  
New York's Third Congressional District



Q: Would you please write a 3 minute opening statement for use in a congressional hearing that persuasively argues in favor of raising the debt ceiling only if accompanied by 22% non-defense appropriations spending cuts.

Chairman, Ranking Member, and distinguished members of the committee, thank you for the opportunity to speak with you today.

I am here to argue in favor of raising the debt ceiling, but only if it is accompanied by significant non-defense appropriations spending cuts. Our country's debt is a serious and pressing problem that requires immediate attention, and it is imperative that we take action to address it now.

The federal government's current level of debt is simply unsustainable. We cannot continue to borrow and spend money without regard for the long-term consequences. Every year that we fail to take action, the problem grows larger and more difficult to solve. It is time to act boldly and decisively to address our nation's fiscal challenges.

However, simply raising the debt ceiling without accompanying spending cuts would be a mistake. We cannot continue to fund government programs at their current levels without making difficult choices about where to cut spending. Non-defense appropriations must be on the table for consideration as part of any debt ceiling increase.

I propose a plan to raise the debt ceiling by 22%, but only if it is accompanied by non-defense appropriations spending cuts of the same magnitude. These cuts must be carefully targeted to ensure that they do not harm essential programs or harm our economy. We must identify areas of inefficiency and waste, and redirect those resources to where they are truly needed.

This approach is not easy, but it is necessary. It requires tough choices and hard work, but it is the only responsible way to address our nation's fiscal challenges. We must be willing to make the difficult decisions that are required to put our country on a sustainable fiscal path.

In conclusion, I urge you to support raising the debt ceiling only if it is accompanied by significant non-defense appropriations spending cuts. It is time for us to take action to address our nation's debt and ensure a bright future for generations to come. Thank you for your attention, and I look forward to working with you to find a responsible and sustainable path forward.

# Summaries

Q: ChatGPT, would you please summarize the following text into just a few main themes and bullet points?

## The Debt Limit: History and Recent Increases

June 12, 2003 – November 2, 2015 [RL31967](#)

Congress has always restricted federal debt. The Second Liberty Bond Act of 1917 included an aggregate limit on federal debt as well as limits on specific debt issues. Through the 1920s and 1930s, Congress altered the form of those restrictions to give the U.S. Treasury more flexibility in debt management and to allow modernization of federal financing. In 1939, a general limit was placed on federal debt.

Federal debt accumulates when the government sells debt to the public to finance budget deficits and to meet federal obligations or when it issues debt to government accounts, such as the Social Security, Medicare, and Transportation trust funds. Total federal debt is the sum of debt held by the public and debt held by government accounts. Debt also increases when the portfolio of federal loans expands.

Congress has modified the debt limit 14 times since 2001. Congress raised the limit in June 2002, May 2003, November 2004, March 2006, and September 2007. The 2007-2008 fiscal crisis and subsequent economic slowdown led to sharply higher deficits in recent years, which led to a series of debt limit increases. The Housing and Economic Recovery Act of 2008 (H.R. 3221), signed into law (P.L. 110-289) on July 30, 2008, included a debt limit increase. The Emergency Economic Stabilization Act of 2008 (H.R. 1424), signed into law on October 3 (P.L. 110-343), raised the debt limit again. The debt limit rose a third time in less than a year to \$12,104 billion with the passage of the American Recovery and Reinvestment Act of 2009 on February 13, 2009 (ARRA; H.R. 1), which was signed into law on February 17, 2009 (P.L. 111-5). Following that measure, the debt limit was subsequently increased by \$290 billion to \$12,394 billion (P.L. 111-123) in a stand-alone debt limit bill on December 28, 2009, and by \$1.9 trillion to \$14,294 billion on February 12, 2010 (P.L. 111-139).

The federal debt again reached its limit on May 16, 2011, prompting the Treasury Secretary to invoke authorities to use extraordinary measures to extend Treasury's borrowing capacity. On August 2, 2011, President Obama signed the Budget Control Act of 2011 (BCA; S. 365; P.L. 112-25), which resolved that debt limit episode. The BCA included provisions aimed at deficit reduction and allowing the debt limit to rise between \$2,100 billion and \$2,400 billion in three stages, the latter two subject to congressional disapproval. Once the BCA was enacted, a presidential certification triggered a \$400 billion increase, and a second \$500 billion increase on September 22, 2011. A third \$1.2 trillion increase took place on January 28, 2012.

Federal debt reached its limit on December 31, 2012. Extraordinary measures were again used until February 4, 2013, when H.R. 325, which suspended the debt limit until May 19, 2013, was signed into law (P.L. 113-3). When that suspension expired, the debt limit was set at \$16,699 billion and extraordinary measures were reemployed. On October 16, 2013—the night before Treasury's borrowing capacity was estimated to be exhausted—Congress passed and the President signed a continuing resolution (H.R. 2775; P.L. 113-46) that included a suspension of the debt limit through February 7, 2014. On February 15, 2014, the debt limit was suspended again (S. 540; P.L. 113-83) through March 15, 2015. The debt limit was reset on March 16, 2015, at \$18.1 trillion. On October 15, 2015, Secretary Lew stated that extraordinary measures would be exhausted no later than November 3, 2015. On October 28, 2015, the House concurred with a modified version of Senate amendments to H.R. 1314 (retitled as the Bipartisan Budget Act of 2015), which would suspend the debt limit until March 15, 2017. The Senate approved the measure on October 30, 2015, and the President signed it (P.L. 114-74) on November 2, 2015. CRS Report R43389, The Debt Limit Since 2011, by D. Andrew Austin discusses recent debt limit events in more detail.

## Main themes:

- Congress has historically restricted federal debt and has modified the debt limit 14 times since 2001.
- Federal debt accumulates when the government sells debt to the public to finance budget deficits and meet federal obligations or when it issues debt to government accounts.
- The federal debt reached its limit on several occasions and the Treasury has used extraordinary measures to extend its borrowing capacity.
- Congress has passed various acts and bills to raise or suspend the debt limit and avoid default.

## Bullet points:


- Federal debt is the sum of debt held by the public and debt held by government accounts.
- Congress has modified the debt limit to give the U.S. Treasury more flexibility in debt management and to allow modernization of federal financing.
- The 2007-2008 fiscal crisis and subsequent economic slowdown led to a series of debt limit increases.
- The Budget Control Act of 2011 resolved a debt limit episode and included provisions aimed at deficit reduction and allowing the debt limit to rise in three stages.
- The debt limit has been suspended or increased several times through the passage of various acts and bills.

# Coding?

Q: I'd like a google sheets formula that extracts a date that's surrounded by other text in a column and extracts that date clearly. The data in the source column will include day, month, year, separated by /s, and have no more than two numbers for each.

Certainly! You can use the following formula to extract a date from a cell in Google Sheets:

scss

 Copy code

```
=REGEXEXTRACT(A2, "\d{1,2}/\d{1,2}/\d{2,4}")
```

This formula assumes that the cell you want to extract the date from is in cell A2. Here's how it works:

- `REGEXEXTRACT` is a Google Sheets function that extracts a substring from a string using a regular expression.
- `A2` is the cell you want to extract the date from.
- `"\d{1,2}/\d{1,2}/\d{2,4}"` is a regular expression that matches a date in the format of 1-2 digits for the day, 1-2 digits for the month, and 2-4 digits for the year, separated by slashes.

This formula will extract the date in the format of mm/dd/yyyy from the cell. If the date in the cell is not in this format, the formula will return an error. You can adjust the regular expression to match different date formats if necessary.

# Un>Structured Data

Use ChatGPT inside Google Sheets. This is good for extracting structured data from unstructured formats. Also good for summarizing/ analyzing large amounts of text.

- Can use plain language to create formulas,
- Can extract information
- Can use training data to infer sentiment (or be analyzed in other ways).

	Customer Email	Feedback	Customer Name	Positive/Negative
6				
7				
8	Kate@kcc.net	I was disappointed with the size of the cookies I received from Kevin Cookie Company. They were much smaller than I expected.	Kate	Negative
9	Kevins.mom@kevincookiecompany.com	I recently tried Kevin Cookie's chocolate chip cookies and they were amazing! The texture was perfect and the chocolate chips were the perfect amount.	Kevins.mom	Positive
10	Kevin@kevincookiecompany.com	I love that Kevin Cookie Company uses high-quality ingredients in their cookies. You can really taste the difference.	Kevin	=INFER(B8:B9, ,
11	Michael@kevincookiecompany.com	The packaging for Kevin Cookie Company is so cute and festive. It really adds to the overall experience of enjoying the cookies.	Michael	INFER(example_inputs, example_outputs, target_inputs)
		I found the cookies from Kevin Cookie		

<https://www.youtube.com/watch?v=eV59wXCTy2M>

@KevinStratvert



# What's next?

Q: ChatGPT, could you analyze the benefits that further evolution to an AI like yourself could bring to Congress and the legislative process? Can you discuss any downsides? Please put your answers in bullet form.

Sure, here are some potential benefits and downsides of further evolution to an AI like myself could bring to Congress and the legislative process:

## Benefits:

- Improved speed and efficiency in analyzing large amounts of data and legislation
- Enhanced accuracy in identifying patterns and trends in legislative history and voting patterns
- Enhanced ability to predict potential outcomes of proposed legislation and identify potential unintended consequences
- More personalized and interactive constituent engagement through natural language processing and sentiment analysis
- Improved transparency and accessibility of information and data for both members of Congress and the public
- Greater ability to collaborate across party lines and work towards compromise solutions

## Downsides:

- Risk of bias and potential for unintentional reinforcement of existing power structures
- Risk of reducing human interaction and accountability in the legislative process
- Potential for AI to perpetuate or amplify systemic inequalities and biases present in society
- Ethical concerns regarding the use of AI in decision-making processes that could impact individuals or communities
- Potential for increased reliance on technology, leading to decreased investment in human staffing and expertise in the legislative process

**Daniel Schuman**

Policy Director

Demand Progress Education Fund

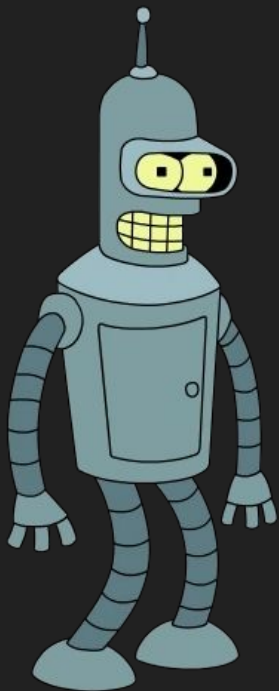
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# AI and Casework

The good, the bad, and the smart

Anne Meeker





# the good

Accessible, user-friendly,  
scalable casework





**CAVEAT CAVEAT CAVEAT**

**CASEWORK INFO**

**NEVER ENTERS**

**CHAT GPT**



# TRANSLATION AND SUMMARY



**Dave Guarino (@allafarce@hachyderm.io)** ...

@allafarce

Using ChatGPT (GPT-4) to summarize a 2-page SNAP appeal/fair hearing document: first into bullets, then into a short summary.

Worked really well — in fact I'd say the simplified summary is better than the summary at top (which admittedly is in a legal context)

her CalFresh benefits is dismissed as the evidence established the issue is moot. [1628-2]

**FACTS**

On January 6, 2023, the Claimant requested a hearing to dispute Sacramento County's (the County) discontinuance of her CalFresh benefits.

A hearing proceeded on February 14, 2023, with the Claimant and the County Hearing Representative appearing by telephone. The County submitted a Statement of Position (SOP) setting forth its factual allegations and legal arguments, with six attachments. The County Representative testified that the County has not taken any action to discontinue the Claimant's CalFresh benefits.

The County Representative testified that in response to the County's January 6, 2023, hearing request the County issued a notice informing the Claimant that her CalFresh case is active. This is consistent with the Notice of Action dated January 27, 2023, showing the County informed the Claimant her CalFresh benefits will continue unchanged.

It is undisputed that the Claimant's CalFresh household consists of the Claimant and her three minor children. It is further undisputed that the Claimant's CalFresh household is not classified as elderly or disabled as defined under CalFresh regulations. It is undisputed that the Claimant's CalFresh case is active. It is undisputed that the Claimant was issued \$939.00 monthly in CalFresh benefits for the months of January 2023 and February 2023.

The Claimant testified that she had nothing to add as the Statement of Position clarified the status of her CalFresh benefits.

**LAW**

All the regulations cited refer to the California Department of Social Services' Manual of Policies and Procedures (MPP), unless otherwise noted.

A request for hearing or portion thereof shall be dismissed by a written hearing decision when the Administrative Law Judge determines that the issue is moot (i.e., no longer in dispute) based on evidence that it has been fully resolved by a final action.

**CONCLUSION**

The Claimant requested a state hearing to dispute Sacramento County's (the County) action discontinuing her CalFresh benefits.

As noted above, a request for hearing shall be dismissed when it is determined that the issue is moot based on evidence that it has been fully resolved by a final action. It is undisputed that the Claimant's CalFresh case is active.

Here, it is determined that the issue regarding the discontinuance of the Claimant's CalFresh benefits was no longer in dispute. This is based on the County Representative's credible testimony that the County took no action to discontinue the Claimant's CalFresh benefits, and the Claimant's credible testimony that she was issued \$939.00 monthly in CalFresh benefits for the months of January 2023 and

Claimant requested a hearing to dispute Sacramento County's discontinuance of her CalFresh benefits

- Hearing took place on February 14, 2023, with both parties present via telephone
- County submitted a Statement of Position (SOP) with six attachments
- County Representative testified that they did not discontinue the Claimant's CalFresh benefits
- Notice of Action dated January 27, 2023, confirmed the Claimant's CalFresh benefits would continue unchanged
- Claimant's CalFresh household includes herself and three minor children, and is not classified as elderly or disabled
- Claimant's CalFresh case is active, and she received \$939.00 in benefits for both January and February 2023
- Claimant had nothing to add as the SOP clarified her benefits status
- Administrative Law Judge can dismiss a request for hearing if the issue is moot (no longer in dispute)
- Issue of discontinuance of Claimant's CalFresh benefits was determined to be moot
- Claimant's hearing request is dismissed as moot pursuant to MPP 822-054.38

Okay, great. Now can you simplify this into a few sentences that describe simply and in plain language what happened here?

The Claimant requested a hearing to dispute the discontinuation of her CalFresh benefits by Sacramento County. During the hearing, the County Representative confirmed that the Claimant's benefits were never discontinued and provided evidence to support this. The Claimant agreed, as she received her benefits for the months in question. As a result, the hearing request was dismissed, since there was no dispute to resolve.

11:03 AM · Mar 29, 2023 · 8,146 Views

13 Retweets 1 Quote 49 Likes 9 Bookmarks

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# TRANSLATION AND SUMMARY

DA

Provide a bulleted summary of what happened in this case:



## "SUMMARY

The Claimant's hearing request to contest Sacramento County's action discontinuing her CalFresh benefits is dismissed as the evidence established the issue is moot.

[1626-2]

## FACTS

On January 6, 2023, the Claimant requested a hearing to dispute Sacramento County's (the County) discontinuance of her CalFresh benefits.

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# TRANSLATION AND SUMMARY



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# TRANSLATION AND SUMMARY



Okay, great. Now can you simplify this into a few sentences that describe simply and in plain language what happened here?



The Claimant requested a hearing to dispute the discontinuation of her CalFresh benefits by Sacramento County. During the hearing, the County Representative confirmed that the Claimant's benefits were never discontinued and provided evidence to support this. The Claimant agreed, as she received her benefits for the months in question. As a result, the hearing request was dismissed, since there was no dispute to resolve.



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# SCALABLE PROCESS-BUILDING



[US Congresswoman [Name] Letterhead]

[Date]



Social Security Administration

[Address]

[City, State ZIP Code]

Re: Status Update on Social Security Disability Insurance (SSDI) Benefits for [Name]

To Whom It May Concern,

I am writing on behalf of my constituent, [Name], who has been approved for Social Security Disability Insurance (SSDI) benefits due to a disabling condition. However, [Name] has not yet received any payments despite the expected start date of [Name]'s benefits.

[Name] has attempted to contact the Social Security Administration (SSA) multiple times but has not been able to obtain a satisfactory resolution or explanation for the delay. As [Name]'s elected representative in the United States Congress, I kindly request your intervention in expediting the processing of [Name]'s SSDI benefits and resolving any issues that may be causing the delay.

I urge you to take prompt action to ensure that [Name] receives the SSDI benefits to which [Name] is entitled. These benefits are crucial to [Name]'s financial stability and ability to

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# SCALABLE PROCESS-BUILDING



[US Congresswoman [Name] Letterhead]

[Date]

[Name]

[Address]

[City, State ZIP Code]



Re: Update on Inquiry to Social Security Administration Regarding SSDI Benefits

Dear [Name],

I am writing to provide you with an update on the inquiry I made to the Social Security Administration (SSA) on your behalf regarding your Social Security Disability Insurance (SSDI) benefits.

The SSA has identified the cause of the delay in your SSDI benefits and is actively working towards resolving the issue. They will be in direct communication with you regarding any further information or actions required from your end to expedite the process.

As your elected representative in the United States Congress, I will continue to actively follow up on your case until the issue is fully resolved. If you have any further questions or concerns, please do not hesitate to contact my office.

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# San Francisco GPT BETA

Show me the locations of the 10 highest rated coffee shops with at least 100 ratings.



Search

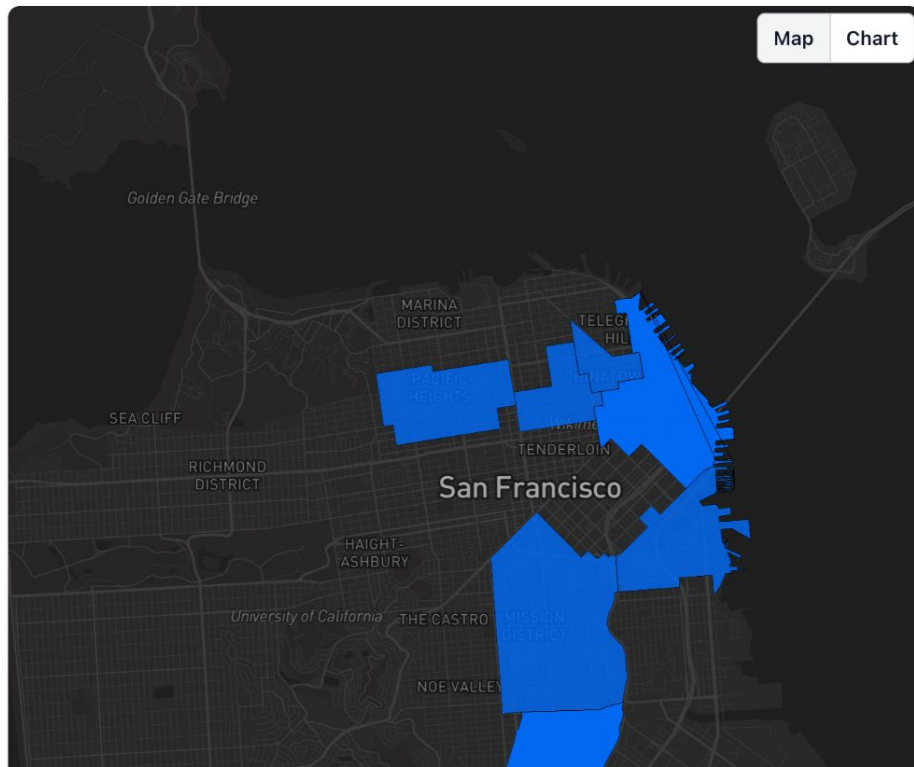
Try this: [What are the top 10 neighborhoods in San Francisco with the highest number of crime incidents?](#)

## San Francisco GPT



```
WITH coffee_shops AS (  
  SELECT name, neighborhood, rating, num_ratings  
  FROM sf_places  
  WHERE place_type = 'coffee shop' AND num_ratings >= 100  
)  
SELECT name, neighborhood, rating  
FROM coffee_shops  
ORDER BY rating DESC NULLS LAST  
LIMIT 10;
```

Name	Neighborhood	Rating
Compton's Coffee House	Pacific Heights	4.9
Coffee Bodega Farm-to-Table	Financial District/South Beach	4.8
Fresh Brew Coffee	Nob Hill	4.8
The Coffee Movement	Chinatown	4.8
SPRO - Mission Bay/SOMA	Mission Bay	4.7





# ACTIONABLE CASEWORK DATA

Show me...

- Cases we've worked in the last six months for veterans that were not VA cases
- Passport cases for constituents over 70 years old
- Cases we've worked on safety net benefits within five miles of Hiram OH

the bad

Process vulnerabilities





# DDOS FOR CONGRESSIONAL OFFICES

MORE DIRECT CONSTITUENT FACING

LESS DIRECT CONSTITUENT FACING

Comms Team

Legislative Team

Comms Director

Constituent Services

Admin team

Outreach/Field Representatives

District/State Director

Chief of Staff

Member

Legislative Director



Subject: Request for assistance with the VA



EEICES

Dear [Congressperson's name], Dear [Congressperson's name]

I am writing to seek your assistance with my VA Service (IRS). I have been waiting for several months now, but unfortunately I have not received any information.

Specifically, I am having trouble with my tax return. I have followed the instructions recommended. I have submitted my return with the VA, I am told that my return is causing me significant issues. I have tried to get through to a representative but have not been able to.

I am hopeful that your office can provide me with the useful information. I am asking for your assistance as quickly as possible. Please let me know if you need any more information.

Dear [Congressperson's name],

I am writing to request your urgent assistance with a matter of great distress and financial hardship related to my federal retirement benefits. I have contacted the Office of Personnel Management (OPM) multiple times, but I have not received any payments for my retirement benefits.

I retired from federal service at the end of last year and submitted all the necessary paperwork to the OPM to receive my retirement benefits. However, despite my attempts to contact them, I have not received any payments for my retirement benefits. In my case, I am given vague assurances that it is still pending and that I should wait longer.



Subject: Urgent request for assistance with a medical emergency

Dear [Congressperson's name],

I am writing to you in a state of complete desperation to seek your urgent assistance with a medical issue that has put my health and life at risk. Despite my best efforts to navigate the complex healthcare system, I have not been able to obtain the medical attention that I need. I am running out of options.

My situation is this: I am experiencing a severe medical emergency that requires immediate attention. However, I have been unable to secure an appointment with a specialist who can provide me with the necessary treatment. I have contacted multiple healthcare providers, but due to insurance issues and long wait times, I have not been able to receive the care I need.

I am incredibly frustrated and concerned about my health and wellbeing. I fear that every day that passes without proper treatment, my condition worsens. I have tried everything I can think of to get help, but I have been unsuccessful. I need your assistance urgently to help me navigate this complex system and secure the medical attention that I need.

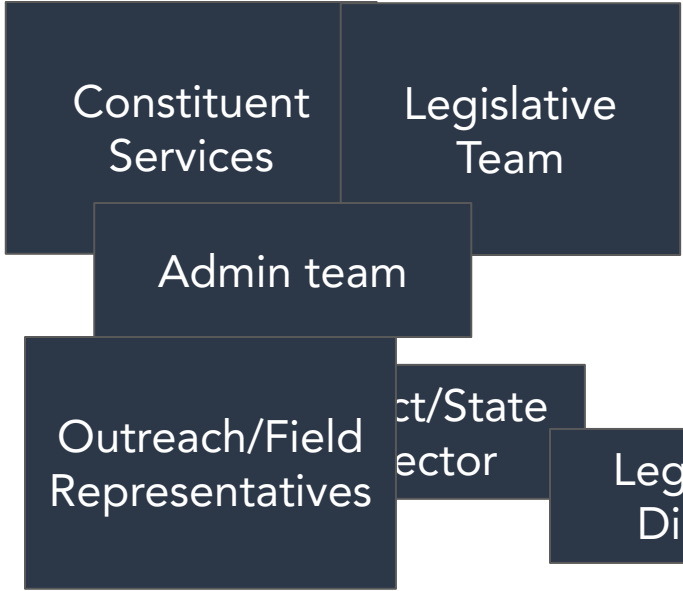
As your constituent, I am asking for your help in obtaining the medical care that I need.



# DDOS FOR CONGRESSIONAL OFFICES

MORE DIRECT  
CONSTITUENT  
FACING

LESS DIRECT  
CONSTITUENT  
FACING



Comms Director

Chief of Staff

Legislative Director

Member



# STRAIGHT FRAUD



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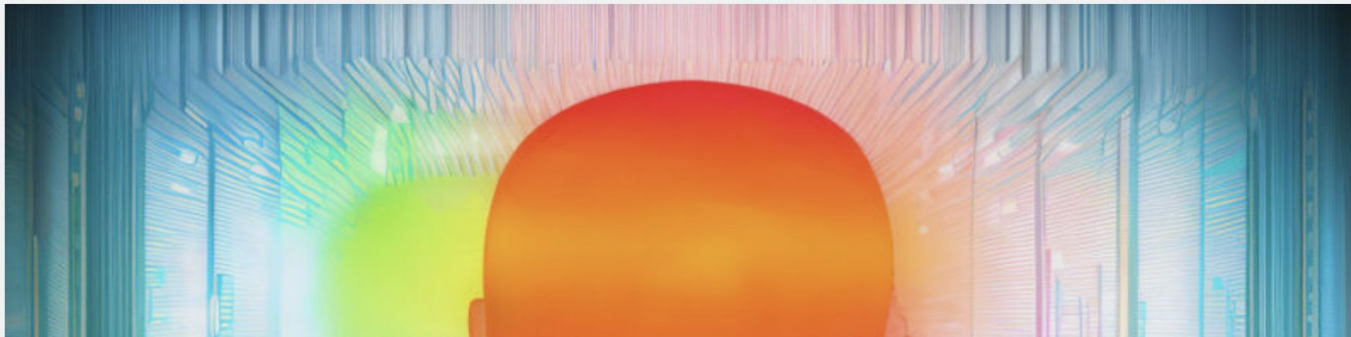


MY VOICE IS NO LONGER MY PASSWORD —

## Microsoft's new AI can simulate anyone's voice with 3 seconds of audio

Text-to-speech model can preserve speaker's emotional tone and acoustic environment.

BENJ EDWARDS - 1/9/2023, 5:15 PM



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the smart

Preparing your operation





# PREPARE FOR IDENTITY PROOFING

- Let your team know that impersonation is a possibility—trust your gut!
- Prep backup measures: in-person or mobile intakes, office hours, clear and consistent messaging



# GIVE CONSTITUENTS SMART INFO

## The World's First Robot Lawyer

The DoNotPay app is the home of the world's first robot lawyer. Fight corporations, beat bureaucracy and sue anyone at the press of a button.

Email or phone number

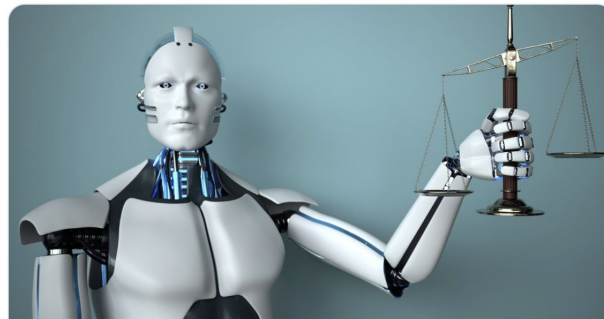
Sign Up/Login

By signing up or signing in, you are agreeing to [DoNotPay's Terms and Conditions](#) and for us to send messages to the phone number or email provided. DoNotPay is not a law firm and is not licensed to practice law. DoNotPay provides a platform for legal information and self-help.



CBS News  
@CBSNews

Joshua Browder, CEO of DoNotPay, said his company will postpone a pending court case to focus on consumer rights.



cbsnews.com

AI-powered "robot" lawyer won't argue in court after jail threats  
Joshua Browder, CEO of DoNotPay, said his company will postpone a pending court case to focus on consumer rights.

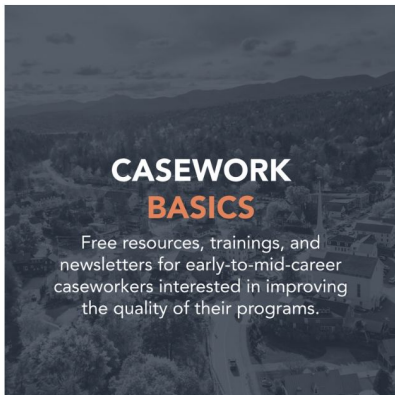
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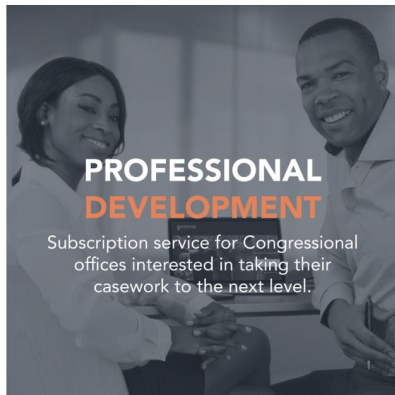


# NAVIGATOR PROGRAM



**CASEWORK  
BASICS**

Free resources, trainings, and newsletters for early-to-mid-career caseworkers interested in improving the quality of their programs.



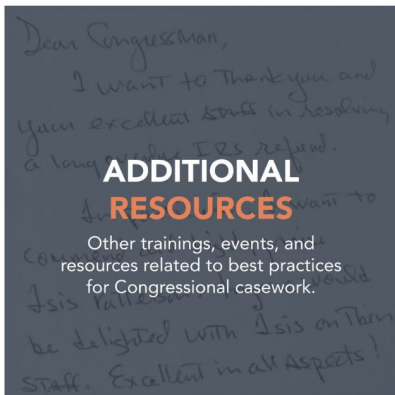
**PROFESSIONAL  
DEVELOPMENT**

Subscription service for Congressional offices interested in taking their casework to the next level.



**LAUNCH / RESET  
WORKSHOP**

Custom workshops for new and existing offices looking to build a strong casework track record.



**ADDITIONAL  
RESOURCES**

Other trainings, events, and resources related to best practices for Congressional casework.

[popvox.org/casework](https://popvox.org/casework)

[casework@popvox.org](mailto:casework@popvox.org)

[anne@popvox.org](mailto:anne@popvox.org)

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# AI TOOLS

for the Congressional Workplace

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