

Oregon Task Force on AI - Applications Work Group (Use case examples)

Program Areas	Risk	Example 1	Example 2	Example 3	Example 4	Example 5
<b>Health &amp; Human Services</b>	High	Predictive Analytics for Disease Prevention and Management	Personalized Care and Treatment Plans	Drug Prescription and Dosage Recommendations	Mental Health Risk Assessment	Eligibility Determination for Health Benefits and Services
	Low	Automated Scheduling for appointments & services	Health Behavior and Wellness Tracking	Fraud Detection and Program Integrity	Virtual Health Assistants for non-emergency guidance	Natural Language processing for record summarization
<b>Public Safety</b>	High	Predictive Policing and Crime Prevention	Real-Time Surveillance and Threat Detection	Emergency Dispatch and Response	Behavioral Prediction in Crowds	Autonomous Weapons and Security Systems
	Low	Non-emergency call routing	Predictive Crime Pattern Analysis	Public Safety Training Simulations	Fire and Disaster Prediction	Social Media Monitoring for public safety
<b>Criminal Justice</b>	High	Risk Assessment for Sentencing, and Recidivism Prediction	Facial Recognition and Biometric Identification	Mental Health and Behavioral Assessment	Automated Evidence Analysis	Bias Detection and Fairness Monitoring
	Low	Natural Language Processing for Legal Document Review	Automated reporting and Case Management	Crime Mapping and Hotspot Identification	Chatbots for Public Information and Support	Administrative Process Automation in Courts
<b>Transportation</b>	High	Autonomous Vehicles/Drones/Self-Driving Vehicles	Air Traffic Control	Automated Train Operation Systems	Intelligent Public Transportation Systems	Maritime Navigation and Control
	Low	Traffic Signal Optimization	Predictive Maintenance for Vehicles and Infrastructure	Route Optimization for Public Transportation	Automated Fare Collection and Ticketing	Virtual Assistants for traveler information
<b>Employment &amp; Unemployment</b>	High	AI-Driven Resume Screening/Hiring/dismissal/layoff Decisions	Wage and Salary Determination	Job Applicant Personality or Behavioral Analysis	Automated Unemployment Claims Processing/Fraud Detection	Employee Retention and Attrition Prediction
	Low	AI-Driven Job Matching and Recruitment	Predictive Analytics for Labor Market Trends and hiring demand	Automated Benefit Claim Assistance	Sentiment Analysis for Employee Feedback	Automated Job Application Assistance
<b>Housing/Homelessness</b>	High	Eligibility Determination for Housing Assistance	Predicting Analytics on Eviction Risk	Credit Scoring for Housing Applications	Surveillance, tracking and monitoring of homeless populations	Prioritization of shelter access
	Low	AI-Driven Rent Control and Affordability Analysis	Virtual Assistance for Housing Services and Benefits Applications	Predictive Maintenance for Housing and Shelter Infrastructure	Chatbots for housing and homelessness inquiries	Demand forecasting for affordable housing/ Predictive Analytics for Homelessness Prevention
<b>Natural Resource Management &amp; Regulation</b>	High	Land Use planning and zoning	Predictive Analytics for Natural Disaster Mitigation	Water Resource Optimization and Management	Pollution Control and Regulatory Compliance	Fisheries Management
	Low	Forest Health Monitoring	Efficient Irrigation Management	Wildlife Protection and Conservation	Real-time monitoring of water quality	Environmental Monitoring
<b>Education</b>	High	Student Performance Prediction	Automated Grading and Assessment	Admission Decisions	Behavioral Monitoring and Surveillance	Teacher Performance Evaluations
	Low	Personalized Learning Recommendations	Language Translation	Accessibility for Inclusion for Special Education	Virtual Tutors for basic subject support	AI-Enhanced Learning Management Systems
<b>Financial Services/Insurance</b>	High	Credit Scoring and Risk Assessment, and lending decisions	Dynamic Pricing in Insurance	Fraud Detection and Prevention	Claims processing and underwriting	Personalized Financial Planning and Wealth Management
	Low	Automated Customer Support and Chatbots	Personalized Financial Education	Document automation and data Entry	Financial Forecasting and analytics	Sentiment Analysis for Customer Feedback
<b>Taxation</b>	High	Fraud Detection and Tax Evasion Prevention and enforcement	Automated Tax Filing and Error Detection	Tax, fee, penalty Liability Determination	Automated Taxpayer risk classification	Tax Audit Automation
	Low	Taxpayer Assistance Chatbots	Automated Tax Filing Assistance	Tax Refund Status Tracking	Tax Policy Analysis and Simulation	Tax Fraud Detection Support Tools

- **Note: Examples provided through a ChatGPT prompt. Results should be verified.**
- **Prompt - What are 10 high-risk and 10 low-risk use cases for Artificial Intelligence (AI) solutions in [insert program area/category]?**