



# Where Are We With AI?

*What Health Equity Champions Need to Know*

Tuesday, March 24th, 1:00pm ET | 10:00am PT



# Ways to Engage



AI Notetakers will not be permitted during the meeting



Click the "Live Transcript" button to enable closed captioning



Use Zoom Q&A to ask questions



Use Zoom chat feature for comments and reactions and to connect with fellow attendees



Poll and survey will be shown at the end of the webinar



Webinar recording will be sent to all registrants and posted to our webpage



## Who we are

Founded in 1996, we are a non-profit organization working locally and nationally to remove deep-rooted, systemic barriers to health, center power and resources within communities, and build a world where racial health equity is the standard.

## Our vision

Health, well-being and dignity for every person, in every community.

## Our mission

We partner with communities and health systems to address systemic causes of inequity and disease. We do this by removing barriers that keep people from identifying, accessing and choosing the resources everyone needs to be healthy.

# Today's Speakers

Moderator



**Rey Faustino, MPP**  
*Founder & CEO*  
**One Degree**



**Lisa Fitzpatrick, MD, MPH, MPA**  
*Founder & CEO*  
**Grapevine Health**



**Mary L. Gray, PhD**  
*Senior Principal Researcher*  
**Microsoft Research**

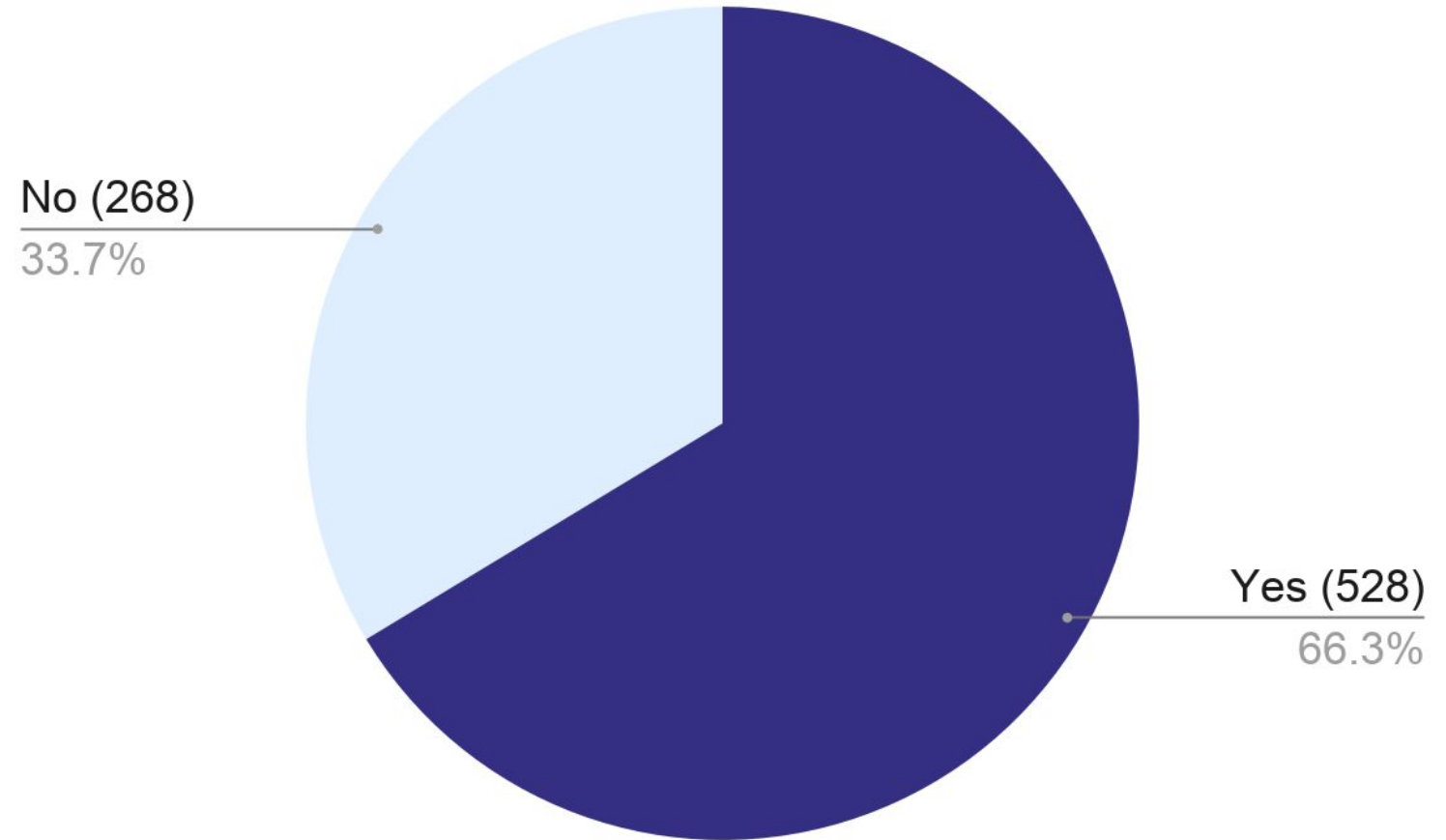


**Alexandra Quinn, MA, CHW**  
*CEO*  
**Health Leads**





**We Asked:  
Do you use AI in your  
work?**





## Share in the Chat

**What is the immediate feeling that comes up when you think about AI?**





**Mary L. Gray, PhD**  
*Senior Principal Researcher*  
**Microsoft Research**

WHAT IS AI?

SOFTWARE  
BUILT TO  
FIND PATTERNS  
TO MAKE  
PREDICTIONS  
(ABOUT THE  
FUTURE)

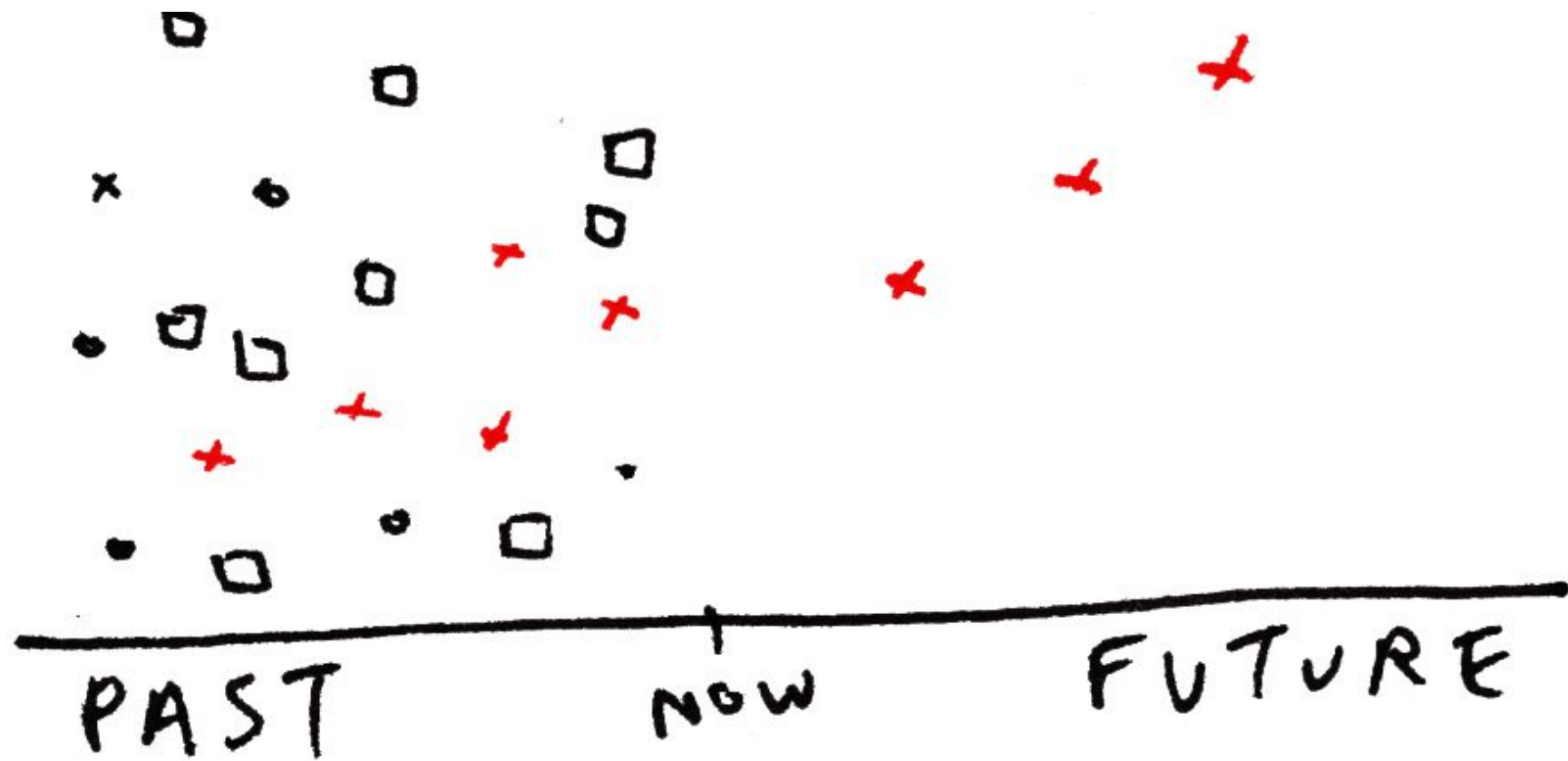
ARTIFICIAL INTELLIGENCE

=

DATA + COMPUTING  
POWER

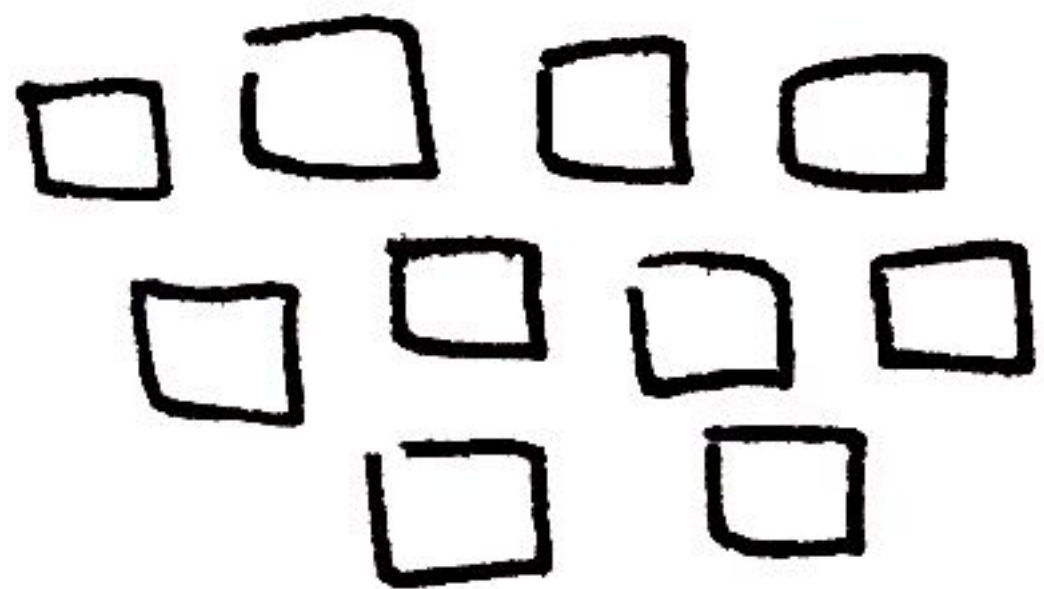


# PREDICTIVE AI

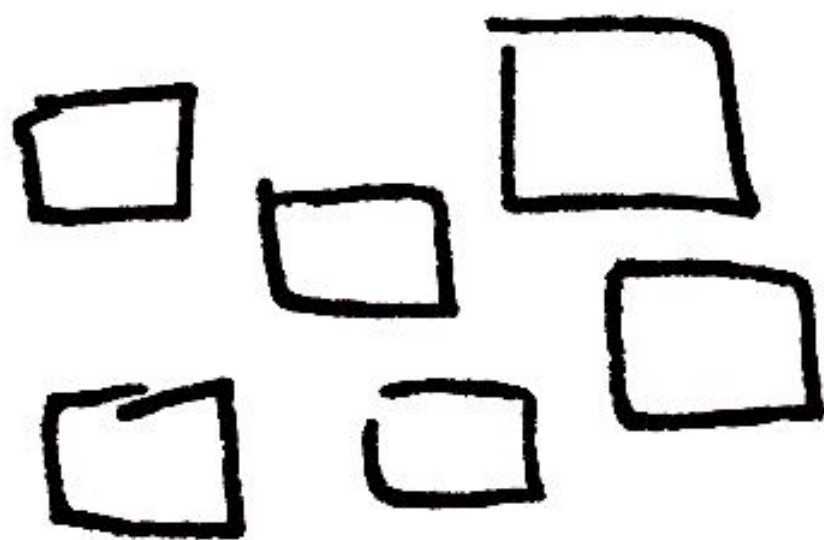


# PREDICTIVE AI

DATA



SPAM



NOT  
SPAM

# PREDICTIVE AI



CURRENT  
AI BUZZ

# GENERATIVE AI

JESS

i HAVE A  
QUESTION

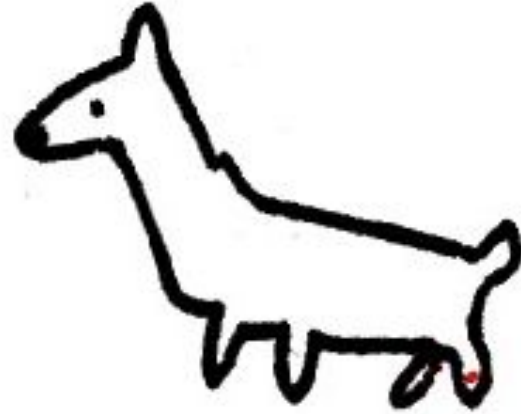
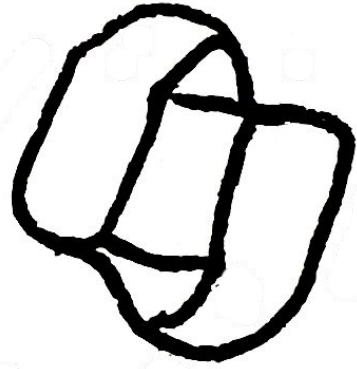


CHATGPT

HOW CAN  
I HELP



# GENERATIVE AI



# GENERATIVE AI

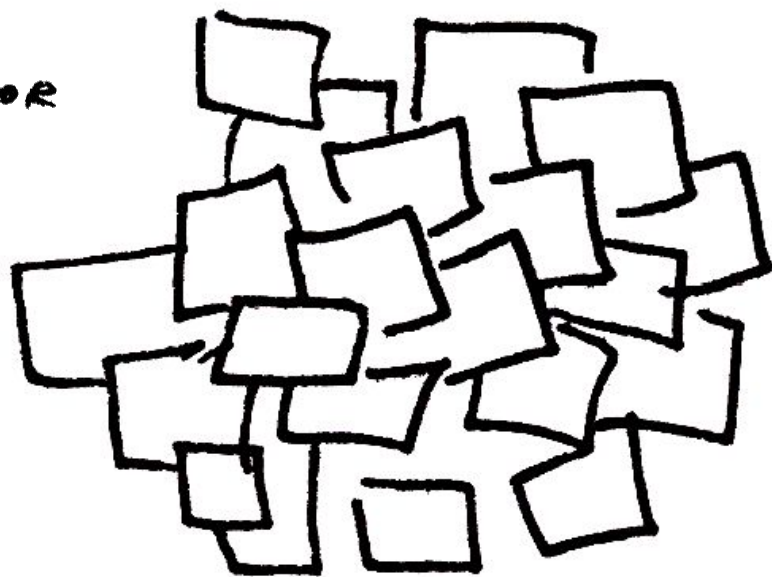
r/health

HOME REMEDIES FOR  
SHINGLES?

WIKIPEDIA

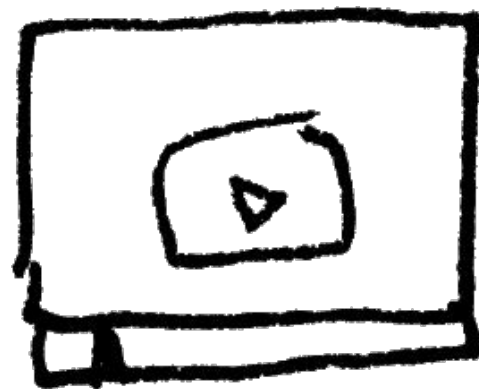
ARTICLE:  
MUSHROOM  
FORAGING

DATA



BREITBART

BREAKING NEWS

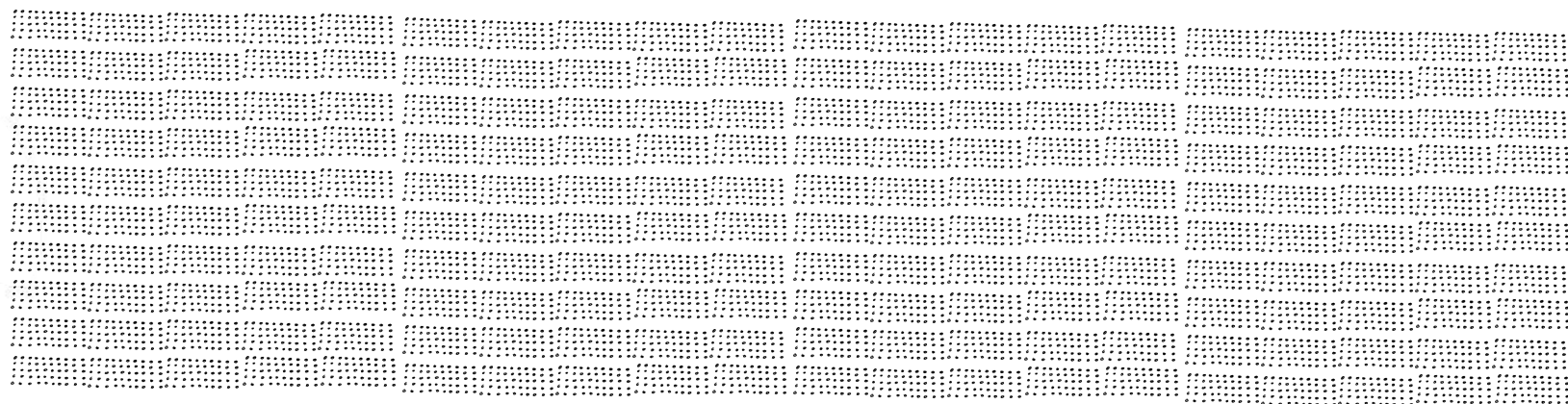
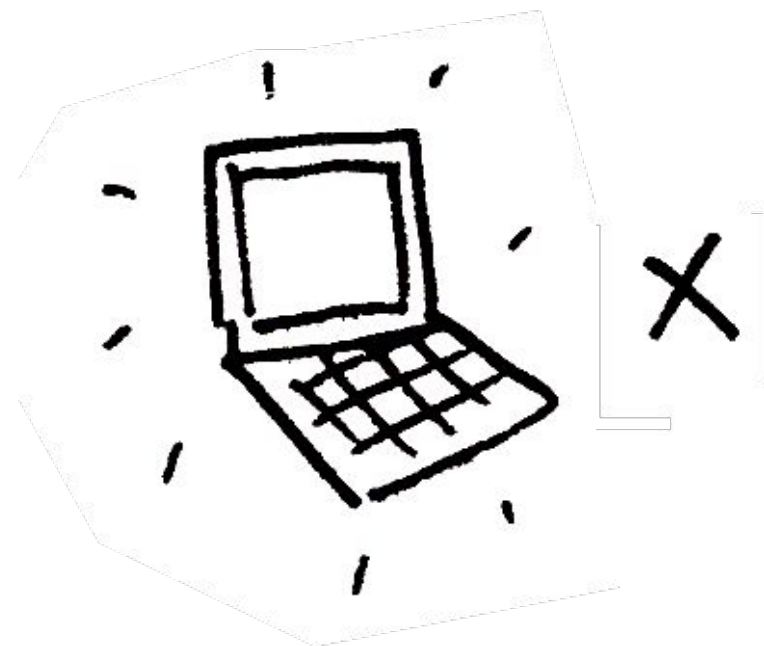


GPT-4 TRAINING DATA:

43 BILLION PAGES

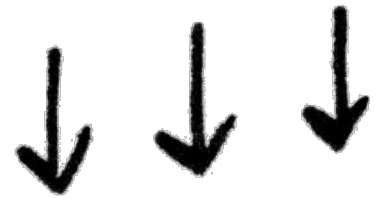
(13 TRILLION TOKENS,  
300 WORDS/PAGE)

GPT-4  
(OPEN AI)



x 3 MONTHS

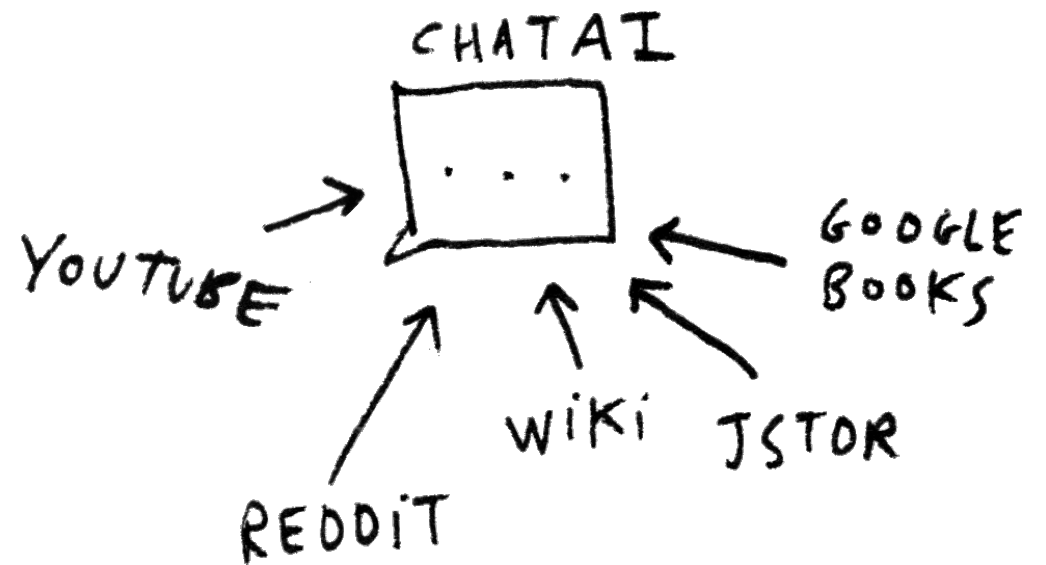
QUALITY  
OF  
DATA



QUALITY  
OF  
PREDICTIONS

MORE SPECIFIC USE  
NEEDS

HIGH QUALITY  
RELEVANT  
DATA



# Key Takeaways

1. Your data matters!
2. Community-based organizations need policies that protect their data interests
3. Until policies come along, we need to build the tools that make AI safe to use

HOW CBOs MIGHT USE AI

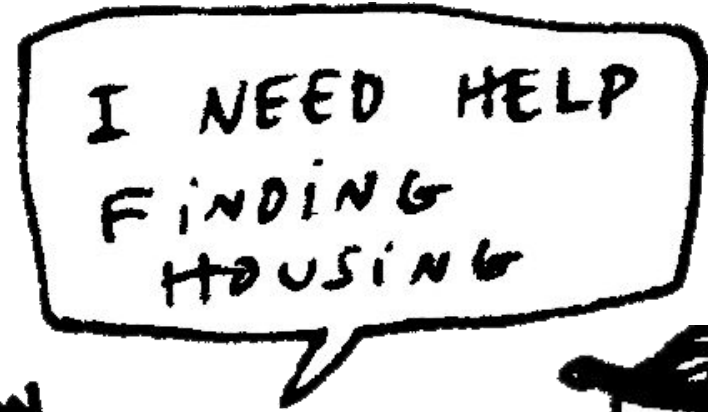
# FOOD BANKS

## PREDICTIVE RESOURCE ALLOCATION



CBO  
HELPLINE

TRANSLATION  
SUPPORT

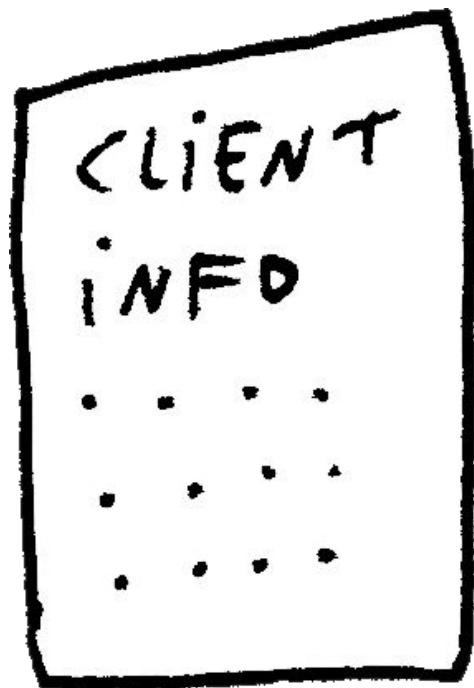


AI-POWERED  
TRANSLATION

Two curved arrows, one pointing right and one pointing left, forming a cycle around the text "AI-POWERED TRANSLATION".

FORMS, GRANTS,  
REPORTS

# ADMINISTRATIVE SUPPORT



AI TOOL →



R  
ETRIEVAL

A  
UGMENTED

G  
ENERATION



**Rey Faustino, MPP**  
*Founder & CEO*  
***One Degree***



# AI-Powered Social Safety Net

Rey Faustino, CEO & Founder, One Degree



THE INFLUENCE  
OF  
RAILWAY TRAVELLING  
ON  
PUBLIC HEALTH.

Report of the Commission.

IV.

THE first step towards the investigation of the Influence upon Health of any given cause is to estimate accurately the physical and mental conditions it produces, and determine their physiological relations to the healthy body. This has been done for railway travelling, for the first time, in these reports. It was the more necessary because the effects are of subtle and complicated character; and because habitual railway travellers are subject to many various disturbing causes in their other relations of life to which no cognizance is given. It is, therefore, essential to have some means of correcting even actual experience by a rational investigation into the causes, character, and extent of the symptoms induced. There can be no doubt that hitherto many ailments have been credited to this cause which had a very different origin. On the other hand, there is reason to believe that many persons have treated the effects produced with undue carelessness, and, not being sufficiently on their guard, have suffered from persistence in a habit injurious to them.

But in place of the many vague surmises heretofore hazarded on this subject we can now substitute accurate information as to the direct physical effects of railway travelling upon the

ous policy has recently imposed on them. The following case seems to illustrate the furthest and most serious effects of this kind of cerebral disturbance:—

Case of cerebral disease, by J. Sharpe, Esq., Waltham-cross.

“I have a case of a gentleman, with whose constitution and personal habits I am intimately acquainted, who for the last twelve years was actively employed by a large firm in business connected with the chief stations on all the principal lines. I may say he almost lived upon the lines. For some time he was unable to sleep at home in his bed, missing, as he said, ‘the noise and motion of the rails.’ His excitement has very much increased during the last twelve months, and he is now compelled by direction of his medical attendant totally to abstain from business and rusticate in the country. His brain is now showing decided symptoms of softening, and I much question whether he will ever again be able to resume business in any shape.”

This may serve to illustrate the most distinct and marked effects of continued railway travelling where there is a tendency to softening of the brain. In such cases, Dr. Brown-Séguard, Dr. Forbes Winslow, Dr. Russell Reynolds, and other authorities, concur in considering railway travelling to be especially contra-indicated.

Case of cerebral disease, by Dr. Brown-Séguard.

Dr. Brown-Séguard has communicated to us some particulars of an instance in point, of a gentleman the subject of brain disorder diagnosed as a congestive affection of the pons Varolii. This patient resided a short distance from London, and the effect of a brief railway ride to town for the purpose of consultation, was found distinctly and injuriously to increase the twitchings and pains in the limbs (of the opposite side) which characterize this form of brain disease. This undesirable effect of railway travelling was so marked that Dr. Brown-Séguard found it necessary to prohibit his patient from coming by rail; and it was found that coach travelling was not productive of the same symptoms.

Cases of affec-

The following important cases of affection of the nervous system distinctly resulting from

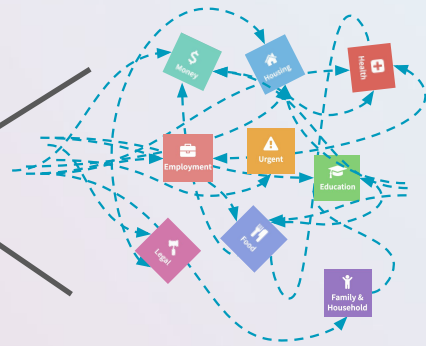
# A Safety Net So Broken, It's Become a Barrier

# 90M+

people live in economic insecurity (below 200% of the federal poverty line)



A Fork in the Road



The Status Quo

Families typically utilize **10+ different social services & benefits per year**

**Time Tax: 10 hours/week spent navigating multiple agencies, paperwork, and admin hurdles**

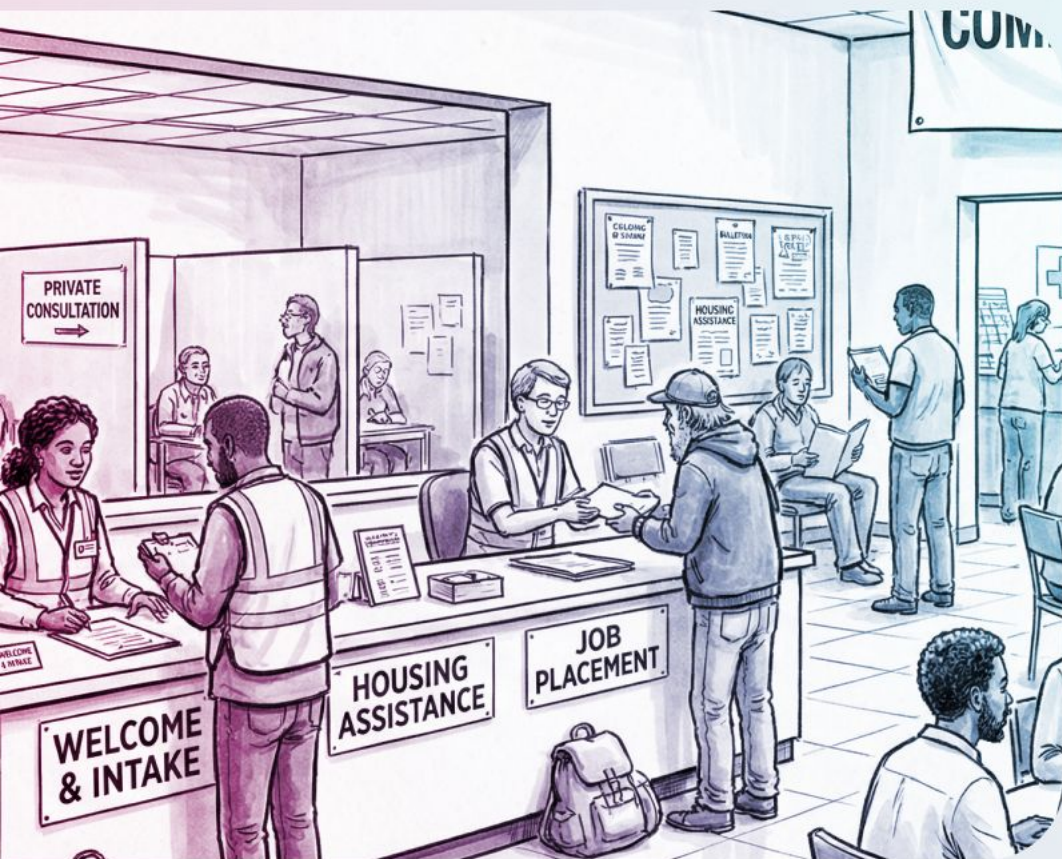
## The Cost of Failure

# \$80B

in public benefits go unclaimed annually

# \$20B

in nonprofit services unused




**3,000+**

Slightly different intake forms

---

7,000+ nonprofit services in Los Angeles

1 in 3 referrals result in care



**~200,000**

**0**

400,000+ services & benefits.

**unique intake**

One fragmented safety net.

# AI Resource Navigator: Natural-language Information Navigation

The screenshot shows the One Degree AI Resource Navigator interface. On the left is a teal sidebar with a hamburger menu, the One Degree logo, a 'New chat' button, and a 'Recent' list containing 'Disaster shelter' and 'Packaged meals'. The main chat area has a light green input box with the text: 'I need a place to stay. I lost my home because of the fire. I can't afford very much. please help me.' Below this, the AI response reads: 'It's hard when you need a safe place to stay, and I'm sorry you're going through that. Here are two places in San Francisco that can help.' A search result card for the 'American Red Cross of the Bay Area' is displayed, featuring the title 'Find a free shelter after an emergency or disaster', the address '1663 Market Street, San Francisco (0.2 miles away)', and operating hours 'Open now: Thu 7 am - 7 pm'. The card also includes a paragraph about the Red Cross's services and a 'How to get help:' section with three bullet points. At the bottom of the card are 'Save', 'Share', and 'More Info' buttons, and a 'Source: One Degree Database' label.

## Core Capabilities:

- Natural language search
- Personalized service matching
- Guided next steps
- Grounded with One Degree's human-verified Community Resource Directory

## Future:

- Auto eligibility screening
- Multi-language conversational interface
- Caseworker / CHW co-pilot
- AI agents to scale regionally and nationally

# AI Intake & Enrollment Tool:

## From Referral to Enrollment

The image displays three sequential screens from a mobile application. The first screen, titled 'Complete intake forms', shows a card for 'Weingart Center' with the heading 'Get mental health treatment'. It provides a description of on-site clinical services, an approximate time of 15 minutes, and states that no documents are needed. At the bottom, there are two buttons: 'Use AI pre-fill' and 'Fill out on my own'. The second screen shows the 'AI filled' status and a message: 'We've pre-filled your intake form with your profile information. Please review before submitting.' Below this is a form with fields for 'Your First Name' (filled with 'Maria'), 'Your Last Name' (filled with 'Estrada'), 'What is your date of birth' (filled with 'September 14, 1980'), and 'Street Address' (filled with '123 Main St.'). There are 'Cancel' and 'Next' buttons at the bottom. The third screen shows a green checkmark and the message: 'You are likely eligible for this program'. It includes a confirmation message: 'We have sent your information to this resource provider. Your submission is in queue. The provider will reach out once it is reviewed.' and a 'Back to Home' button at the bottom.

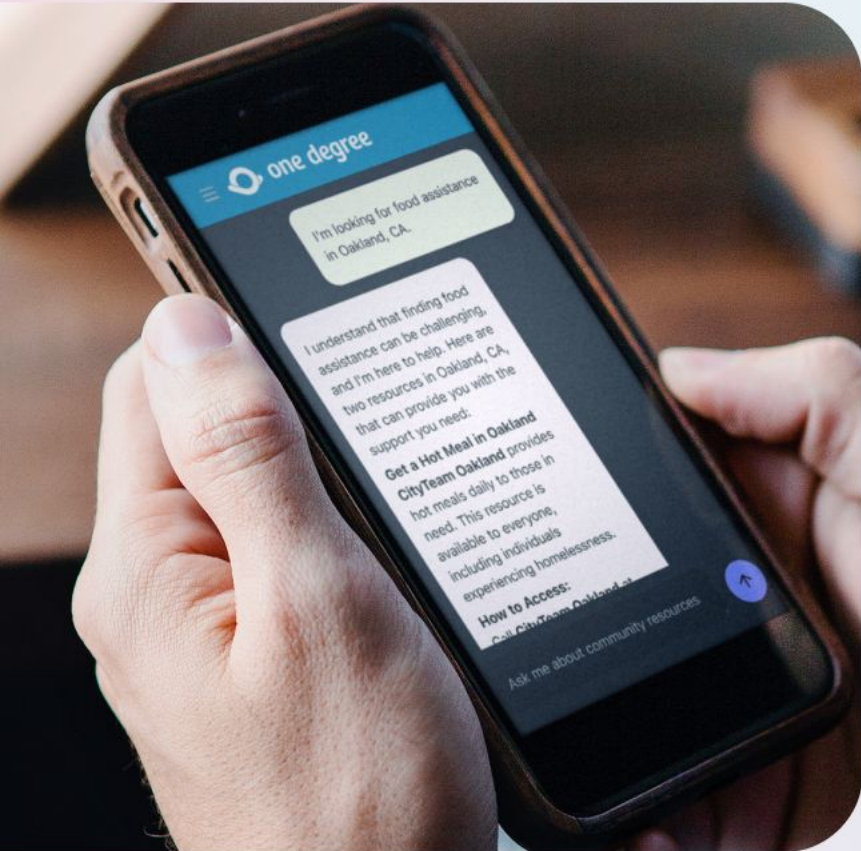
### Core Capabilities:

- Helps complete complex applications, not just find phone numbers
- Digitizes intake forms/PDFs and creates digital standardized intake forms
- pre-fills data to reduce human error
- Closes the enrollment gap by guiding through the 'last mile'

### Future:

- AI agents to support helpseekers through enrollment and renewal processes
- AI agents to scale regionally and nationally

# Our Safety Net Infrastructure



## Full Stack

Screening and Eligibility

Community Referral Network

Community Information Exchange (CIE)

Document Locker

White-Label Solutions

Community Resource Database

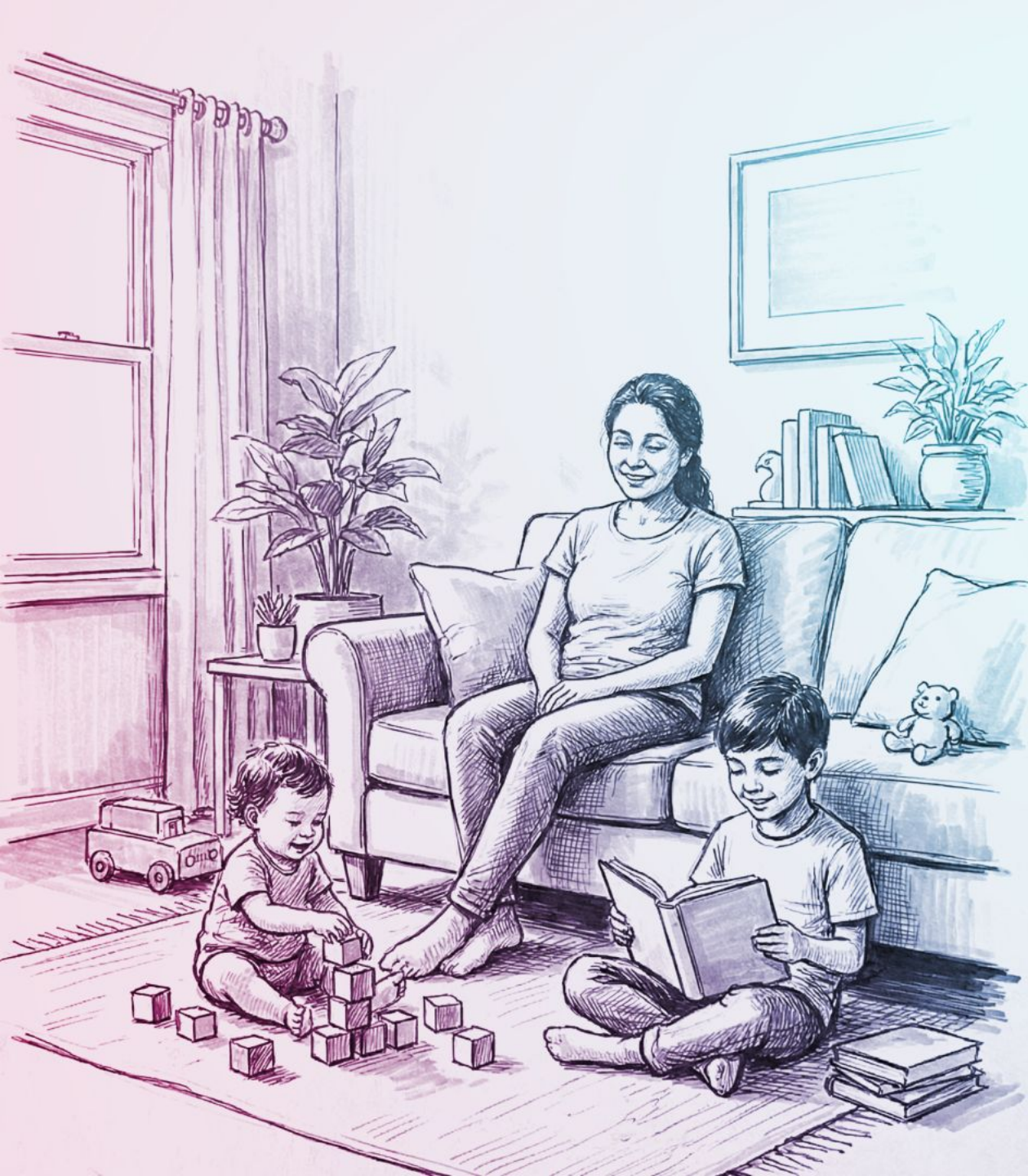
Community Resource Platform

## AI Innovation Lab

AI Intake & Enrollment

AI Resource Navigator

AI Resource Directory Management



**Help us build the future  
of the safety net.**

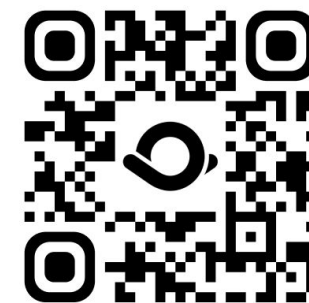
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**Contact:**

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[1degree.org](http://1degree.org)





**Lisa Fitzpatrick, MD, MPH, MPA**

*Founder & CEO*

**Grapevine Health**



## Share in the Chat

What keeps you up at night about AI?



# Thank you for joining us!

1. Please share your feedback in our evaluation poll
2. Chicago area CBOs -- [Register for tomorrow's Project Resolve Info Session](#) to learn about an upcoming opportunity to co-create data & AI solutions that reflect their priorities and protect community trust
3. To learn more about AI partnership opportunities, contact [Jacquelyn Dalton](#), Senior Director of Special Initiatives and Projects

## Support this work!

Scan the QR code below to donate to Health Leads or visit <https://healthleadsusa.org/donate>

