



# 2026

## WINTER TRAINING CONFERENCE

*“Rooted in Hop*



**Artificial Intelligence:  
Transforming our Work  
in State Government**

[www.nascsp.org](http://www.nascsp.org)

# Artificial Intelligence

*Transforming our work in*

# State Government



Winter 2026 NASCSP Conference

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State Office Administering  
CSBG, WAP, & Other Programs



**State of Michigan**  
Bureau of Community Action  
& Economic Opportunity  
Annual Office Budget  
over \$200 million  
50 employees

# Mission

Michigan Department of Health and Human Services (MDHHS) provides opportunities, services, and programs that promote a healthy, safe and stable environment for residents to be self-sufficient.

# Why AI Matters in Administering Programs

## Opportunities in CSBG and Weatherization Assistance Program



Performance reporting



Analyze needs assessment



Chatbots for CAA/Grantee support



Optimize monitoring



Workforce planning and training needs



Quality assurance technical report writing



Cross-program data integration

# Common Public and Private AI

## Public

AI that is widely accessible to individuals and businesses without requiring enterprise-level agreements

- **ChatGPT (OpenAI)** – Conversational AI for text generation and assistance.
- **Google Gemini (formerly Bard)** – AI chatbot and content generation.
- **Microsoft Copilot (Consumer version)** – Integrated into Microsoft 365 apps for individuals.
- **Claude (Anthropic)** – Advanced conversational AI for general use.

## Private/Enterprise

These are designed for organizations, often requiring licenses or subscriptions

- **Microsoft Copilot for Microsoft 365 (Enterprise)** – AI integrated into Word, Excel, Teams, etc.
- **Azure OpenAI Service** – Enterprise-grade deployment of GPT models.
- **IBM Watsonx** – AI for business analytics and automation.
- **Google Vertex AI** – Enterprise AI platform for custom models.
- **Amazon Bedrock** – Managed service for building generative AI apps.
- **Salesforce Einstein GPT** – AI for CRM and business workflows.

# Best Practices for State Employees Using AI

## Do's

- **Use AI efficiency:** Summarize data, draft reports, research topics, and manage files.
- **Validate outputs:** Always review AI-generated content for accuracy
- **Maintain Oversight:** AI is a tool, not a decision-maker
- **Follow Security Protocols:** Use approved Platforms and integrations

## Don'ts

- Do not input confidential or personally identifiable information (PII) into public AI tools
- Do not rely on AI without human review – errors can occur
- Do not bypass organizational security measures when using AI

## Using AI in Michigan

# Microsoft Co-Pilot in Michigan: Secure Integration

- Michigan's Co-Pilot implementation is designed with enterprise-grade security to protect sensitive data.
- Data is not exposed to the public internet—all interactions occur within a secure, compliant environment.
- Employees will only use Co-Pilot through approved channels to ensure privacy and program integrity.
- These safeguards align with state requirements for data protection.

# Governance & Risk Management

## Michigan Adoption and Usage of AI Guidance:

[MI\\_Artificial-Intelligence.pdf](#)

[State of MichiganDTMBAAdoption and Usage of Artificial IntelligenceGuidelines and Responsibilities P.pdf](#)

### Do:

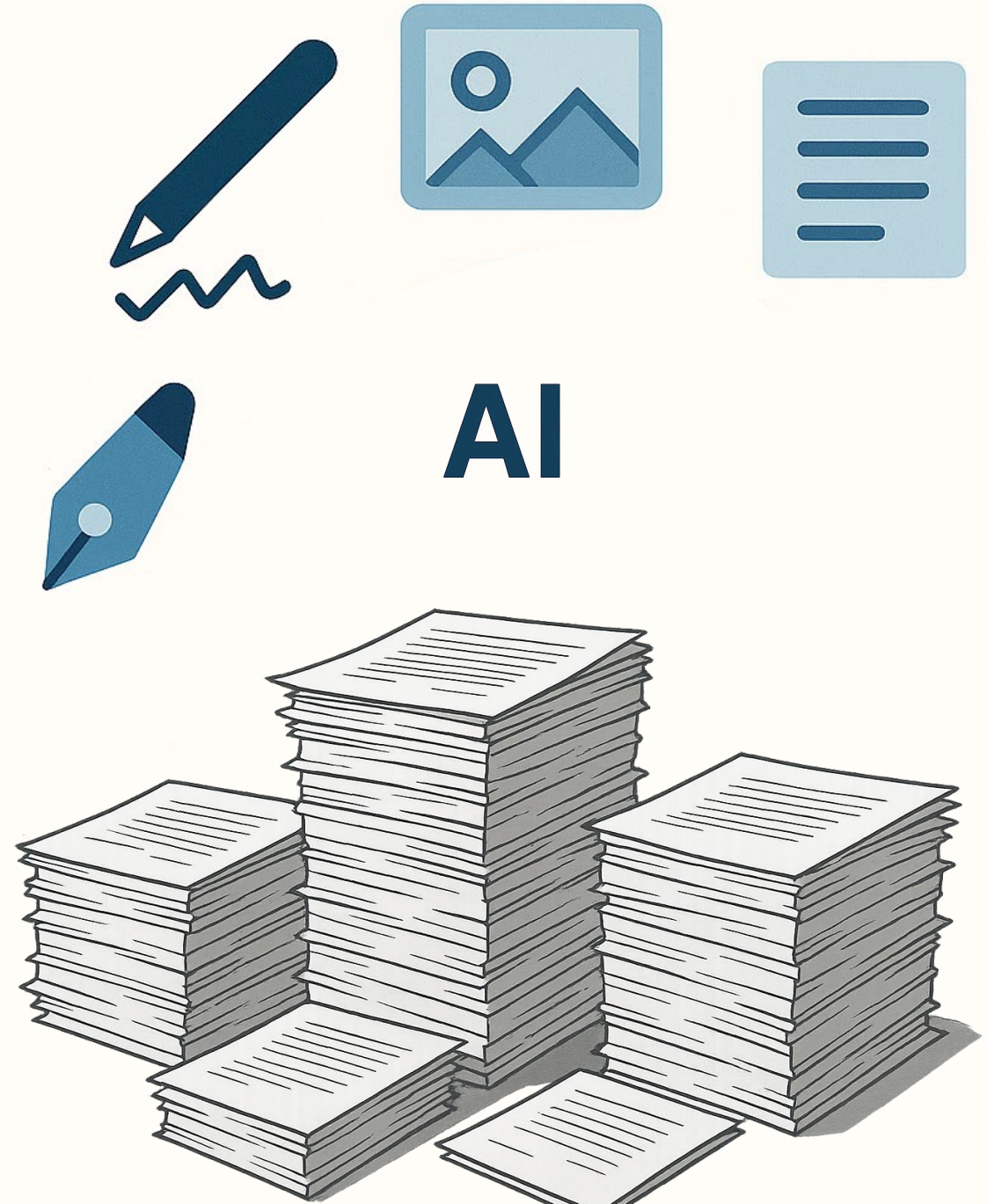
- Use AI within your area of subject-matter expertise.
- Perform quality checks via HITL (Human-in-the-Loop – Accuracy, Accountability, Compliance).
- Ensure AI systems disclose their non-human nature.
- Mitigate bias

### Don't:

- Input Internal, Confidential, or Restricted data into public AI tools.
- Use restricted data even in private AI tools.
- Use AI for malicious uses like deepfakes, automated hacking, phishing, or disinformation

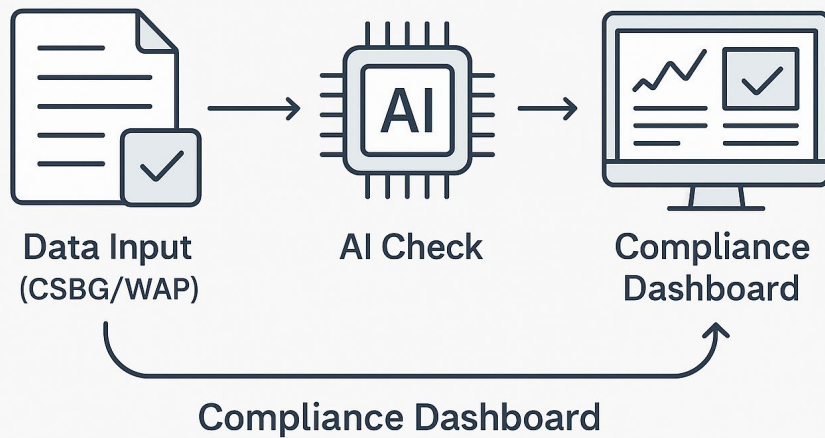
# Practical AI Tools

- Automation for compliance
- Predictive analytics for demand
- Generative AI for reports



# Automation for Compliance

## Automation for Compliance



## What It Does

- **Automated Document Checks:** Scans reports and forms for required fields and signatures.
- **Policy Validation:** Ensures program activities align with federal and state guidelines.
- **Audit Trail Creation:** Automatically logs actions for transparency and accountability.
- **Deadline Monitoring:** Sends alerts when compliance deadlines approach.

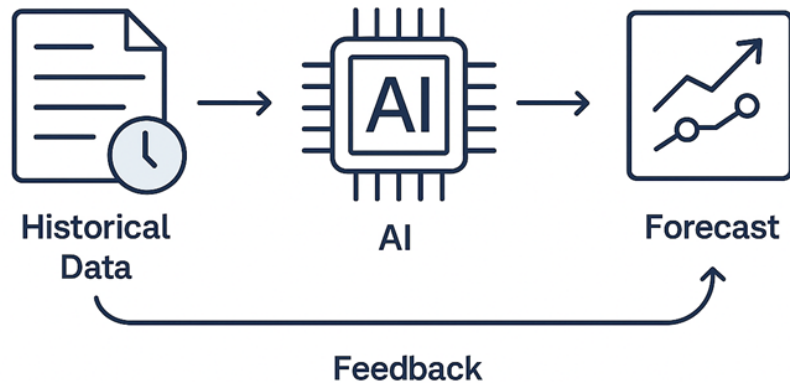
## Why It's Important

- Reduces human error in compliance reviews.
- Saves time by eliminating repetitive manual checks.
- Improves accuracy and consistency across programs.
- Ensures audit readiness with complete documentation.

# Predictive Analytics

**Predictive analytics** for demand means using data and statistical models to forecast future needs or usage patterns for a program or service.

## Predictive Analytics for Demand



## How It Works

- **Collect Historical Data:** Past program participation, energy usage, demographics.
- **Apply Models:** Algorithms analyze trends and patterns
- **Generate Forecasts:** Predict how many households will need assistance next quarter or year.

## Why It's Important

- **Better Resource Planning:** Avoid shortages or over-allocation.
- **Budget Forecasting:** Align funding with expected demand.
- **Targeted Outreach:** Identify communities likely to need services.

### Example for CSBG

AI predicts that requests for emergency housing assistance will rise by 15% in winter based on historical trends and economic indicators.

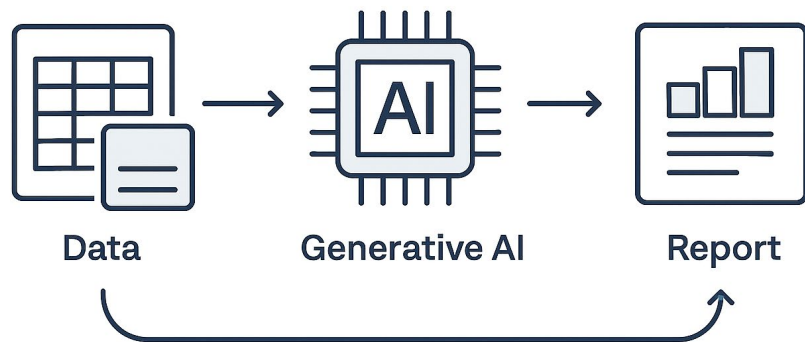
### Example for WAP

Predictive analytics estimates higher demand for weatherization in rural areas due to upcoming severe winter forecasts and energy cost spikes.

# Generative AI for reports

**Generative AI for reports** refers to using AI models (like ChatGPT or similar tools) to automatically create written content for reports based on data, prompts, or templates.

## Generative AI for Reports



## Best Practices

- Always review and edit AI-generated content for accuracy.
- Do not input confidential or personally identifiable information into public AI tools.
- Use AI as a drafting assistant, not the final authority.

## Why It's Useful

- Saves time by automating repetitive writing tasks.
- Improves consistency across reports.
- Helps staff focus on analysis and decision-making instead of formatting.

## Example Use Case for CSBG/WAP

- Upload quarterly performance data. AI generates: A summary of key trends (e.g., “Energy savings increased by 12% compared to last quarter”).
- A narrative for compliance reporting.
- Suggested visuals for inclusion in the report.

## How the State Offices for CSBG and WAP uses Generative AI

- AI-powered assistant integrated into Microsoft 365
- Helps with writing, summarizing, analyzing, and automating tasks
- Works across apps like Word, Excel, Outlook, Teams, and PowerPoint



# Copilot

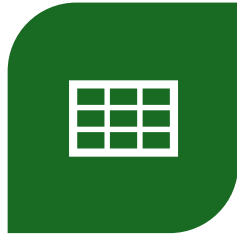
Your everyday AI companion

# Where Can You Use Copilot?



## WORD

DRAFT DOCUMENTS,  
REWRITE TEXT,  
SUMMARIZE



## EXCEL

ANALYZE DATA,  
CREATE CHARTS,  
GENERATE FORMULAS



## POWERPOINT

BUILD PRESENTATIONS,  
SUGGEST LAYOUTS



## OUTLOOK

DRAFT EMAILS,  
SUMMARIZE  
THREADS

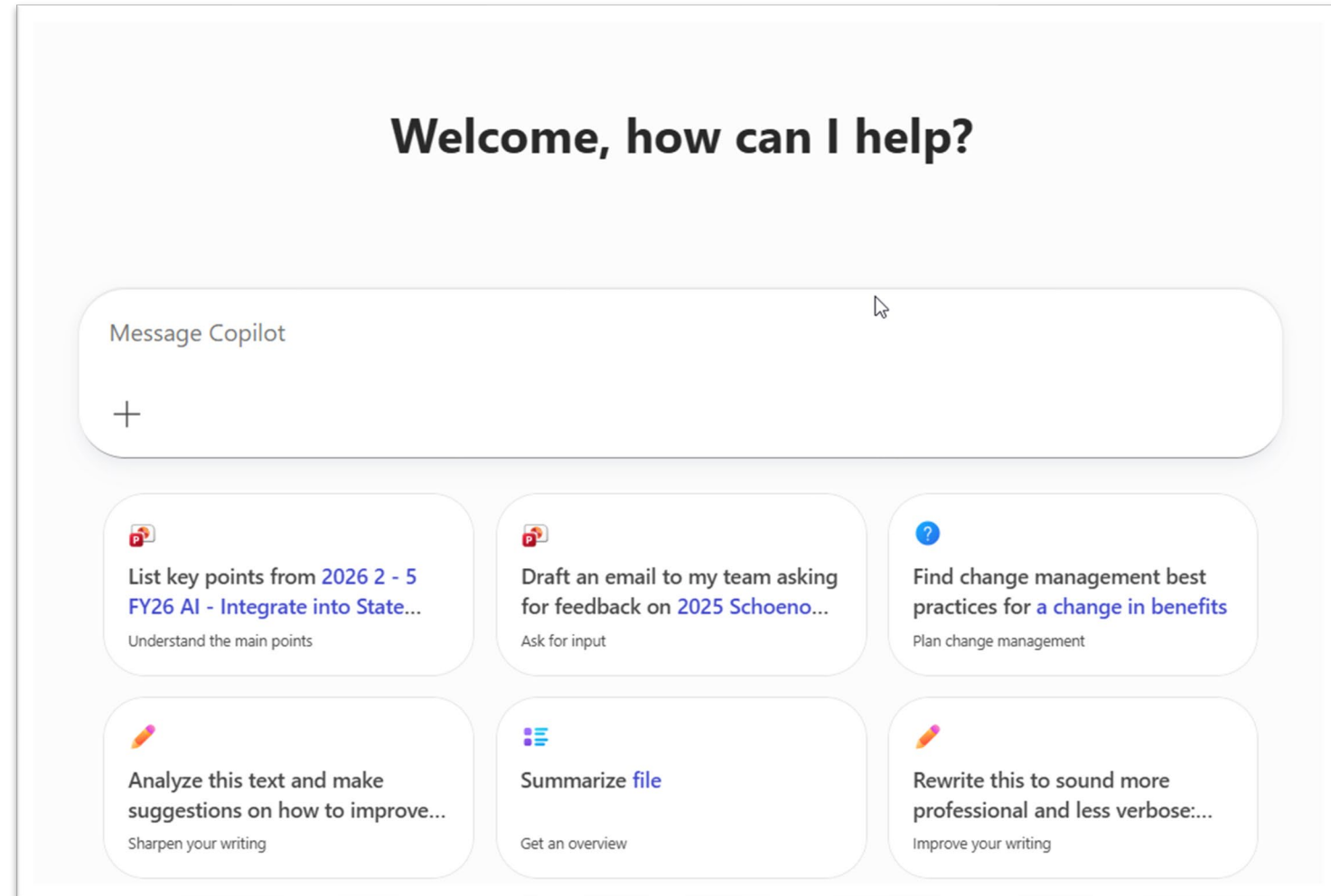


## TEAMS

SUMMARIZE  
MEETINGS,  
CREATE ACTION  
ITEMS

# How Copilot Works

- Uses natural language prompts
- Integrates with your organizational data securely
- Learns context from your documents and conversations



# Examples of Prompts

- Summarize this email thread in 3 bullet points
- Create a 5-slide presentation on FY25 grant funding and performance
- Rewrite this statement more professionally
- Create an image of a house illustration with the text Weatherization Works



# Demonstration

Thank you



# Session Evaluation

<https://www.surveymonkey.com/r/92HRM2R>



Please complete this form for BPI CEUs




SM

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**CONTINUING  
EDUCATION**

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Harnessing AI for Better Service Delivery



<https://forms.office.com/r/4An4w4aK1S>