



The AI-amplified future of work in government service delivery

AI can make operations more efficient, ease workloads, and help governments do more with less in an era of rising demand



Today, case manager roles exist across multiple government domains and programs focused on delivering services

Here’s a small sampling of them:

Homelessness	Corrections, parole, and reentry	Courts and judiciary	Disability	Mental health
Social assistance	Veteran’s affairs	Child support	Immigration	UI and worker training
Child welfare				

Tasks common to most case manager roles:

- Data entry and processing applications
- Reviewing and verifying program eligibility
- Documentation
- Follow-up and communication
- Case management and initiating appropriate actions and interventions
- Interviewing and counseling clients
- Handling client queries
- Ensuring compliance and reporting

How AI and gen AI can help:

- **Pre-populate data** from paper applications and automate system actions
- **Automate application screening**, verify data, and recommend programs
- **Extract information** from case notes to simplify documentation
- Add reminders, **draft customized communications**, and automate scheduling
- **Make data-driven recommendations for actions**; connect customers to relevant programs, benefits, and resources
- Act as a case co-pilot to aid with preparation; **transcribe and summarize conversations**
- **Provide chatbot-assisted** customer service
- **Automate report generation** and support compliance monitoring

Outcomes: freed-up capacity and time, improved efficiency, predictive service delivery capabilities



In the future, here’s how work could evolve with the arc of change the AI technology is creating

Case managers can apply AI technologies across a wide range of tasks to serve their customers with greater efficiency and personalization. As the “humans in the loop,” they continue to exercise judgment in AI-assisted decision-making.

	AI/gen AI capability	Some examples of tasks where AI can support case managers
Automate	Automate routine, repetitive administrative tasks to free up capacity	<ul style="list-style-type: none">• Extract data from forms and notes• Schedule follow-up communication reminders
Augment	Supplement available tools and resources to increase productivity	<ul style="list-style-type: none">• Real-time translation of calls and documents• Assistance in drafting communications
Extend	Execute and expand activities humans are unable to perform at scale	<ul style="list-style-type: none">• Monitor and analyze large volumes of information• Make recommendations about most effective interventions based on past case outcomes
Create	Generate new content, analyses, and ideas using gen AI	<ul style="list-style-type: none">• Automatically generate first drafts of reports• Automatically draft and send follow-up communications based on a set of rules



This evolution provides insight into what technical and human-centric skill sets case managers should build ...

AI and tech skills

- Prompt engineering
- Proficiency in case management software
- Knowledge management
- AI supervision
- AI-collaborative working
- Data privacy and security

Human-centric skills

- Advocacy
- Empathy
- Conflict resolution
- Teaming and collaboration
- Communication—listening and inquiry
- Imagination and creative thinking

... and what role they play interacting with AI

AI Consumers They use AI tools in daily work to boost productivity, make data-driven decisions, and streamline tasks—all without needing deep technical expertise.	AI Builders These technical experts design, develop, and maintain robust AI solutions that meet organizational needs.	AI Pathfinders They focus on strategic implications and opportunities, fostering an AI-enabled culture by identifying new applications instead of relying on deep technical skills.
Expert: Certain members of each group have higher levels of expertise and proficiency.		
AI Ambassadors Proficient in using AI tools, they promote AI adoption within their teams, provide guidance and training, and bridge the gap between technical groups and end users.	AI Architects They design and manage complex AI projects, considering enterprisewide impacts and the integration of various systems.	AI Visionaries They set the enterprise and external strategic direction for AI initiatives, leading the organization toward innovative AI adoption.



AI-AMPLIFIED CASE MANAGER | REFRAMING THE ROLE

With AI changing the nature of work, what might the case manager role look like if it was reframed?

Children and family services: From case manager to client coach

As gen AI is expected to take over some of the most tedious and often time-consuming parts of a **human services case manager's** role, case managers can focus on their core mission—helping individuals and families holistically.

Case managers can serve as coaches for their clients, helping them not only with access to the support they need but also with understanding and addressing the complex core challenges that bring them to the safety net in the first place. Case managers can create personalized goals and plans for their clients and support their progress through consistent collaboration.

Law and justice: From case manager to justice expeditor

AI-powered policy chatbots could enable **judicial case managers** to quickly and easily interpret and apply court rules, laws, and procedures.

With AI technology assisting with documentation, research, tracking, follow-up, and other administrative activities, case managers can focus on coordinating with the legal community, attorneys, law enforcement, and other agencies to expedite case flow.

Housing: From case manager to problem solver

Equipped with AI's powerful predictive and analytical capabilities, **housing case managers** can direct often-scarce resources to the most urgent situations. By ensuring their most vulnerable clients receive timely access to shelter and maintaining regular check-ins, they can potentially mitigate some of the second- and third-order effects of chronic homelessness.



AI-AMPLIFIED CASE MANAGER | VIGNETTE

Putting the pieces together, what might an AI-amplified case manager look like in action?

Onboarded already?

It's Emily's second week on the job as a social assistance case manager, but she doesn't feel that way. Instead of being in training for a week, she's been working on cases. Thanks to Luma, she has all the help she needs getting up to speed.

No, Luma is not her onboarding buddy or manager, but a gen AI-powered bot that offers 24/7 real-time support for new hires. Trained on case data, policy manuals, program rules, and even exit interviews from retiring caseworkers, Luma knows it all. And while she does shadow her manager to learn the more human parts of the job (like engaging with customers and exercising judgment), having Luma to help with the more routine questions has been amazing.



AI-AMPLIFIED CASE MANAGER | REAL-WORLD EXAMPLES

Here's where some of this is starting to make an impact today

Kingston, UK's AI-powered tool—Magic Notes

Kingston's Magic Notes is an AI-powered tool piloted to reduce paperwork for caseworkers. By automating the transcription, summarizing care visits, and formatting the notes in a way that can be easily input into the case management system, Kingston seeks to make a substantial impact.

Initial results from the pilot phase are promising. Supervision write-ups dropped from 40 minutes to under 10 minutes. Accuracy exceeded expectations at over 96%. Starting with three social workers, the tool now supports diverse assessments and supervisions. With scalability, Kingston estimates potential time-cost savings of up to 50%, boosting both efficiency and care quality.

Source: Local Government Association, "Kingston Council: Using AI in Adult Social Care administration," Jan. 28, 2025.

Estonia's Unemployment Insurance Fund

Estonia's Unemployment Insurance Fund developed an AI-based decision-support tool trained on more than 100,000 client records. It is designed to predict the probabilities of various employment routes for clients, helping civil servants direct unemployed individuals to efficient job-seeking paths.

The next step in the evolution of the unemployment office is a machine learning-powered tool that predicts unemployment risk for currently employed workers, helping them plan ahead by offering training and skills to avoid losing their positions or to reskill for new opportunities.

Source: e-Estonia, "AI to help serve the Estonian unemployed," Feb. 9, 2021.



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