Instrument 4: Survey of AI opinions—nonparticipants

Thank you for your interest in sharing your opinions about the use of AI in public benefits programs. We want you to know that:

- **The survey will take about 5 minutes.**
- It is being conducted by Mathematica, for the Administration for Children and Families (ACF), a federal agency that funds many public benefit programs, like Temporary Assistance for Needy Families, Head Start, and Early Head Start.
- **Participating is voluntary** and you can skip any question you do not want to answer. You can also choose to stop participating at any time. There are no right or wrong answers. There are no risks associated with completing the survey.
- **Your responses will be kept private**. Your responses will not identify you by name.
- **Your answers will help us learn about different opinions about use of artificial intelligence (AI) in public programs.**

Screening questions

S1. **Which best describes the type of organization you currently work for?**

SELECT ONE ONLY

☐ Federal health or human services agency..1

☐ State health or human services agency...2

☐ Local health or human services agency..3

☐ Non-profit or community-based organization...4

☐ Contracted service provider..5

☐ Other health or human services organization (describe).....................................6

☐ Do not work in a health or human services organization.....................................7

IF S1=7

You do not meet the criteria for participating in this survey. Thank you for your interest!

END

IF S1 = 1-6, THEN…

S2. **Do you agree to participate in this survey?**

YES (continue to Intro)

NO (END)

INTRODUCTION

What is artificial intelligence or AI?
AI is technology that enables computers and machines to simulate human intelligence and problem-solving abilities. When we say "AI," we aren't referring to far-fetched future technologies you might see in movies, but rather technology that currently exists and is accessible to most people. There are lots of different kinds of AI, and you have probably interacted with some of them.

Examples are talking to digital assistants, like Alexa, Siri, or 'Hey Google." You ask them a question and they return an answer to you. Other examples include personalized recommendations and content offered up by Netflix, Instagram, YouTube, or Amazon.

We'd like to ask you some questions about your current use of AI, plans for using AI in your workplace, and the types of guidance and resources that would be useful as you think about using AI in the future. Your responses will help us understand how AI is being integrated into the daily work of public benefits and human services programs and how the federal government can better support organizations in the use of AI.

A1.   Which of the following types of AI have you used or interacted with either as part of your current job or in your personal life?

SELECT ALL THAT APPLY

☐ Digital assistance (for example, Alexa, Siri, Google Assistant)............................1

☐ Personalized recommendations (for example, Netflix, YouTube, Amazon).........2

☐ Social media algorithms (for example, Facebook, Instagram, Twitter).................3

☐ Language translation tools (for example, Google Translate, Microsoft
     Translator)..4

☐ Facial recognition (for example, for unlocking phone, tagging photos)................5

☐ Chatbots for customer service or support..6

☐ Navigation apps with real-time traffic updates (for example, Google Maps
     or Waze)..7

☐ Voice-to-text dictation (for sending messages or writing emails).........................8

☐ Other uses of AI (please describe)...9

m None of these...10

A2.   In your current job, do you use AI to *provide direct support to benefit seekers or program participants?* *Examples could include using an AI chatbot to answer customers' questions about benefits or eligibility; using AI voice recognition to route help desk or hotline calls, using virtual or augmented reality platforms to deliver training or help participants practice their skills; or using AI to moderate community forums)*

☐ Yes, currently use AI in this way...1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future...3

☐ I'm not sure...4

IF response to A2 = 1 or 2….

A2a. **What kinds of guidance and resources would help leaders and staff at your organization to use AI appropriately in this way?**

SELECT ALL THAT APPLY

☐ Clear do's and don'ts tailored to specific types of ACF-funded programs and services..1

☐ Clarification of oversight from and reporting requirements to ACF regarding use of AI..2

☐ Procurement resources such as proposal evaluation checklists and lists of vendors offering related products..3

☐ Technical assistance to design, develop, and implement pilots of AI use............4

☐ Community of practice to connect with peers working on similar AI projects.......5

☐ Real world examples 6

☐ Other types of guidance (please describe)...7

IF response to A2 = 3….

A2b. **What are some reasons you are not planning to use AI in this way?**

SELECT ALL THAT APPLY

☐ Ethical concerns..1

☐ Privacy or security concerns..2

☐ Lack of funding..3

☐ Lack of quality data..4

☐ Don't know how to implement..5

☐ Personally uncomfortable using AI in this way...6

☐ Other (specify)...7

A3. **In your current job, do you use AI to _improve accessibility of services_?** *Examples could include using AI to provide live translation or interpretation services; suggest plain language revisions to documents; or assist hotline callers to navigate menus and be routed to the person who can help them the fastest.*

☐ Yes, currently use AI in this way...1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A3 = 1 or 2…then A2a.

If response to A3 = 3…then A2b.

A4. **In your current job, do you use AI to** _**reduce administrative burden for staff**_**?** *Examples could include using AI to input scanned documents into electronic systems; automate obvious "yes" eligibility determinations; identify potential duplicate records in systems; match signatures across documents to a signature on record; draft meeting minutes; format documents; or take notes from a conversation with a program participant.*

☐ Yes, currently use AI in this way...1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A4 = 1 or 2…then A2a.

If response to A4 = 3…then A2b.

A5. **In your current job, do you use AI to** _**speed up analysis and summarization of large amounts of data?**_ *Examples could include using AI to categorize major themes and trends in customer experience surveys, helpdesk tickets, or social media posts referencing a benefits program; summarize large documents such as case management notes, state plans, or user guides; detect anomalies in benefit usage; or assess the impact of disasters using satellite and other photographic images.*

☐ Yes, currently use AI in this way...1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A5 = 1 or 2…then A2a.

If response to A5 = 3…then A2b.

A6. **In your current job, do you use AI to** _**support staff in decision making**_**?** *Examples could include using AI to identify participants most at risk of adverse outcomes including mental health, child abuse, and human trafficking; prioritize providing services to clients most in need;*

recommend benefit levels, changes, referrals, or penalty amounts; or detect and assess likelihood of fraud.

☐ Yes, currently use AI in this way..1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A6 = 1 or 2…then A2a.

If response to A6 = 3…then A2b.

A7. **In your current job, do you use AI to** _support aspects of people management_**?** *For example, using AI to conduct virtual or augmented reality training for staff; identify potential candidates for open positions and compare job applicant credentials to position description requirements; recommend pay increases or inform promotion decisions; or provide chatbots to explain policies and processes?*

☐ Yes, currently use AI in this way..1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A7 = 1 or 2…then A2a.

If response to A7= 3…then A2b.

A8. **In your current job, do you use AI to** _enhance security_**?** *Examples could include using AI to allow biometric sign-in to systems and facilities; simulate attacks on networks to harden cybersecurity measures; or monitor new threats.*

☐ Yes, currently use AI in this way..1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A8 = 1 or 2…then A2a.

If response to A8 = 3…then A2b.

A9. **In your current job, do you use AI to** _manage physical assets_**?** *Examples could include using AI to control water, heating, and cooling systems; using autonomous or semi-autonomous vehicles; or managing room and bed assignments at a shelter.*

☐ Yes, currently use AI in this way..1

☐ No, but plan to use AI in this way in the future...2

☐ No, do not use and do not plan to use in the future..3

☐ I'm not sure...4

If response to A9 = 1 or 2…then A2a.

If response to A9 = 3…then A2b.

A10.   Are there other ways you are currently using or plan to use AI?

[OPEN TEXT]

A11.   What additional thoughts or concerns do you have about the use of AI by those providing the public access to benefits and services?

[OPEN TEXT]

RESPONDENT CHARACTERISTICS

B1.   How long have you been employed in your current position?

SELECT ONE ONLY

m   Less than 2 years..1
m   2-5 years...2
m   6-10 years...3
m   More than 10 years...4

B2.   In your current job, how would you best describe your role?

SELECT ONE ONLY

◯   Executive or administrator...1
◯   Manager...2
m   Direct service staff...3
m   Information technology (IT) staff..4
m   Researcher or data scientist..5
m   Other (please describe)...6

B3.   In what state do you work?

B4. **Which of the following best describes the area where you work?**

SELECT ONE

☐ Large city...1

☐ Small or mid-sized city...2

☐ Suburbs..3

☐ Semi-rural area...4

☐ Rural area...5

m I prefer not to answer…………………………………………………………………..n

B5. **Which of the following best describes how you currently think of yourself?**

SELECT ONE

☐ Female/Woman...1

☐ Male/Man...2

☐ Nonbinary..3

☐ I use a different term (please describe)..4

m I prefer not to answer...n

B6. **What is your race and/or ethnicity?**
   SELECT ALL THAT APPLY

☐ American Indian or Alaska Native
   For example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, Maya, etc.

☐ Asian
   For example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, Japanese, etc.

☐ Black or African American
   For example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.

☐ Hispanic or Latino
   For example, Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, etc.

☐ Middle Eastern or North African
   For example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, Israeli, etc.

☐ Native Hawaiian or other Pacific Islander
   For example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, Marshallese, etc.

☐ White
For example, English, German, Irish, Italian, Polish, Scottish, etc.

B7.   What is your age group?

☐ Under 18..1

☐ 18 to 29...2

☐ 30 to 39...3

☐ 40 to 49...4

☐ 50 to 59...5

☐ 60 or over..6

m   I prefer not to answer…………………………………………………..n

Thank you for completing this survey. We appreciate the time you took to share your opinions.