



Responsible AI in Settlement Services

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What is AI?

Artificial intelligence (AI): The theory and development of computer systems capable of performing tasks that historically required human intelligence, such as recognizing speech, making decisions, and identifying patterns.

[Source: Coursera.org]

Closely related terms:

- machine learning
- deep learning
- natural language processing (NLP)

The Evolution of AI

AI as a Recommender: Curated content based on user behavior, Influenced our social media interactions

AI as a Content Generator: AI now crafts original content, Engages users with machine-created text, images, and media



Digital Transformation in Immigration

IRCC's Vision for CFP 2024: To foster a Program that delivers the **right service**, to the **right Client**, at the **right time**.

IRCC's Principles for CFP 2024: Client-centered, **Outcome driven**, **Responsive** to needs and **Effective Use of Resources**



Objectives of Digitization

- Reduced wait times & enhanced processing standards.
- Barrier removal for refugees.
- Strengthened partnerships & fraud addressal.
- Improved communication & human-centric approach.
- User-friendly application processes.
- Reconciliation with Indigenous people & addressing systemic racism.



What can AI offer?



Developing AI Tools as Assistive Agents

Automating Tasks and Personalizing Services

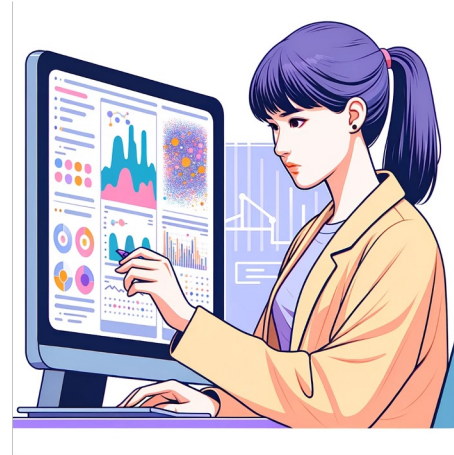
- Virtual assistants for answering questions, language learning, navigation of healthcare system
- Personalized advice & recommendations
- AI-driven Assessment tools
- Automatic translation



Leveraging AI for Data-Driven Insights

Predictive Analytics, Customized Reporting for Stakeholders

- Identifying the bottlenecks causing delays in visa processings
- Analyzing social media and community forums to gauge immigrant sentiment and integration challenges.



Assessment of Generic AI Use in Immigration

Engaging with Communities to Study the interplay between technology and immigrant experiences and integration

- A longitudinal study of using AI-based language learning tools.
- Surveying the feeling of connection to community after using AI-driven networking platforms.



Immigration sector is Interdisciplinary and complex

- Leveraging domain expertise in shaping AI-based solutions
- Ensuring that AI solutions are meaningful and grounded in the real-world context



Responsible AI Design

- Machine translations of Pashto and Dari, in particular, are riddled with errors that have introduced confusion into already complex immigration processes, and led to the rejected asylum claim of at least one Afghan refugee.
- Advocates for refugees spotlight the importance of human attentiveness in translation work, and caution against relying on machine translations when working in high-stakes scenarios, including asylum court.

- Reliability and Robustness
- Fairness and Inclusion
- Privacy and Security
- Transparency and Explainability
- Accountability and Governance

AI translation is jeopardizing Afghan asylum claims

Cost-cutting translations are introducing errors and putting refugees at risk.

By ANDREW DECK

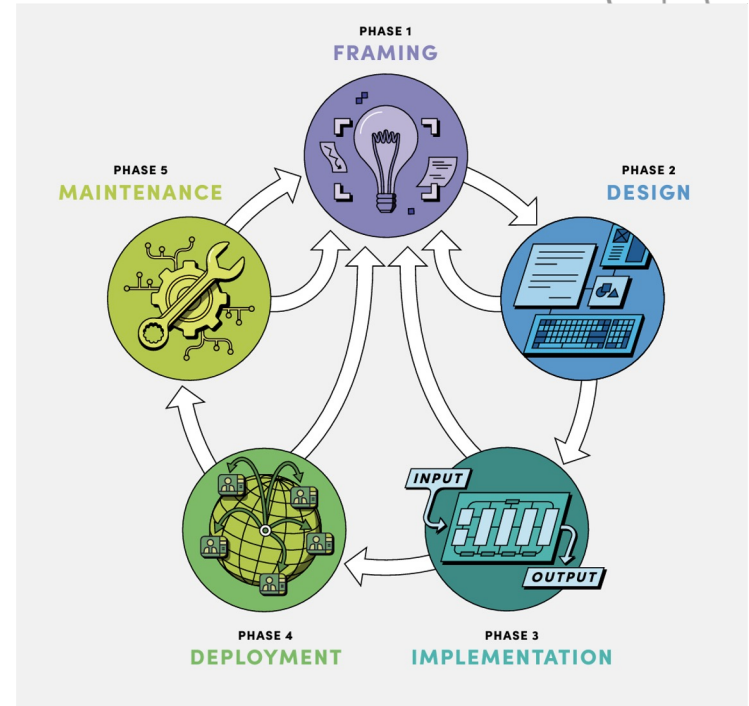
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Collaboration and Bridging Disciplines

- Empowers a broader range of professionals to contribute to AI solution development, helps machine learning practitioners to understand the nuances.
- Making AI development more accessible to non-technical experts for insightful evaluation and assessment of data that is gathered through years.
- Allowing for direct input from those with hands-on experience in settlement services.
- Streamlining the process of translating domain-specific needs into functional AI applications.



Name 1 area of potential application/ need in settlement services on slido.



Potential Areas of Collaboration

- Developing AI tools as an assistive agents
- Leveraging AI for Data-Driven Insights
- Assessment of Generic AI Use in immigration



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