AI in the human services: Considering potentials

August 27, 2025

Thank you for having me 🤗
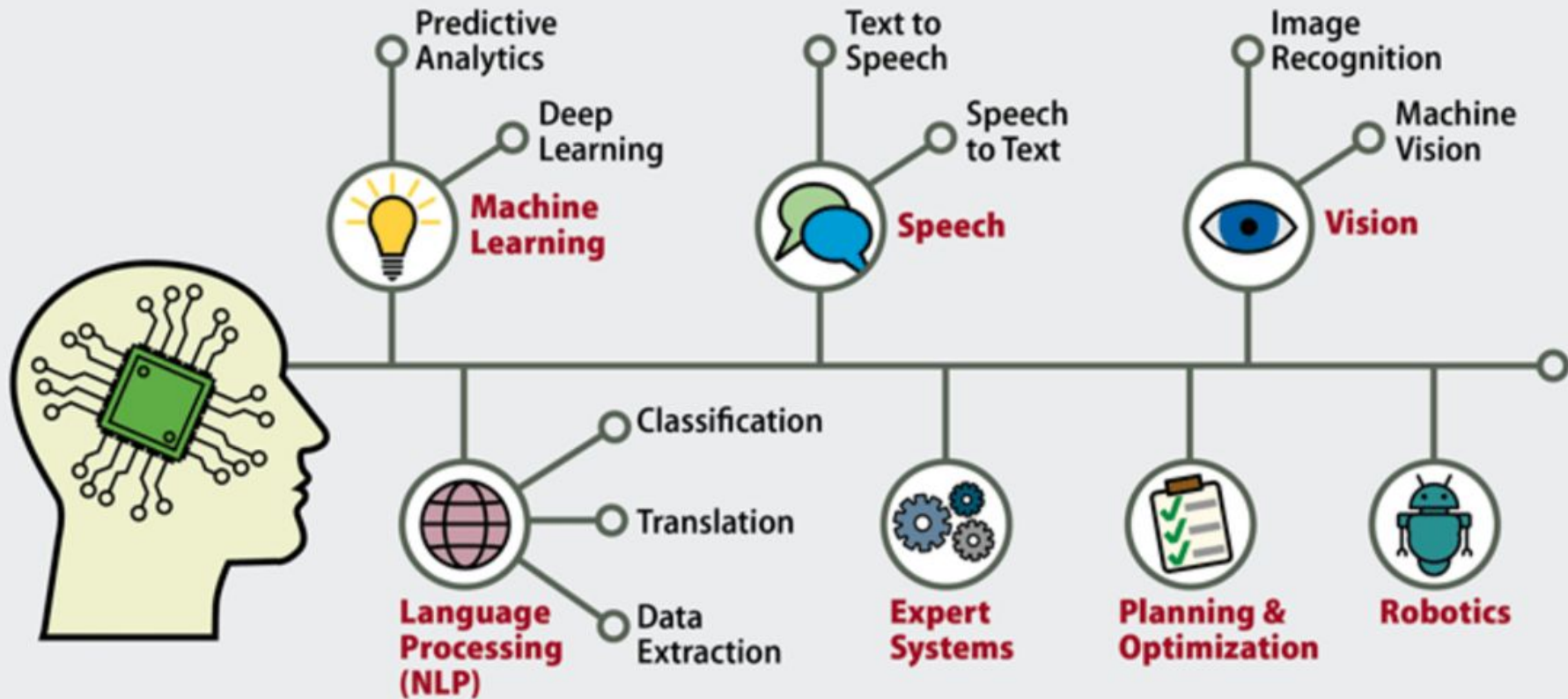
HELLO

I am Lauri Goldkind (She/Her)

Guiding Questions

- **What is AI?**
- **How is it being deployed?**
- **How is Hong Kong thinking about governance?**
- **Q/A**

What is AI?

Artificial Intelligence

Machine Learning
- Predictive Analytics
- Deep Learning

Speech
- Text to Speech
- Speech to Text

Vision
- Image Recognition
- Machine Vision

Language Processing (NLP)
- Classification
- Translation
- Data Extraction

Expert Systems

Planning & Optimization

Robotics

AI CAPABILITIES

Focusing on what AI systems can do rather than the techniques AI uses

AI CAPABILITIES

Estimate: infer a particular value relative to a current situation

Forecast: infer a future value relative to a changing situation

Compare: rank or select from a list of similar items based on specified criteria

Detect: pick out if a type of thing is present in a dataset or stream

Identify: respond appropriately to a particular instance of an entity

Discover: pick out patterns in data and identify clusters or outliers
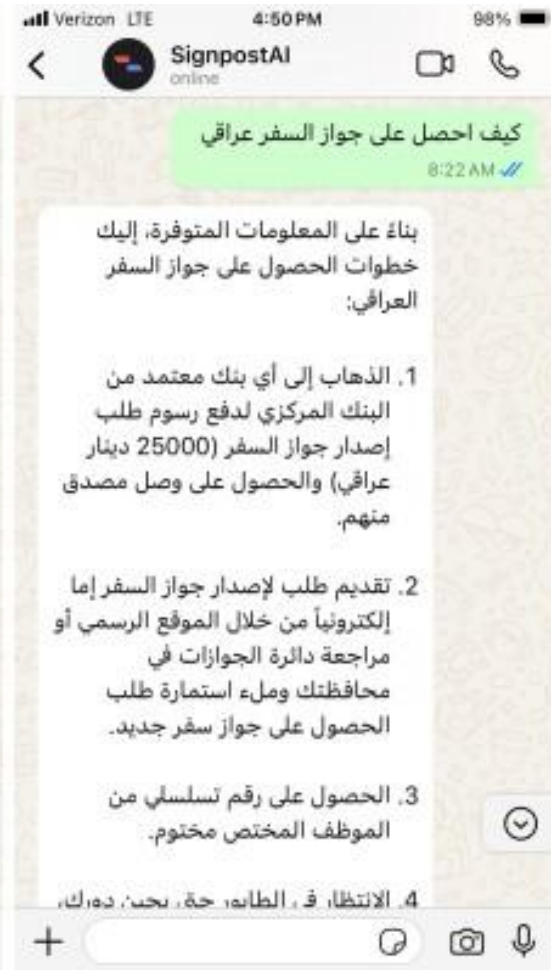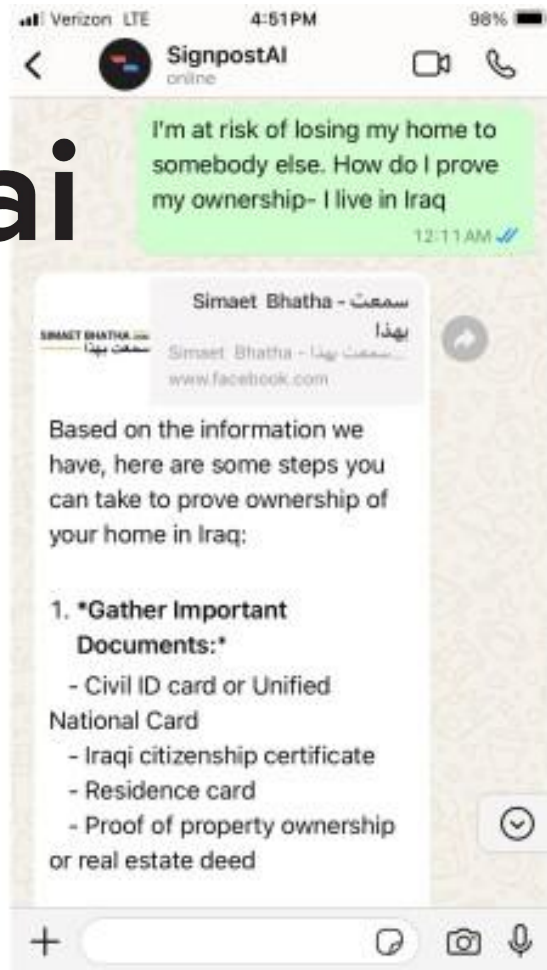
Generate: create new instances of a thing based on examples of similar items

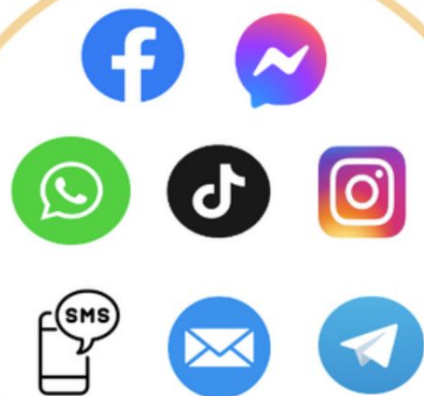**Act:** iteratively adjust towards achieving a goal in response to changing input

Transform: take content from one context and update it to be used in another

Dialogue: pose and answer questions on a topic and maintain a multi-step conversation
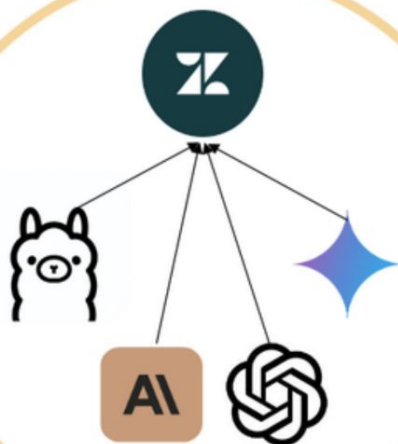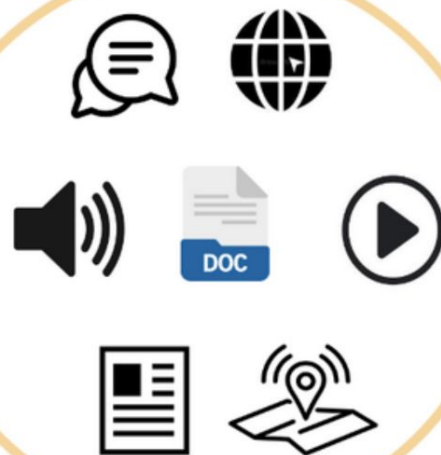
signpostai

Screenshot 1 (left):

SignpostAI
online

I'm at risk of losing my home to somebody else. How do I prove my ownership– I live in Iraq

12:11 AM

Simaet Bhatha – سمعت بهذا
Simaet Bhatha – سمعت بهذا
www.facebook.com

Based on the information we have, here are some steps you can take to prove ownership of your home in Iraq:

1. *Gather Important Documents:*
 - Civil ID card or Unified National Card
 - Iraqi citizenship certificate
 - Residence card
 - Proof of property ownership or real estate deed

Screenshot 2 (right):

SignpostAI
online

كيف احصل على جواز السفر عراق

8:22 AM

بناءً على المعلومات المتوفرة، إليك خطوات الحصول على جواز السفر العراقي:

1. الذهاب إلى أي بنك معتمد من البنك المركزي لدفع رسوم طلب إصدار جواز السفر (25000 دينار عراقي) والحصول على وصل مصدق منهم.

2. تقديم طلب لإصدار جواز السفر إما إلكترونياً من خلال الموقع الرسمي أو مراجعة دائرة الجوازات في محافظتك وملء استمارة طلب الحصول على جواز سفر جديد.

3. الحصول على رقم تسلسلي من الموظف المختص مختوم.

4. الانتظار في الطائرة حين بحين دورك

Social Media Channels

LLM (Bots)

Ingestion Pipeline (aka Knowledge & Data Retrieval)

Engages

Extracts From

Client asks question via communication channel.

Local Liaison

Community liaison sees trends in questions that guide content creation and additional research.

Local liason responds to client questions directly with accurate and timely responses.

Client in Crisis

Updated Content

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of academic research, peer-review papers and NIH support

Demo Account and Alexander Gomez 8/20/2018 - 02:25 PM

VIEW SESSION

OVERALL MI FIDELITY   09/12

MI Non Adherent Behaviors   0%

Empathy

Basic:3.5   Adv:4.0

Spirit

Basic:3.5   Adv:4.0

:00   01:40   03:20   05:00

■ Therapist   ■ Client

Therapist   well it sounds like it's it's a lot mhm um it's a kind of managed that and the idea of doing the documentation paperwork

Complex Reflection |

Percent Talk Time
54% Therapist
46% Client

Percent Open Questions: 33%

2.3   Reflection to Question Ratio

Percent Complex Reflections: 79%

AI Governance in the Human Services

AI ETHICS

AI POLICIES

AI PRACTICES

AI Literacy

Hong Kong
Generative Artificial Intelligence
Technical and Application Guideline

Digital Policy Office
The Government of the Hong Kong Special Administrative Region of the People's Republic of China

香港生成式人工智能研發中心
Hong Kong Generative AI | Research & Development Center

Risk Tier	Definition	Regulatory Strategy
Unacceptable Risk	Systems posing existential threats (e.g., uses causing harm or affecting human safety, subliminal manipulation)	-Full prohibition -Legal liability for development/deployment
High Risk	Critical infrastructure systems (e.g., healthcare diagnostics, autonomous vehicles)	-Conformity assessments -Human-in-the-loop requirements -Real-time monitoring
Limited Risk	Systems with moderate societal impact (e.g., recruitment tools, educational AI)	-Transparency obligations -User opt-out mechanisms -Annual compliance audits
Low Risk	Minimal-risk applications (e.g., spam filters, creative tools)	-Self-certification

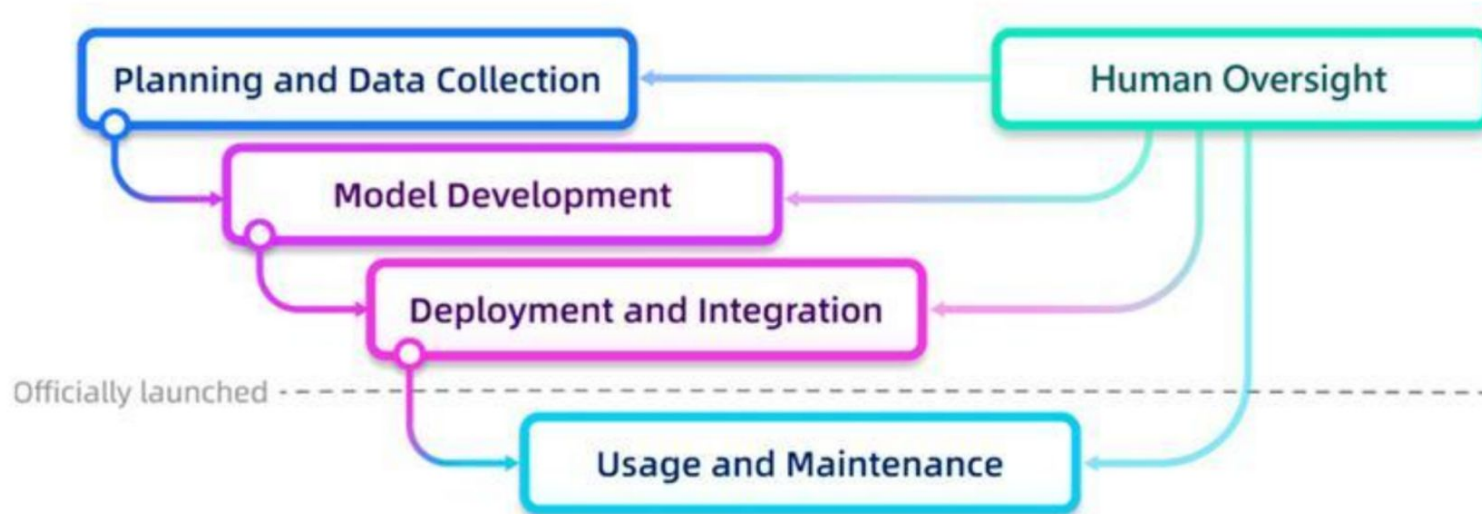Table 1: Risk Classification System

Figure 2. Lifecycle of Generative AI Model

The. End.

More questions?

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