# Guided Complaint Intake Mock Prototypes

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#### Our proposed solution consists of 3 parts:

- **1.** A guided complaint intake form experience
- 2. An AI-generated perfected complaint (HUD Form 903) or dismissal letter
- 3. An automated appointment scheduler

This document includes several example flows of part 1 of our solution. These flows demonstrate 4 example cases that the complainant could experience while using the guided complaint intake form.

- Case 1: Recommendation = No (Rejection)
- Case 2: Recommendation = No
- Case 3: Recommendation = Cannot Determine
- Case 4: Recommendation = Yes

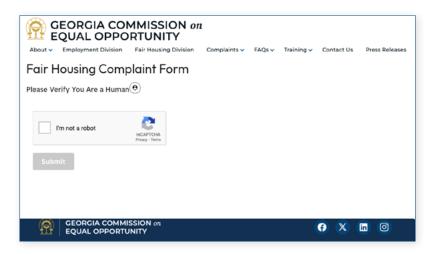
Also included is a mockup of part 2 of our solution: a GenAI–enabled letter generator to help the staff of the Georgia Commission on Equal Opportunity (GCEO) automatically create perfected complaints (HUD Form 903) or dismissal letters. All user–facing interfaces would comply with the <u>digital accessibility standards</u> established by the Georgia Office of Digital Services & Solutions.

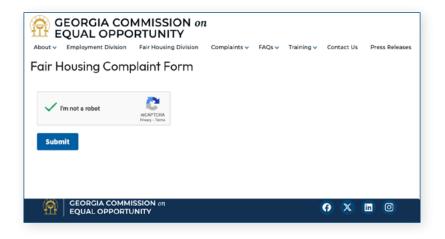


### **HOME PAGE**

All complaints would begin on this home page, where the complainant begins the process and can view information about the complaint intake and investigation process. In a future iteration, they may also be able to enter a complaint number and receive status information in order to reduce the volume of calls to the GCEO. At the start of each session, the form confirms that the complainant is a human being and not a bot.





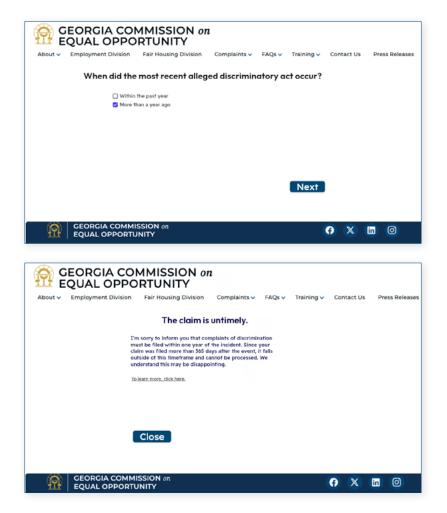


### CASE 1: RECOMMENDATION = NO

In this guided wizard example, the claim is not jurisdictional because the most recent alleged incident was more than a year ago. The wizard would ask when the incident occurred and would automatically reject the claim after the applicant confirms the incident occurred more than a year ago.

### Logical flow:





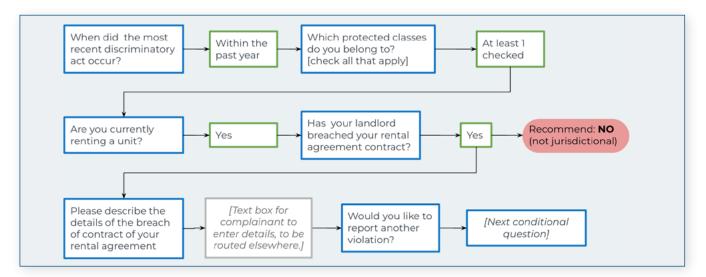
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20240226-000	Untimely	01/25/2024	Auto Close

The case would be displayed on the intake dashboard, showing that it was automatically closed.

#### CASE 2: RECOMMENDATION = NO

In this guided wizard example, the claim does not appear to be jurisdictional. Although the complainant is in a protected class, the complaint seems to be a tenant-landlord dispute about a breach of the rental agreement, which would fall under the jurisdiction of the municipal, state, or civil courts. In this specific example, a dismissal letter closing the case would be drafted and assigned to an intake officer with a recommendation of "No." The intake officer would then review the determination that the GCEO does not have jurisdiction over this complaint and modify or approve the dismissal letter.

### Logical flow:



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The case is displayed on the intake dashboard so that the staff member assigned to the case can review the recommendation. If the intake staff approves the dismissal, a dismissal letter will automatically be generated for the intake officer to review and send, and the case will be closed.

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### CASE 3: RECOMMENDATION = CANNOT DETERMINE

In this guided wizard example, the system was unable to make a confident recommendation about whether the claim was jurisdictional. The system would then recommend that the intake officer have a follow-up conversation. (We do not provide a logical flow for this example since it would be complex; the wizard would ask the user a number of questions to try to find an example of a violation of the rights of a protected class and would be unable to make a clear determination.)

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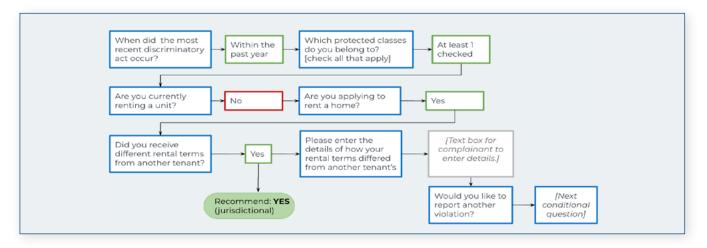
If the intake officer approved the recommendation to have a follow-up conversation, the below email would be automatically sent to the complainant. The message would include a link to a public calendar showing available slots for a follow-up discussion with an intake officer. This is part 3 of our recommended solution.

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#### CASE 4: RECOMMENDATION = YES

In this guided wizard example, the claim appears to be jurisdictional: the complainant is in a protected class and claims they received different rental terms from another tenant renting from their landlord because of their race or sex. The guided wizard determines that this is a jurisdictional claim, so it drafts a properly formatted perfected complaint (also known as HUD Form 903), and assigns the case to an intake officer for further review.

#### Logical flow:

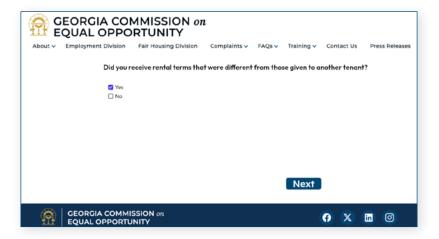






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The case is displayed on the intake dashboard and is linked to a draft AI-generated perfected complaint (Form 903) for the staff member assigned to the case to review and edit. This is part 2 of our recommended solution.

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		1 Pending	
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Cases			< All Cases
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The perfected complaint above is properly formatted to meet the HUD Form 903 requirements. If approved by the intake officer, this claim would move on to the next phase of the process, which is assignment to the GCEO Investigation Unit.

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Top Cases				
Application Number	Category	Date Created	Status	
20240226-000	Untimely	02/26/2024	Auto Close	
20240226-001	Race,Sex	02/26/2024	Active	
20240226-002	Race	02/26/2024	Active	
20240225-010	National Origin	02/25/2024	Active	
20240225-009	Color	02/25/2024	Active	

## DASHBOARD INTEGRATION

All of the new tools recommended in this prototype should be integrated into either the current dashboard that intake officers use or a new dashboard that includes the existing features that intake staff rely on to track all of their assigned cases.



Tech Executive Leadership Initiative

## OPERATIONAL DOCUMENT

#### **ABOUT TELI**

The Tech Executive Leadership Initiative is a partnership between the Aspen Tech Policy Hub and the Tech Talent Project. TELI is a multi-week skills-building initiative that prepares experienced technology leaders to engage effectively with public sector challenges. Learn more at <u>aspentechpolicyhub.org/teli.</u>

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