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CHILDREN & FAMILIES
DEPARTMENT OF HEALTH & HUMAN SERVICES-USA

Office of Child Care

2025 State and Territory CCDF Administrators Meeting (STAM)

July 22–24, 2025

Hyatt Regency Reston Reston, Virginia

Artificial Intelligence in CCDF Administration

Exploring the Opportunities and Challenges of AI in Our Work

Why Are We Talking About AI?

"We're witnessing the beginning of an AI era at work — and like all beginnings, it's full of mixed emotions. There's curiosity, hope, and excitement, but also caution, uncertainty, and a healthy dose of skepticism."

— Meik Wiking

CEO of The Happiness Research Institute

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How Do YOU Use AI?

A. I use AI frequently (at least once a day).

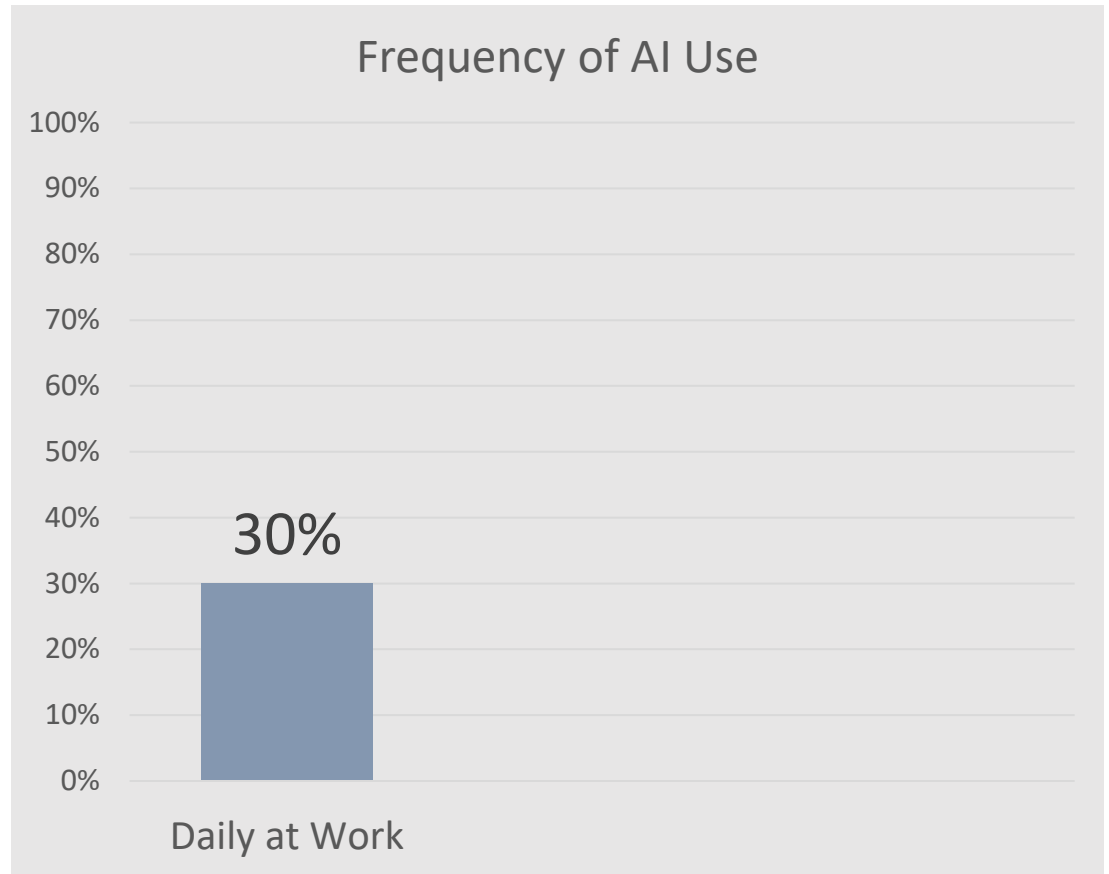**B.** I use AI a few times a week.
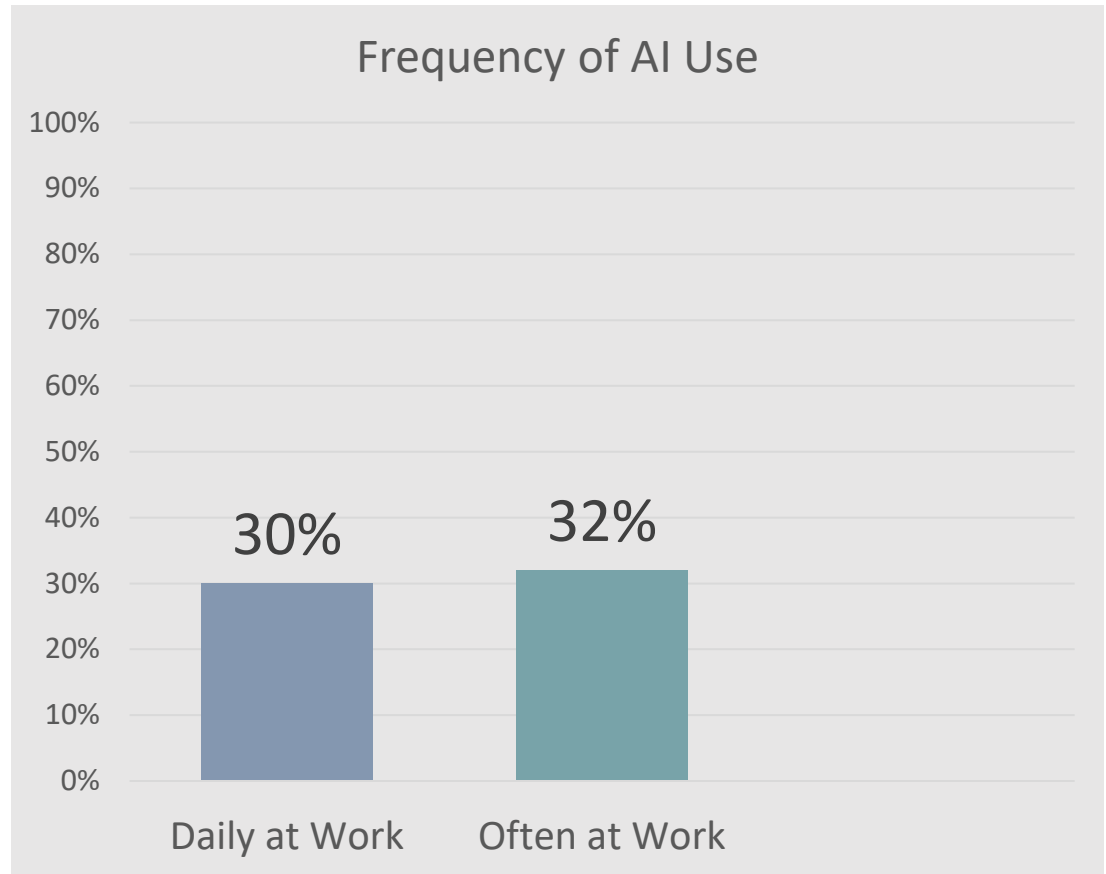
C. I rarely or never use AI.

Generative AI Adoption at Work

Awareness of AI is high, but usage remains relatively low.

Among workers who use AI at work, only **30%** use it frequently – at least once a day.

Frequency of AI Use

30%

Daily at Work

Work and Wellbeing in the Age of AI – Happiness Research Institute (June 2025)

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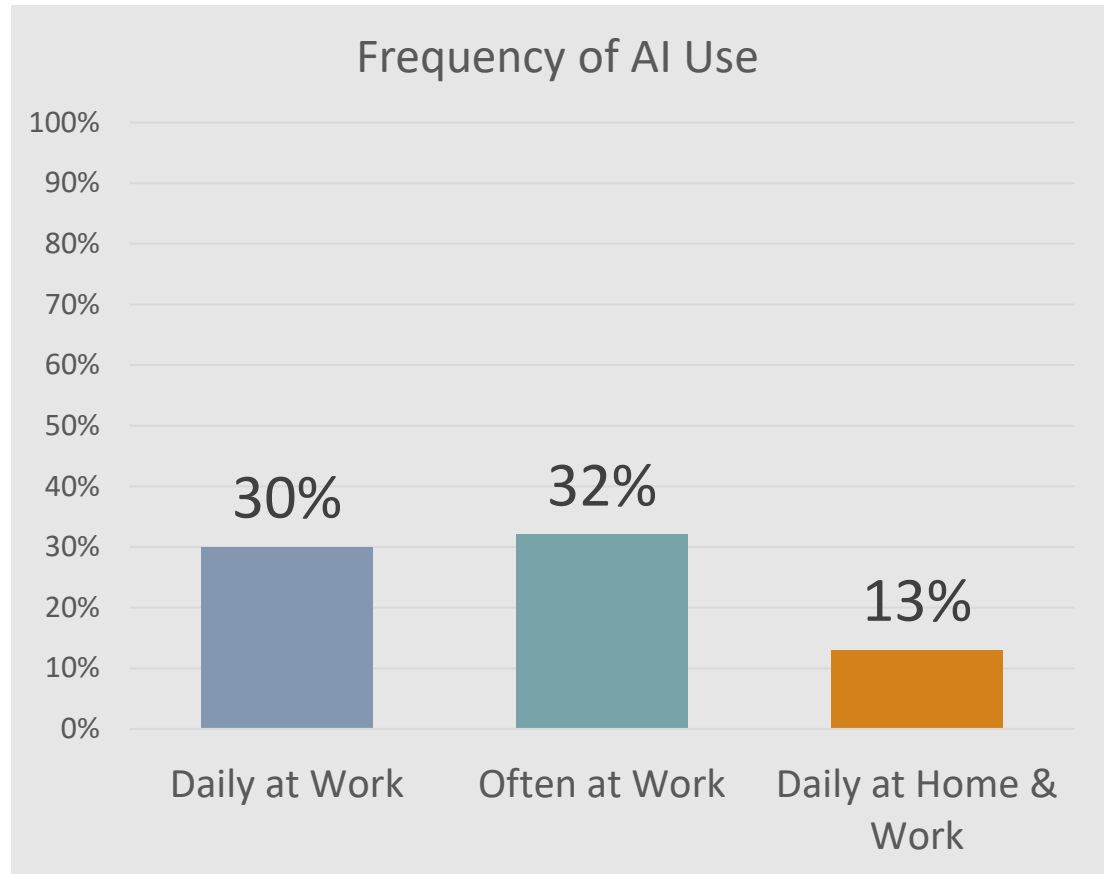
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Generative AI Adoption at Work

Awareness of AI is high, but usage remains relatively low.

Among workers who use AI at work, only **30%** use it frequently – at least once a day.

A larger group, around **32%**, use it a few times a week.

Frequency of AI Use

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

30%   32%

Daily at Work   Often at Work

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Generative AI Adoption at Work

Awareness of AI is high, but usage remains relatively low.

Among workers who use AI at work, only **30%** use it frequently – at least once a day.

A larger group, around **32%**, use it a few times a week.

But only **13%** use AI both in their personal lives *and* at work every day.

Frequency of AI Use

Work and Wellbeing in the Age of AI – Happiness Research Institute (June 2025)

Generative AI Adoption at Work

1 in 3
Daily Users
expressed concern that AI could lead to unemployment for themselves or their peers.

1 in 5
Infrequent Users
believe AI poses a serious risk to job security in the broader workforce.

Work and Wellbeing in the Age of AI – Happiness Research Institute (June 2025)

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Generative AI Adoption at Work

34%

higher job satisfaction

reported by employees who use AI at least once a day

When compared with workers who don't use AI regularly, **frequent AI users are more optimistic about their future job satisfaction** (47% vs. 27%),

and more confident that their work will remain enjoyable (44% vs. 23%) and fulfilling (45% vs. 24%)

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Let's Dig Into AI

- Understanding AI

- How and Why to Use AI

- The Future of AI

- Takeaways and Next Steps

Understanding AI

What Is AI?

Artificial Intelligence is a **complex ecosystem of learning machines** built with mathematics, computer processing, scientific research, and trillions of dollars of investment by corporations and governments over the past 70+ years.

Like anything of this scale and complexity, we can often only understand them through the context of our own experience and needs.

Legal Definitions of AI in the US

National Artificial Intelligence Initiative Act, **Section 5002(3) (15 U.S.C. 9401(3)) enacted January 2021**
A machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. Artificial intelligence systems use machine- and human-based inputs to perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model inference to formulate options for information or action.

John S. McCain National Defense Authorization Act for Fiscal Year 2019 **(Public Law 115-232, Section 238 (g)) (10 U.S.C. note prec. 4061)**

(g) ARTIFICIAL INTELLIGENCE DEFINED.—In this section, the term ''artificial intelligence'' includes the following:

1. Any artificial system that performs tasks under varying and unpredictable circumstances without significant human oversight, or that can learn from experience and improve performance when exposed to data sets.

2. An artificial system developed in computer software, physical hardware, or other context that solves tasks requiring human-like perception, cognition, planning, learning, communication, or physical action.

3. An artificial system designed to think or act like a human, including cognitive architectures and neural networks.

4. A set of techniques, including machine learning, that is designed to approximate a cognitive task.

5. An artificial system designed to act rationally, including an intelligent software agent or embodied robot that achieves goals using perception, planning, reasoning, learning, communicating, decision making, and acting.

How ACF Defines AI

artificial intelligence

NOUN

A wide range of applied math designed to mimic human intelligence, for either specific or general purposes

How Children Feel About AI

My thoughts about AI are it can't possibly be better than humans.

It really helps me, but it really does not teach you, it just gives you the answer.

I know it stands for artificial intelligence which is about robotics and developing how smart they can get, which scares me for the earth.

I think it's cool but a 'lil scary.

AI helps that dumb robot that roams around Stop'n Shop and is always in the way.

AI is something that doesn't have a real consciousness, but it can still act like it does. I think it is fine as long as it's not abused for bad purposes.

Kids Say the Darndest Things about AI and IT (2024), Vizionara.

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What Is AI in Plain Language?

Artificial intelligence is machines that learn.

Applied AI uses learning machines trained to make predictions and decisions based on goals defined by humans.

How Does AI Work?

Not even the people who build AI know exactly *how* it works.

GenAI Prompt:

Draw the artificial intelligence black box
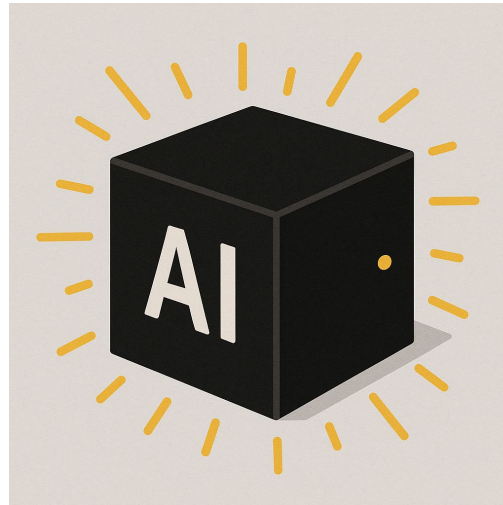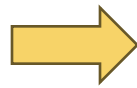
How Does AI Work?

AI is not built.

It's grown.

We give it food—which we call data—and then we give it goals. And if it doesn't achieve those goals, then we shut it down and try again.

Exactly how AI makes decisions is based in probability and randomness of billions of data points, resulting in outcomes that are frequently unique and unpredictable.
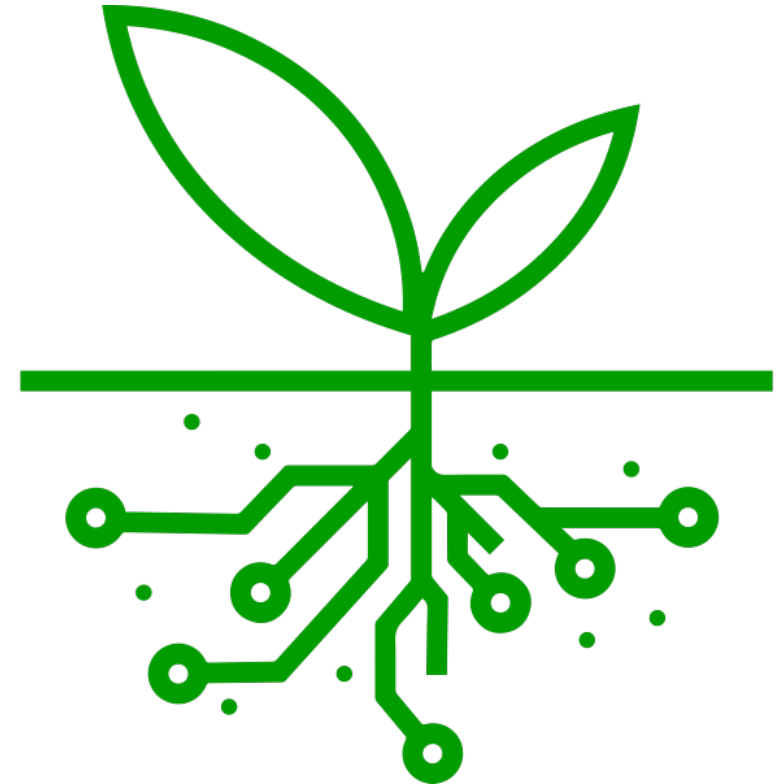
How Does AI Work?

AI learns like a human learns … because it's built like a brain.

Everything it knows comes from the input it receives, and the pathways and behaviors that get reinforced as it grows.

What Is AI?
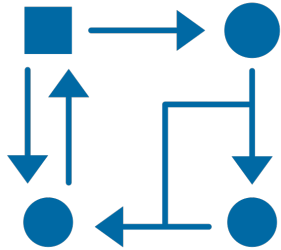
Predictive AI distinguishes between different classes of data to identify patterns and draw conclusions *(e.g., email spam filters).*
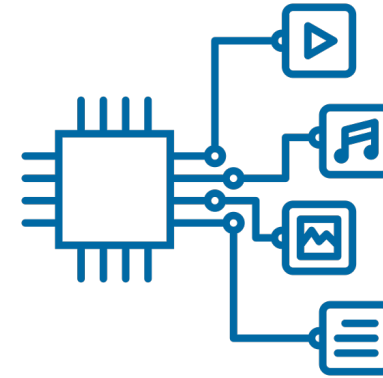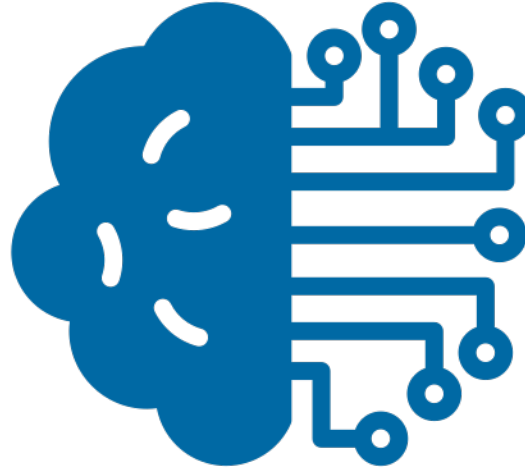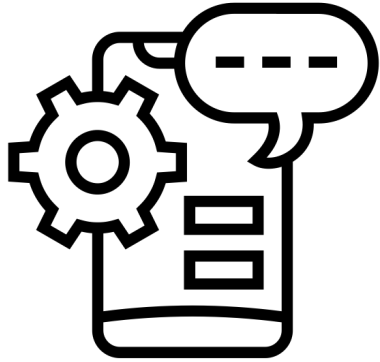
Generative AI creates new content based on training data in response to prompts *(e.g., "Write a humorous poem about potatoes").*

Where Is AI?

The Interface (UX/UI)
How we interact with the model. This may be through integration into software we already use (Microsoft, Google, etc.), or it could be a direct interface such as a chatbot or search engine or an application programming interface (API).
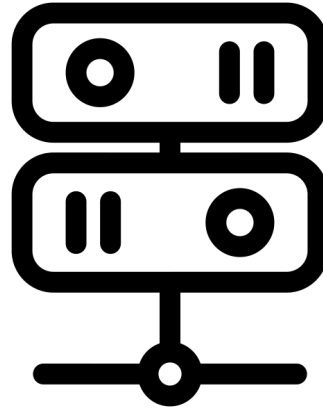
The AI Model
The "brain" that takes in requests and generates responses based on the input. These may be small specialized models trained on specific data, or foundational models trained on billions or even trillions of inputs.
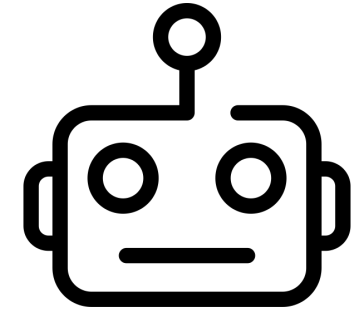
The AI Agent
Specialized applications that operate in the middle layer between users and AI models to automate complex prompts across multiple systems, interacting with people and with other agents.

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Choosing the Right Tools

AI-generated image

Prompt: A realistic image of a car overloaded with building materials and communication

Opportunities and Challenges

# How and Why to Use AI

AI Use Cases

Personal Work Use
- Take meeting notes and create action items
- Write emails and memos for a specific tone and audience
- Research trends in early childhood policy
- Analyze complex documents like rule sets

Organizational Use
- Create job aids for CCDF staff
- Write RFPs and analyze responses
- Draft policy
- Write web content for AI search results
- Analyze and report on licensing data
- Track and analyze key performance indicators
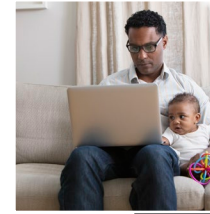
Public Use
- Improve eligibility screening
- Connect families with the supports they need
- Monitor key processes like background checks and provider payments
- Create professional development trainings

Use AI Responsibly

1 Understand the AI tool's purpose and limitations

2 Know if the tool is secure and sanitize inputs accordingly

3 Review and fact check results

4 Be transparent with the use of AI

5 Ensure a governance structure is in place

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Using AI for Yourself

"Experimentation gives you the chance to become the best expert in the world in using AI for a task you know well."

— Ethan Mollick

Co-Intelligence: Living and Working with AI (2024)

Examples of Using AI for Yourself

AI as a Coworker

Goals Before Tools

Keep Humans in the Loop

"A fundamental truth about innovation: It is expensive for organizations and companies but cheap for individuals doing their job... Workers who figure out how to make AI useful for their jobs will have a large impact."

— Ethan Mollick

Co-Intelligence: Living and Working with AI (2024)

Building Trust

Examples of Using AI in Your Organization

Using AI with External Partners and the Public

Procurement, Performance, and Policies

AI Governance

Examples of Using AI with the Public

Measuring Success

How Can We Measure the Impact of AI?
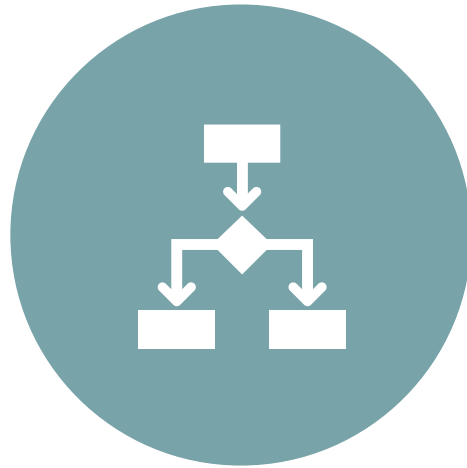
DEFINE THE OUTCOMES

MEASURE PROGRESS

The Future of AI

New Technology Is Disruptive

"It's an extremely hazardous fad ... Parents would be well advised not to permit the children to use these until they have been instructed in and understand basic, common-sense rules of safety for their use."

New Technology Is Disruptive

*"It's an extremely hazardous fad … Parents would be well advised not to permit the children to use **skateboards** until they have been instructed in and understand basic, common-sense rules of safety for their use."*

Harry H. Brainerd, Pennsylvania traffic safety commissioner, quoted in *The Pittsburgh Press – May 15, 1965*

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AI and the Future

- **Your Personal AI Agent:** Agentic AI tools are making it possible for everyone to have AI tailored to their knowledge and preferences to use at work, at home, supporting your needs.

- **New Ways to Communicate:** The rise of Semantic Web and structured data may mean less people visiting websites for information, pulling information directly to our devices and systems instead.

- **New Expectations of Security and Trust:** If we overcome the fear of allowing systems to know secure information about us, access to government services can become more streamlined and efficient by reducing time and resources needed to capture and retain information needed to serve citizens and partners.

Moderated Discussion with Jane Yang

Chief Artificial Intelligence Officer

Lead for State Technology Relations

ACF Tech

Administration for Children and Families

Audience Q&A

Closing Thoughts

"Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we'll augment our intelligence."
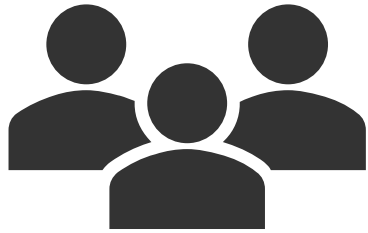
— Ginni Rometty
Former CEO of IBM

Artificial intelligence delivers its latest innovation. Newsweek (February 2023).

Want to Learn More about AI?

Join the *Use Cases for AI in CCDF Program Administration* Breakout this afternoon at 1:45 p.m.

bit.ly/TA_Intake

To request technical assistance, scan the QR code.