

# AI FOR IMPACT

In the AI for Impact Program, students work full-time on experiential AI projects for social good. In this pioneering “product-based learning” program, teams wield AI as a tool for transformative innovation, turning ideas into measurable impacts in collaboration with the communities they are serving and under the expert guidance of seasoned professionals.

## OUR MISSION

### IMPACT

deliver innovative projects in collaboration with governments to improve people's lives

### TALENT

create a pipeline of AI-trained and mission-driven talent

## HOW PROJECTS ARE SELECTED

- **Resident-focused:** Projects deliver improvements for residents, especially the most vulnerable.
- **Rapid implementation:** Projects scoped to deliver outcomes in a 4 month timeframe.
- **Human-Centered:** Projects are designed and delivered with community members.
- **Strong leadership support:** Implementation should be assured and supported by the client/partner.
- **Single point of contact:** Projects should have a responsible point of contact with ability to get sign offs.
- **Alignment with Priorities:** Projects should directly align with community priorities.

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## Examples of Projects

### Commonwealth of Massachusetts projects:

- **MBTA Info Hub - The Ride:** MA's paratransit system helps 44,000 residents obtain access to work, healthcare and community. This tool helps serve them faster and more accurately.
- **MassHealth Helper:** Assisting residents to obtain health insurance, this chatbot gives public professionals efficient access to comprehensive information to speed their responses to the public.
- **HEKA (Highway Engineer Knowledge Agent):** Making some of the nation's busiest highways safer by supporting MassDOT design engineers with a chatbot for efficient information retrieval.
- **GENIE (Generative AI Experimentation and Implementation Environment):** Providing state government employees with a secure environment to explore and innovate with AI models, ensuring data privacy and simplicity.
- **MATCH (Massachusetts Academics to Careers Helper):** Aggregating publicly available program offerings and course catalog information from community colleges and state universities.
- **ABE (Assistive Buyer Agent):** Increasing diversity and competitiveness by helping businesses navigate state procurement.
- **BEACON (Business Enhancement and Assistance Center for Optimized Navigation):** Making it easier for residents to access state grants, incentives, and opportunities.
- **Grantwell:** Assisting historically-underserved communities to apply for state grant, grant-matching, and tax-break opportunities.

### State of New Jersey projects:

- **EASE (Entrepreneurial Application Screening Engine):** Streamlining state aid entrepreneurs with document validation and error detection.
- **FAIR (Fast AI-Assisted Investigation & Review):** Enhancing civil rights investigations to handle rising complaint volumes faster and more accurately.
- **Election Content Analysis and Improvement Tool:** Providing residents with accurate, personalized election information

### Non-Profit Partners:

- **AI-EP (*Innovate Public Schools*):** Assisting low-literacy and immigrant families the ability to translate, summarize, and ask questions about Individualized Education Programs (IEP) for children with disabilities.
- **A Healthier Democracy AI (*Link Health*):** Helping low-income residents apply for \$80 billion dollars of unclaimed Federal Aid benefits in a healthcare setting.
- **AC Helper (*Fair Count*):** Supports families navigating the process of enrolling in the federal government's Affordable Connectivity Program.
- **Civic Connect (*PopVox Foundation*):** Using AI to improve how members of Congress communicate with constituents.
- **Policy Synth (*Citizens Foundation, Museum of Science*):** Using AI agents to help policymakers identify, design, and implement evidence-based solutions.

**Managed by the Burnes Center for Social Change and The GovLab, student teams work under professional supervision from product and project managers. The coaching team is led by Boston CIO and Professor Santiago Garces.**

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