

September 2025

Mid-Point Virtual Session

One Degree + AI



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Product Manager



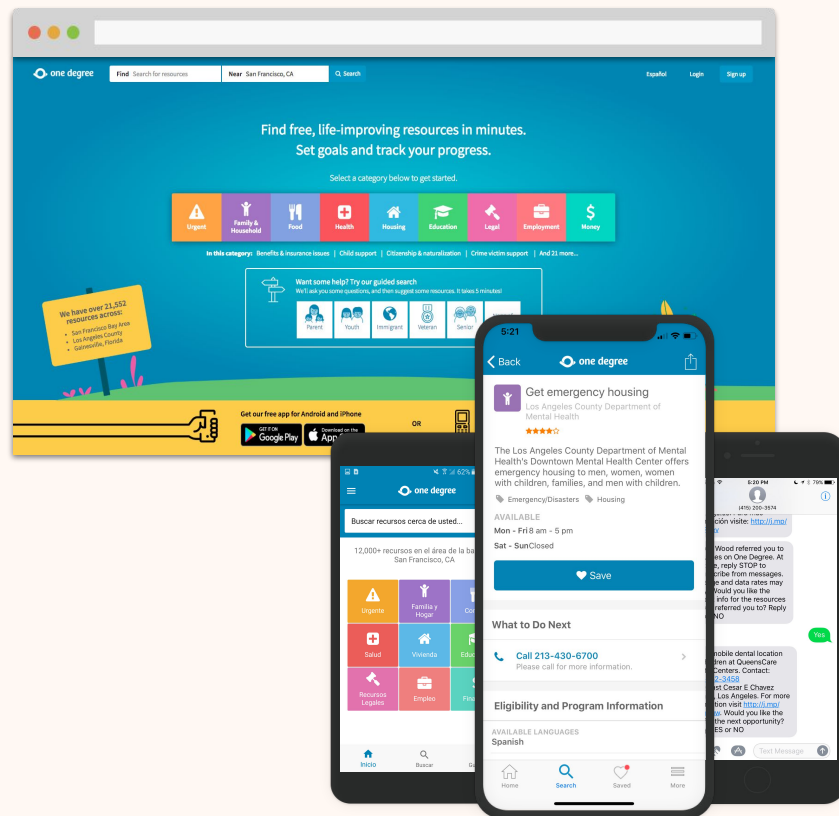
Marc Balderama
UX Designer

Mission

One Degree empowers people to build healthy and fulfilling lives by improving access to benefits and services.

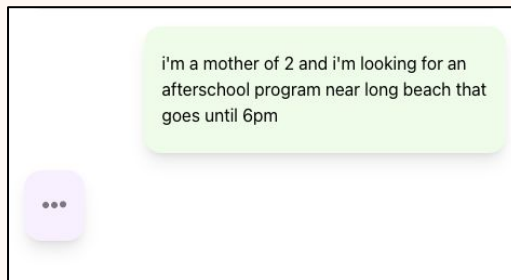
Vision

We envision a world where everyone has economic and social well-being, with equitable and dignified access to the resources to thrive. We envision a social services system that dismantles barriers to opportunity, promotes race and class equity, and prioritizes people over profit.



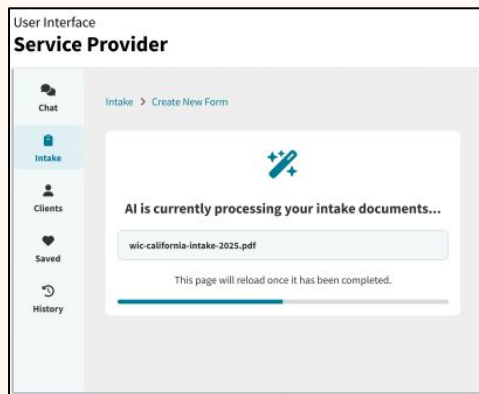
AI-powered One Degree

AI assistant that
enables natural
language search



Increase rate of finding
relevant service from **33%**
to **65%**

AI tools to enable
multimodal intake



Hypothesis: If intake
requirements are more
transparent, unsuccessful
service requests will decrease
from ~**26%** to **10%**



This chatbot pilot is powered by AI to assist you in finding resources. Details about resources come only from our One Degree resource database. However, responses may contain errors or outdated information. Please do not share any personally identifiable information.

Hi! I'm the One Degree AI Assistant.

Let me know what you're searching for and where you're searching.

Examples:

I'm looking for food assistance in Oakland, CA.

I need emergency shelter near 94102.

I'm assisting a client with rental assistance needs in Los Angeles county.

Ask me about community resources



Learnings

- **Speed:** Latency is a major challenge. Now a top priority for improvements.
- **Trust & Accuracy:** Some distrust over AI results. Ensure that information is verified.
- **Privacy:** Navigating PII concerns.
- **Value Proposition:** ChatGPT and Google search set expectations. Demonstrate unique value as a product.

"It's taken a while to type its response. Like if this were say ChatGPT, it would be done already."

- Tester

What's next?

AI-powered intake Tools

Small pilot and exploration with key referral partners

Leverage form parsers from groups like CiviForm

The image displays two overlapping screenshots of a digital intake form interface. The top screenshot shows a loading state with the text "AI is currently processing your intake documents..." and a progress bar. The bottom screenshot shows the "Digitized Intake Form" with a progress bar and a form for California WIC Online. The form includes fields for First Name, Last Name, Date of Birth, Street Address, City, State, Zip, Phone, and Email. The interface also features a sidebar with navigation options: Chat, Intake, Clients, Saved, and History.

→ What to do next

WIC (Women, Infants, and Children)
Enroll in the Women, Infants and Children (WIC) supplemental food program

Access Options

1. Complete intake forms

AI pre-fill available

2. Email a staff member



Diana Vu
WIC (Women, Infants, and Children)

3. Visit their website



phfewic.org