

switchboard

How to Use Artificial Intelligence in Resettlement Work: Opportunities and Challenges

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Today's Speakers



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Learning Objectives

By the end of this session, you will be able to...

Describe

generative AI, its capabilities, and its limitations

01

Identify

two resettlement work tasks that AI tools can support

02

Apply

a three-step framework to determine AI suitability for daily resettlement tasks

03



Describe

generative AI, its capabilities, and its limitations

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How often do you use artificial intelligence (AI) in your work?



AI Basics



Artificial intelligence (AI) — Systems that perform tasks that normally require human intelligence, like reasoning, learning, and decision-making. Shaped by the data and people that train them.



Generative AI (GenAI) — A type of AI that creates new content such as text, images, video, or code by learning patterns from large datasets.



Large language models (LLMs) — AI models trained on massive amounts of text to understand and generate human-like language. They power many GenAI tools, like chatbots. Many modern LLMs can also work through a problem step by step before answering. This is slower, but better for complex, multi-step tasks.



Not All AI Tasks Carry the Same Risk

AI can sound confident even when wrong. Vet the outputs appropriately.

Lower risk — still requires human oversight

- Summarizing a long document
- Turning rough notes into a first draft
- Drafting an email or message
- Brainstorming options or explaining a concept
- Outlining or organizing your own work

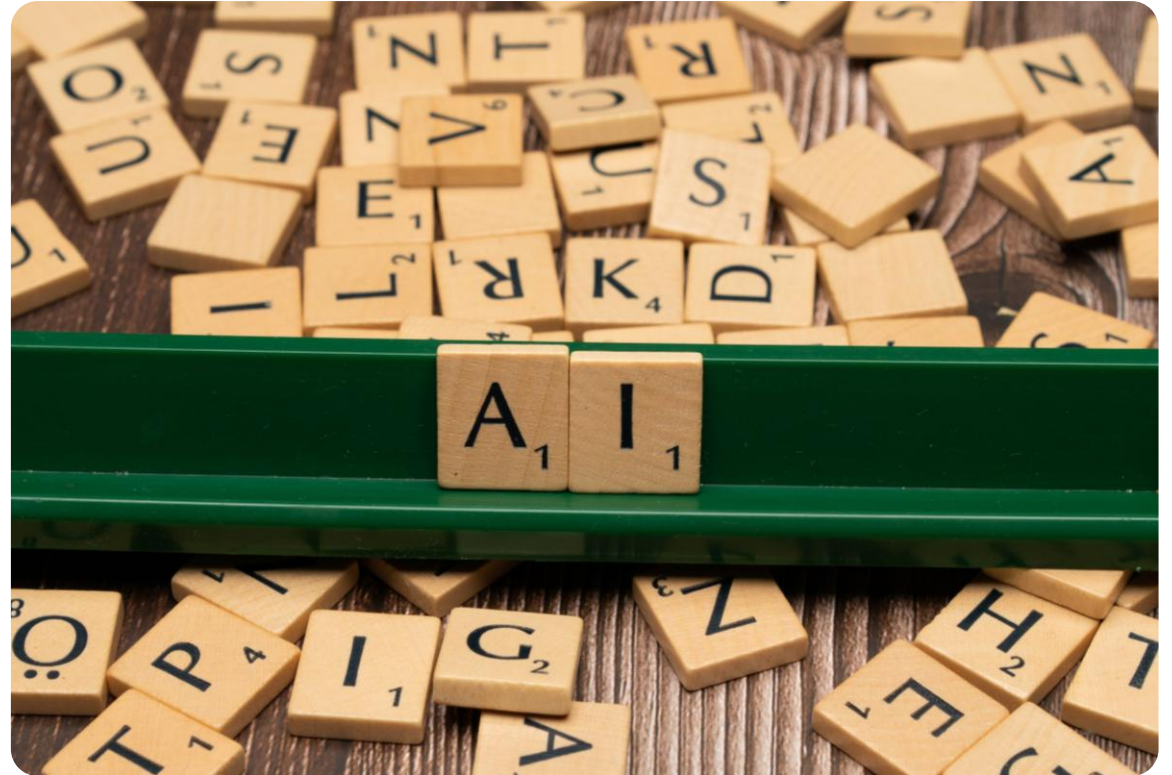
Higher risk — requires deeper oversight

- Drafting content for reports or proposals
- Working with facts others will rely on
- Citing research as evidence
- Working with local or cultural context
- Translating content for clients
- Finalizing anything shared

Limitations of AI

AI is trained from images, audio, text, and more. Therefore...

- It reflects the choices and biases of the humans and data behind it
- Its knowledge has a cutoff
- It may or may not have Internet access



Use AI Responsibly

- **Follow your organization's AI policy** before using any tool for work tasks.
- **Never input client's personally identifiable information (PII)**, like names, case numbers, dates of birth, or immigration status, into an AI tool.
- Clients have a right to know if AI is used in their services. **Get informed consent.**



Using AI More Sustainably



- **Match the model to the task**
 - Use lightweight models that use less energy for simple, well-defined tasks
- **Be deliberate with each query**
 - Write clear prompts so you don't have to regenerate the same request
- **Reach for AI when it adds value**
 - Small AI requests add up



Think about an AI tool you've used. What is one thing it does well and one thing you'd want a human to check?



Identify

two resettlement work tasks that
AI tools can support

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Do not edit
How to change the
design



What work tasks are you currently using AI for?



The Slido app must be installed on every computer you're presenting from

slido

Key Terms



Prompt — The instructions you give an AI tool. What are you asking it to do? Have you provided it clear instructions to produce useful outputs?



Context — The background information you provide alongside the instructions. Who is the output for? What tone and format should it have? What are the constraints?



Context engineering — The practice of giving the AI model the right context, in the right order, for the task and leaving out any information it should not have. What role should the AI play? What does it need to know to be useful?



Working with AI Outputs



Human in the loop — A person who reviews and approves AI-generated content before it is used. Operates at the level of an individual task or output.



AI hallucination — When AI generates information that is incorrect or fabricated but presents it confidently as fact.



Sycophancy — When AI exaggerates or validates a user's incorrect claim. (AI tools are designed to maximize user satisfaction, so they tend to agree with you.)



Tasks AI Can Support

Case Notes

1. **You:** Voice note or voice-to-text, captured right after the session
2. **AI:** Transcribes, pulls key details, flags anything missing
3. **You:** Review, correct errors, fill gaps, finalize

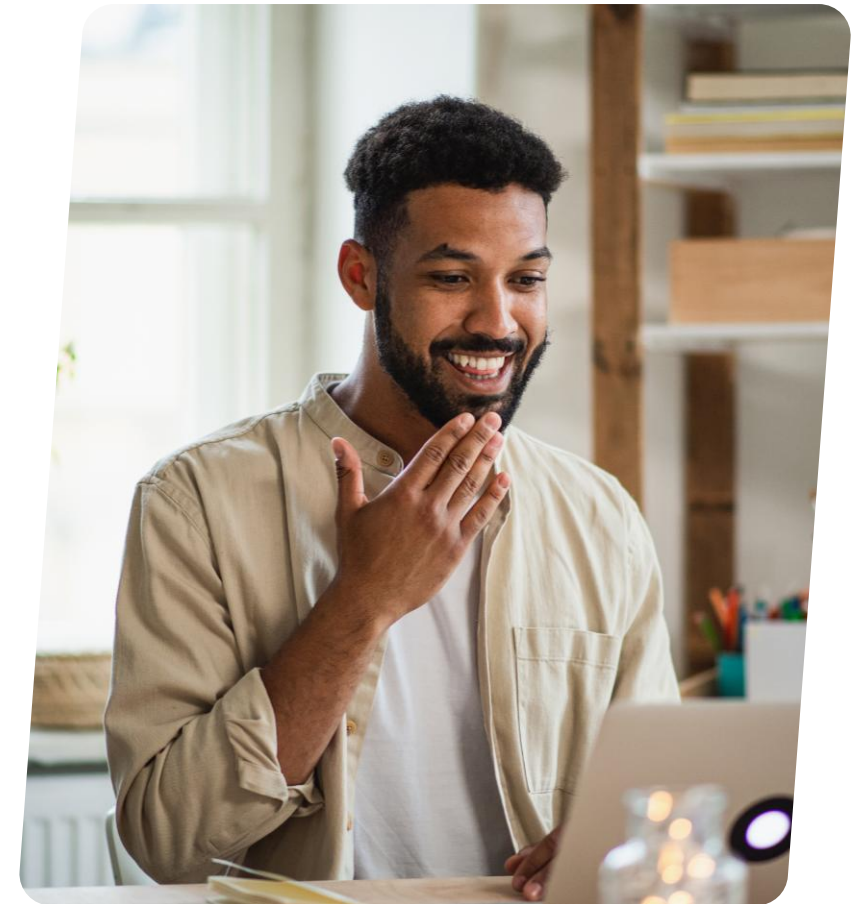




Case Scenario: Amar's Case Note

Amar is a caseworker at a resettlement agency. He has just completed a 45-minute intake appointment. He recorded a short voice note right after the session while the details were fresh, but **he needs a written case note in the agency's database** before his next client arrives in 20 minutes.

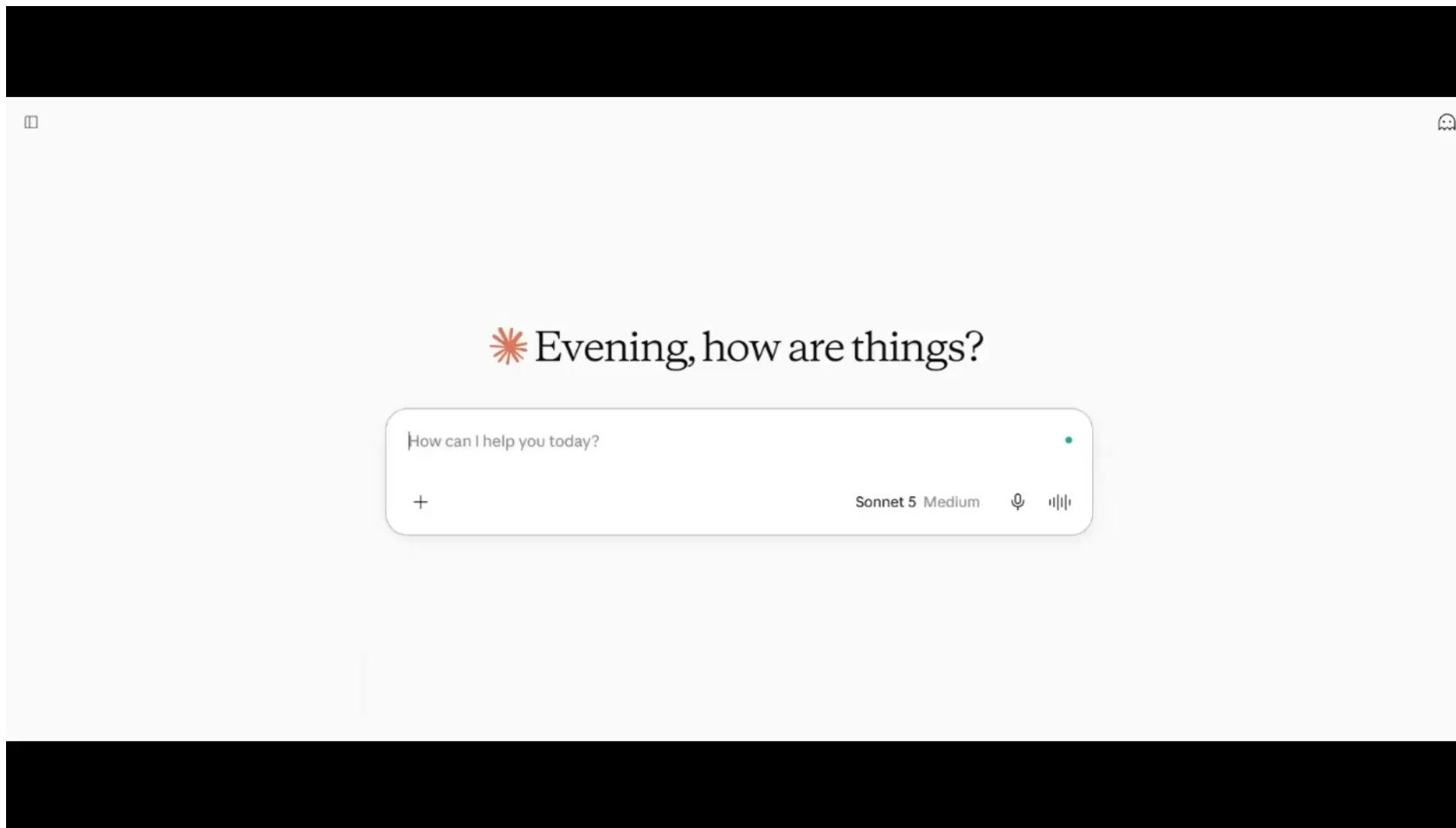
Amar uses an AI tool to transcribe his voice note, which does not contain any client PII, and draft an initial case note. The tool flags two incomplete details. Amar reviews the draft, corrects two factual errors, fills in the gaps, and removes one detail he did not intend to include.





DEMO

AI Case Note Drafting





Tasks AI Can Support

Grant Proposal

1. **You:** Upload the Request for Proposal (RFP) and your program notes
2. **AI:** Lays out requirements, flags gaps in your draft
3. **You:** Review, confirm accuracy, strengthen weak spots





Case Scenario: Sara's Grant Narrative

Sara directs a small community-based organization serving East African newcomers and is **applying for a foundation grant**. English is her third language, and she has never written a grant proposal before.

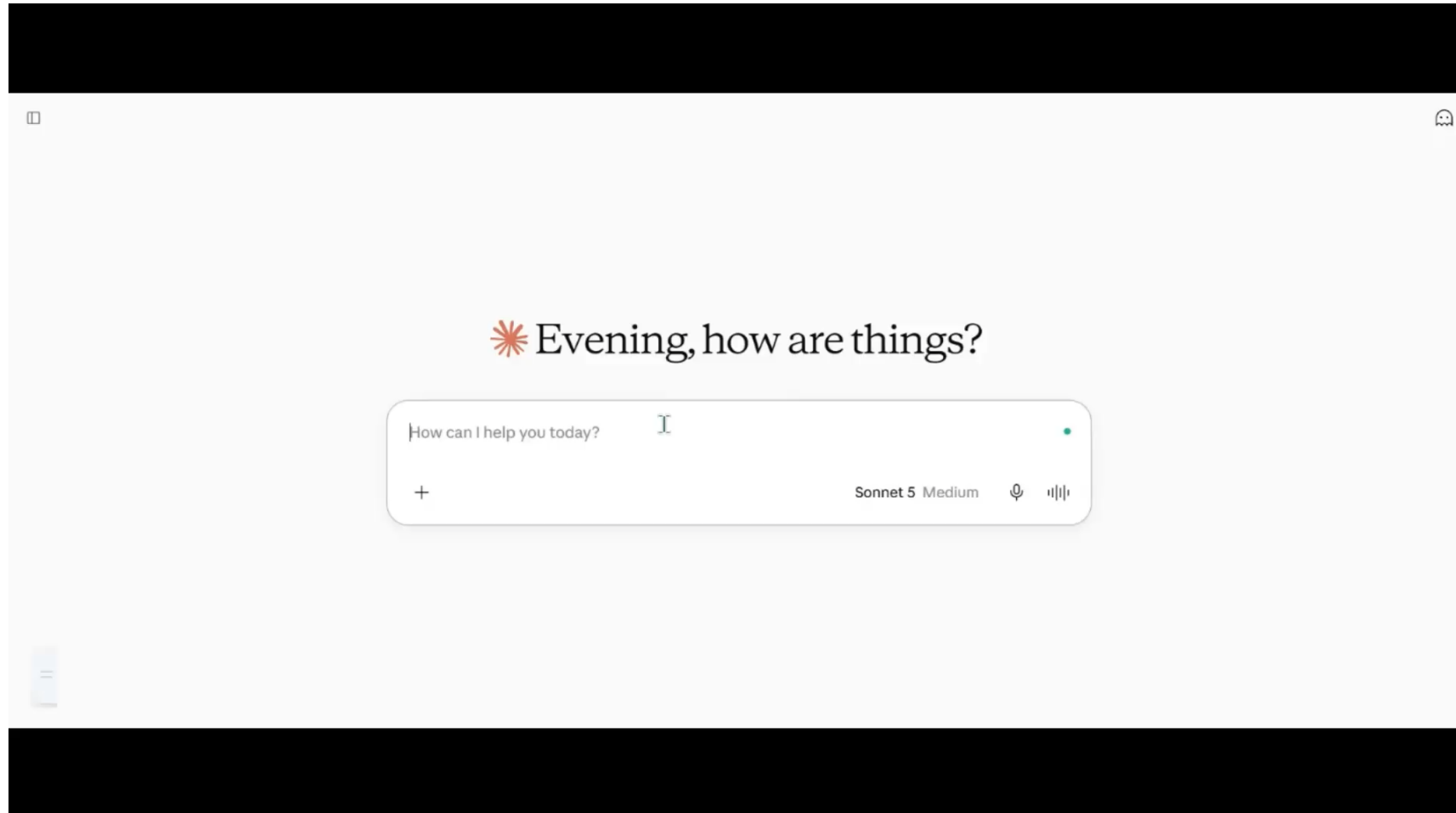
She uploads the funder's request for proposals (RFP) and asks an AI tool to summarize the key questions, required sections, and word limits. With that outline in hand, Sara writes a rough draft in her own words. She then uploads her draft and **asks the AI to improve the clarity and structure of the language and flag errors**. She reviews the suggestions, makes corrections, and adds a program example only she knows. Before submitting, she shares the revised proposal with her supervisor.





DEMO

AI for Grant Narrative Assistance





Do not edit
How to change the
design



After observing the demo, what is one task in your work you would try this on?



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Common Applications of AI in Resettlement Work



Case notes and documentation



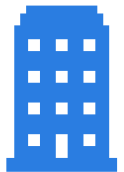
Translation/interpretation and language access



Intake and triage chatbots



Program data summaries



Affordable housing searches



Partner and resource mapping



**Looking at the common applications on your screen,
which one feels most relevant to your organization
right now?**



Apply

a three-step framework to determine AI suitability for daily resettlement tasks

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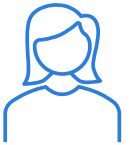


**What factors do you consider
when deciding if you should
use AI for a task?**

Ethics and Accountability



Ethics (related to AI) — Principles guiding the responsible design and use of AI to ensure fairness, transparency, and protection of human rights without reinforcing unfair outcomes, compromising privacy, hidden bias, or creating barriers to services.



Human oversight — The broader system of policies, reviews, and accountability that governs how AI is used across an organization. Operates at the level of programs and institutions.



Informed consent — A client's voluntary, specific, fully-informed agreement to a use of their personal data, including what is collected, how it is used, who may see it, and how it is protected.



Three-Step Framework

- 1. Is this task a good fit for AI?** *Consider the stakes, the complexity, and whether AI could help.*
 - Yes → Continue
 - No or unsure → Don't use AI for this task
- 2. What data am I inputting?** *Is the data I am inputting aligned with content and privacy policies?*
 - Yes → Continue
 - No or unsure → Stop, or adapt
- 3. Who reviews the output?** *Do I have at least one human reviewer with relevant expertise? Do I need another human reviewer to eliminate bias?*
 - Yes → Continue with AI, with human review
 - No or unsure → Stop, identify the right reviewer



A caseworker wants to paste a client's intake notes which includes client PII into a free AI tool to draft a summary. Where does this get stopped by the framework?



Key Takeaways

- Know where AI can be impactful in your work
- Run the framework every time
- AI is a drafting partner, not a decision-maker

Remember: Comfort with AI starts with curiosity. Ethics keep the work safe. Knowledge and skill is what turns it into an incredible tool for your work.





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Recommended Resources

Learn More About AI

- **Toolkit:** [Using Artificial Intelligence in Service Delivery: A Framework to Evaluate Organizational Readiness](#)
- **Blog:** [Talking with Newcomers About AI](#)
- **Blog:** [Insights from the Field: The Use of Artificial Intelligence in Resettlement Work](#)
- **Research Product:** [Annotated Bibliography: Integrating Technology into Resettlement Practices](#)
- **Blog:** [Innovative Ways Newcomers Are Using Technology](#)
- **Guide:** [A La Carte Digital Literacy Resources](#)

