

RESPONSIBLE INTEGRATION OF ARTIFICIAL INTELLIGENCE IN SOCIAL SERVICES

The experience at Don Gnocchi Foundation

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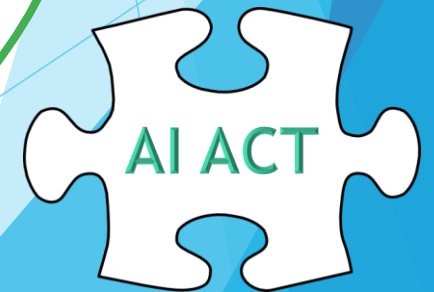
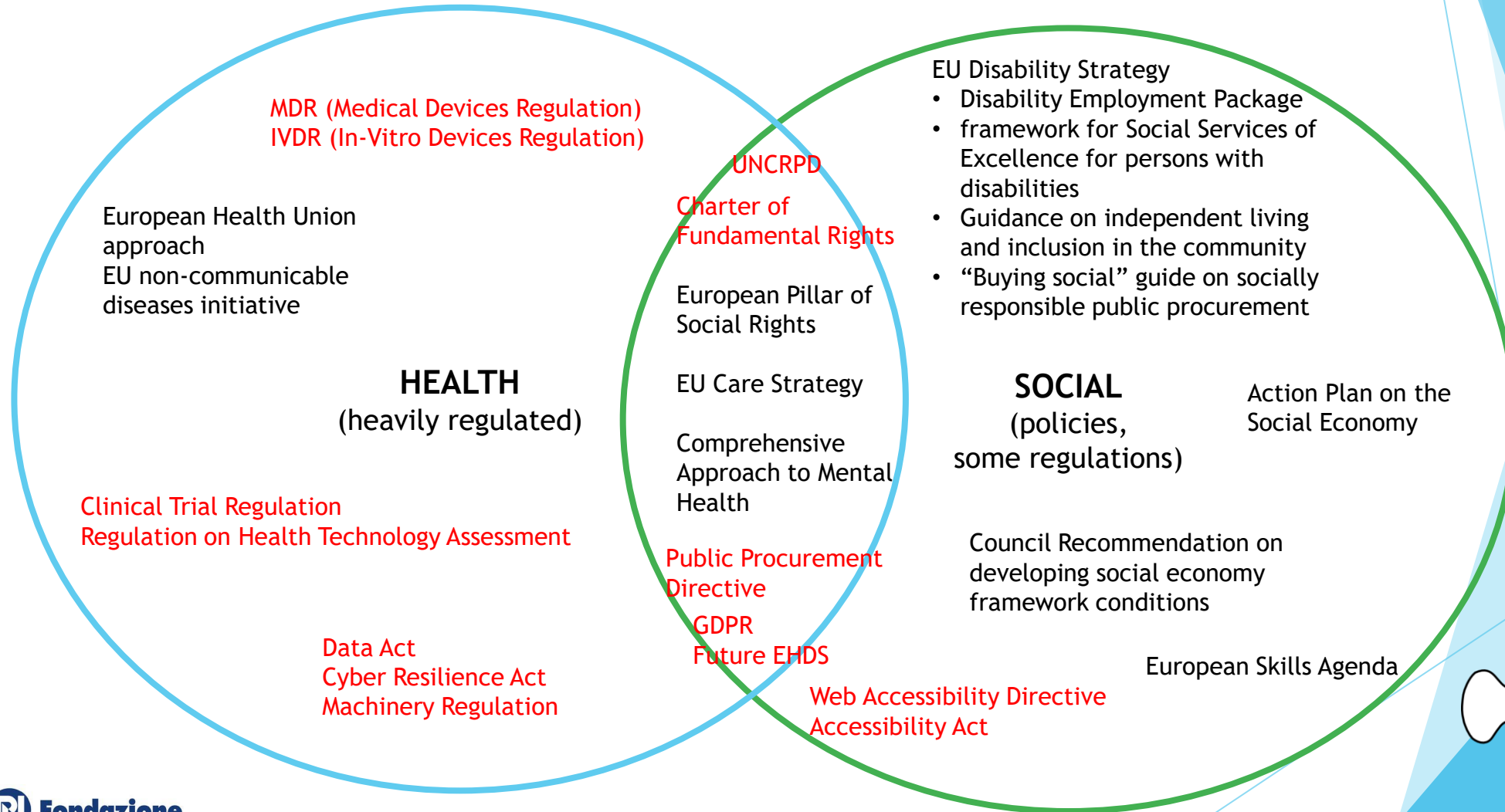
SSE Webinar

«AI in Social Services: Opportunities, Skill Investments, and Regulatory Frameworks»

27 November 2024

The evolving regulatory & policy framework

FDG works across two settings:

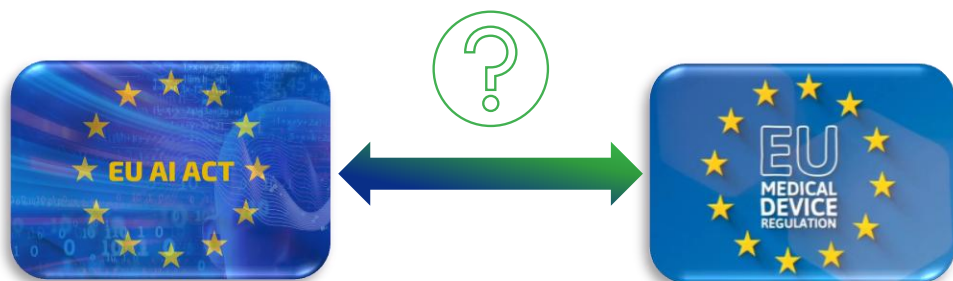


Expected impact of the AI Act on health & social services

Health services

Most AI-based medical devices will be classified as **high-risk AI systems**

- Need to ensure **integration** between horizontal and sectorial regulations (AI Act vs MDR)
- Risk of increased bureaucracy, costs and waiting times for certification of medical devices



Annex III on high-risk AI systems includes:

AI systems used to evaluate **eligibility for essential public services** incl. healthcare services, to **establish priority for emergency first response services**, including patient triage systems

Social services

Annex III on high risk AI systems covers:

Access to public and private **essential services**, for example:

AI systems used for risk assessment and pricing of life and health insurance

Education & VET, for example:

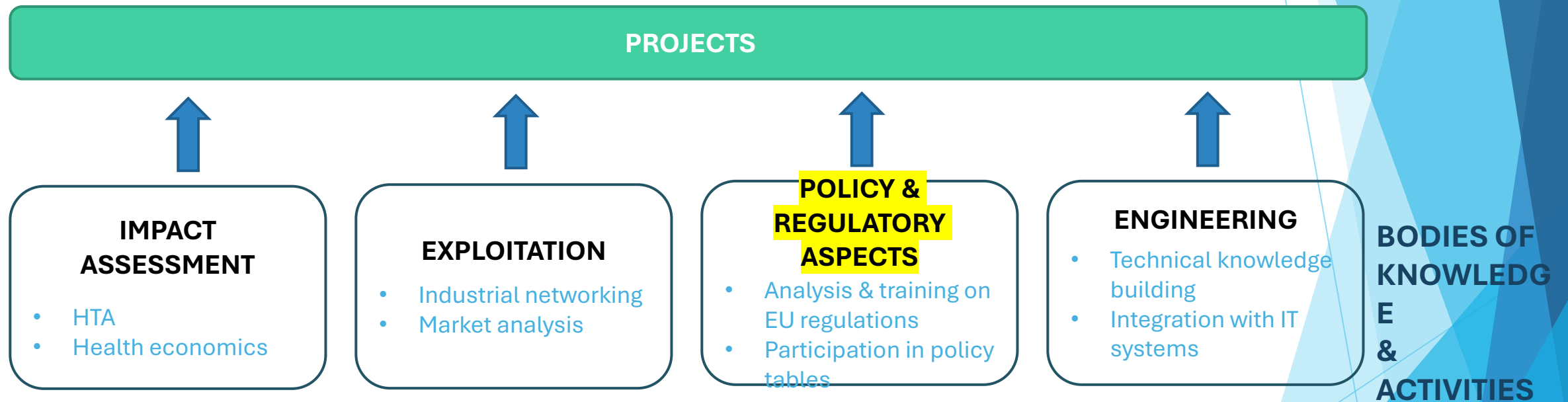
AI systems used to **determine access** to education, **evaluate learning outcomes**, steer the learning process etc.

Employment, for example:

AI systems used for **recruitment**, to analyse and **filter job applications**, to evaluate candidates, to **allocate tasks** based on individual behaviours, personal traits or characteristics, to **monitor and evaluate performance** etc.

Towards a responsible integration of AI in FDG: the Dept. for Development & Innovation

Multidisciplinary team carrying out projects to deliver meaningful innovation



EU policies and regulations as part of our work: some examples

Within FDG

Raising awareness and informing on regulatory developments, for example:

- Analysis and presentation about the AI Act, with focus on intersection with MDR

Projects: EU strategic objectives & policies are part of the discussion about project ideas

- 2 current projects on AI (next slide)

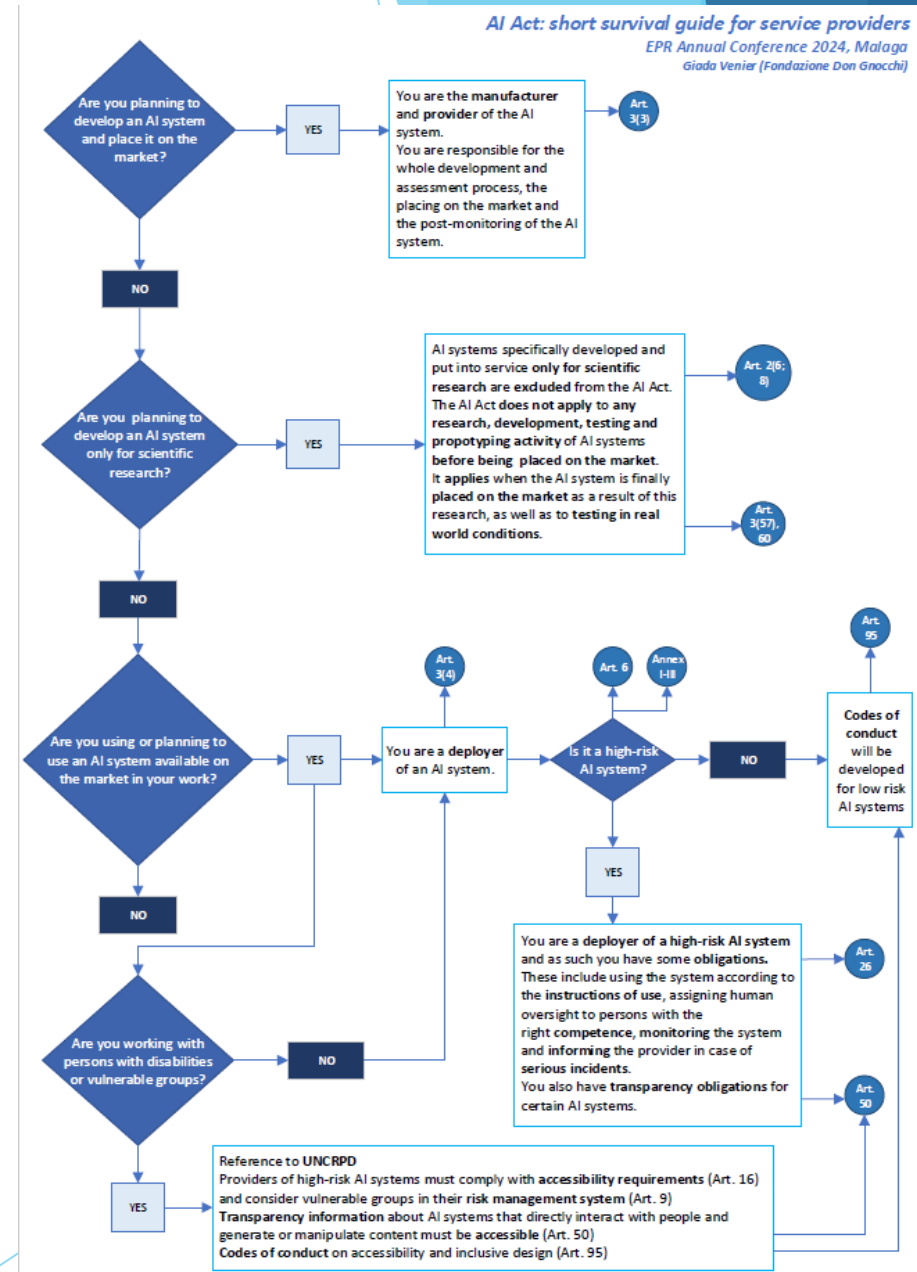
Exchange with industry

As members of EPR

Leading the INTEREHA Working Group on tech-based rehabilitation, where regulatory aspects are mentioned

AI Act survival guide for service providers for the Annual Conference 2024 on AI in service provision

Input to EPR recommendations on uptake of AI in service providers (AI briefing, in preparation)



Pathway Companion



Aim: developing an AI-based Intelligent tutor that adapts learning materials for children with Special Learning Needs, to support teachers and caregivers and promote inclusive education.

- ❖ **ENGAGEMENT OF HEALTHCARE PROFESSIONALS:** our child neuropsychiatrists were involved in defining the learning strategies and adaptation tools that the AI model has to learn.
- ❖ **PERSONALISED AND PERSON-CENTRED APPROACH:** the Intelligent Tutor chooses the appropriate strategies for each child.
- ❖ **HUMAN SUPERVISION:** teachers and caregivers provide the materials to the Intelligent Tutor. They can access the adapted material through a user interface (Moodle platform) and use it with children. The adults act as mediators between the child and the AI.

Balancing innovation and regulation: key messages

- **ECOSYSTEM APPROACH:** innovation is not a one-man show
 - ❖ Find a **common language** to exchange practices and experiences with other actors (the industry shares the same challenges)
 - ❖ Service providers have **expertise** (and data) on vulnerable groups that the industry doesn't have
- **REGULATORY AWARENESS:** to potentially translate a project's solution into a compliant market product
 - ❖ AI Act does **not** apply to AI systems developed only for **scientific research** and development and to any **research, testing and development activity** on AI systems **before** placing them on the market
- **ASSESS WHETHER AI SHOULD BE USED (ESPECIALLY WHEN RESOURCES ARE LIMITED):**
 - ❖ innovation means **selecting** the right applications of a technology among all the options
 - ❖ the benefits of AI may **not justify the extra costs** of procurement, training, technology & infrastructure investment, and could **divert resources** from more needed actions
 - ❖ **Continuous impact assessment**
- **CAPACITY BUILDING FOR ALL ACTORS:** civil society, industry, authorities, citizens
- **INFLUENCING THE AI ACT IMPLEMENTATION**
 - ❖ **Codes of conduct** for low-risk AI systems on accessibility, design-for-all, AI literacy, assessment of the impact on vulnerable groups → opportunity for civil society organisations etc.

THANK YOU FOR YOUR ATTENTION

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AI to support recording, reporting, and documentation



AI for (more proactive) monitoring and alerting

Care-supporting robots and devices with electronic functions



Chatbots and digital humans as info hubs, companions, or care assistants



AI for smarter scheduling



AI-driven decision support (diagnostics, prognostics, and prescriptive)



AI & Disability

Opportunity or Risk?

Bianca Prins, Global Head of Accessibility, ING Bank

November 2024



do your thing

AI Endless Opportunities

Talking about AI we hear a lot about the opportunities:

- Faster and personalized decision making (ING)
- Increased independence by AI supported assistive technologies (PwD 's)
- Not depending on people, reducing risks of being a victim of 3rd party fraud (PwD's)

With the introduction of AI a huge responsibility comes in for the organizations offering AI driven applications, in support of protecting data and privacy of customers.



Risk 1

Inaccessibility of the AI application for users with disabilities

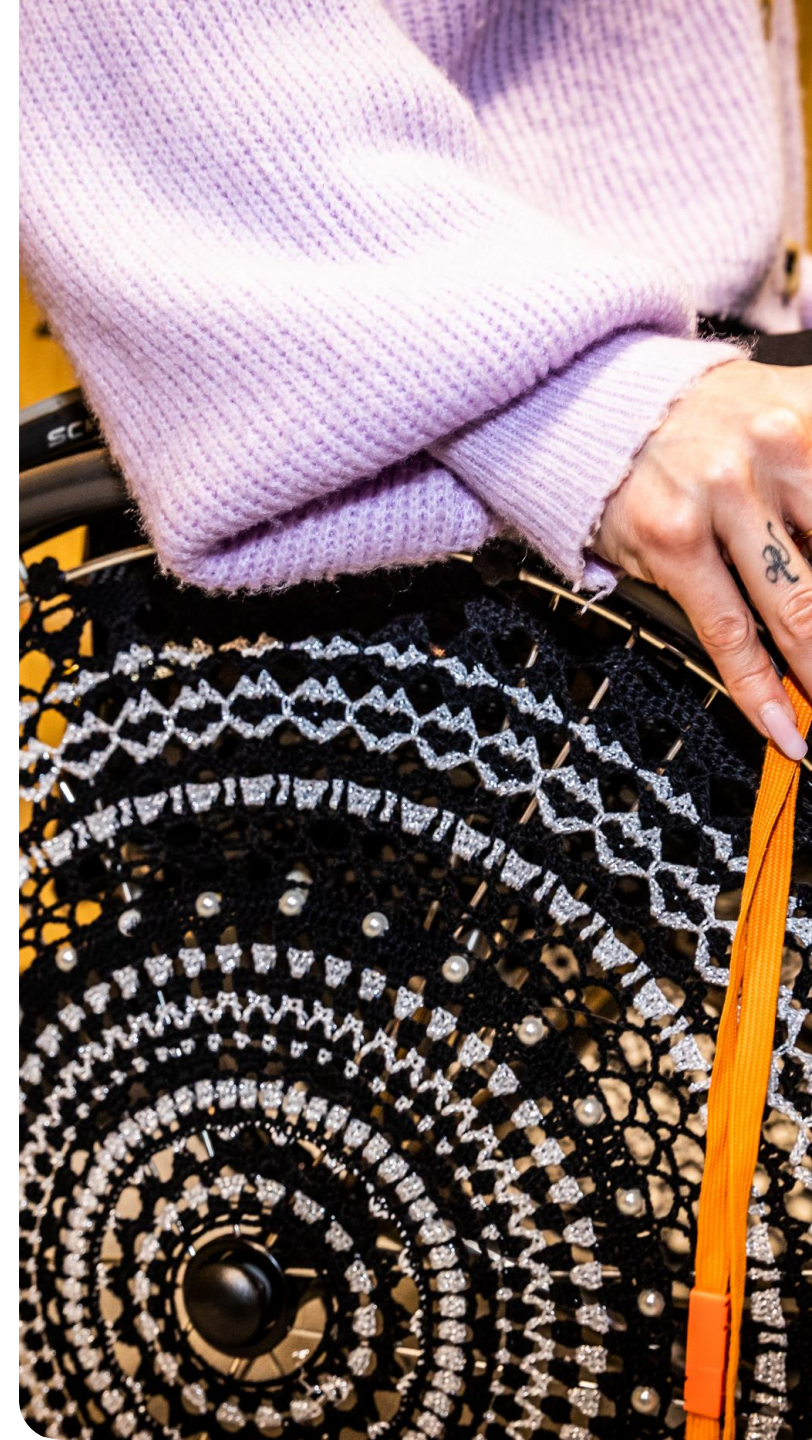
Free access to the AI systems without barriers related to digital accessibility, applying Universal Design from the start of any project and use the applicable WCAG standards for compliance.



Risk 2

Unequal access to financial products/employment for persons with disabilities

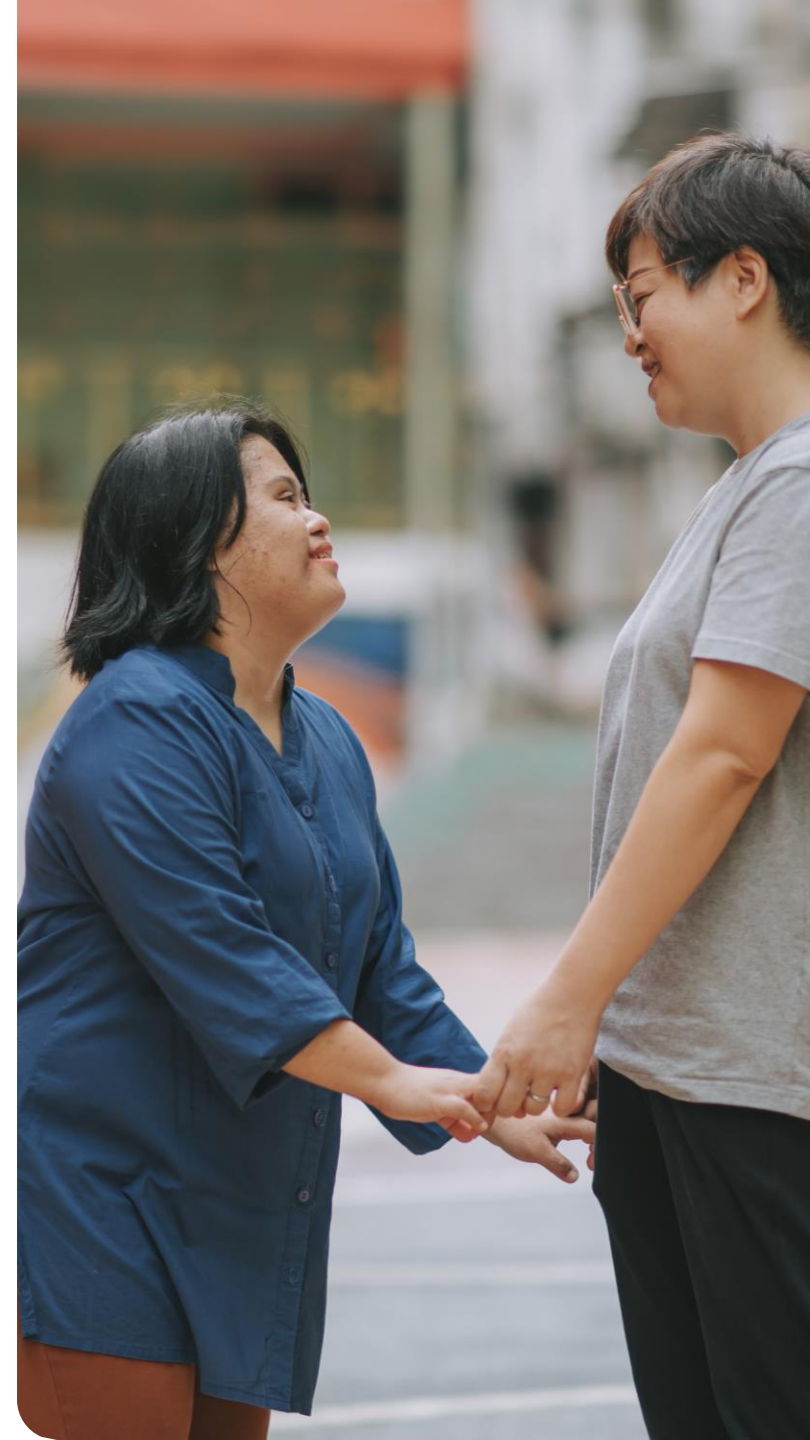
Barrier free access to (essential) products & services/employment compensating for the disadvantages related to a person's disabilities, respecting integrity, and dignity of persons with disabilities in decision processes by disadvantages related to a person's disability.



Risk 3

Data bias

Data concerning accessibility and disability must be treated with the upmost respect for the dignity and privacy of persons with disabilities, persons using assistive technology cannot be identified as person with a disability based on tracking and data collection.



Risk 4

Complaints procedure

Information about grievance procedures and monitoring authority oversight must be clearly communicated and publicly available in a Statement for users who experience (unintended) discrimination by the AI decision making system.



Yes we can

Become inclusive for persons with disabilities by:

- Responsible and Accessible AI
- Equitability in AI applications
- Responsible Data management
- Transparency
- Consumers choice



Learn more about accessibility at ING and the Equitable AI Alliance?

ING Global Accessibility page:
<https://www.ing.com/accessibility>

Bianca Prins, Global Head of Accessibility at LinkedIn
<https://www.linkedin.com/in/biancaprins/>

Learn more about the Equitable AI Alliance, putting disability on the agenda
By Zero Project and The Seneca Trust:
<https://zeroproject.org/initiatives/equitable-ai-alliance>

Equitable AI Alliance

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Zero Project



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