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Mentor: Mavette

• AI Evaluation Framework

Showcasing Practical Use Cases
and Framework for AI Adoption

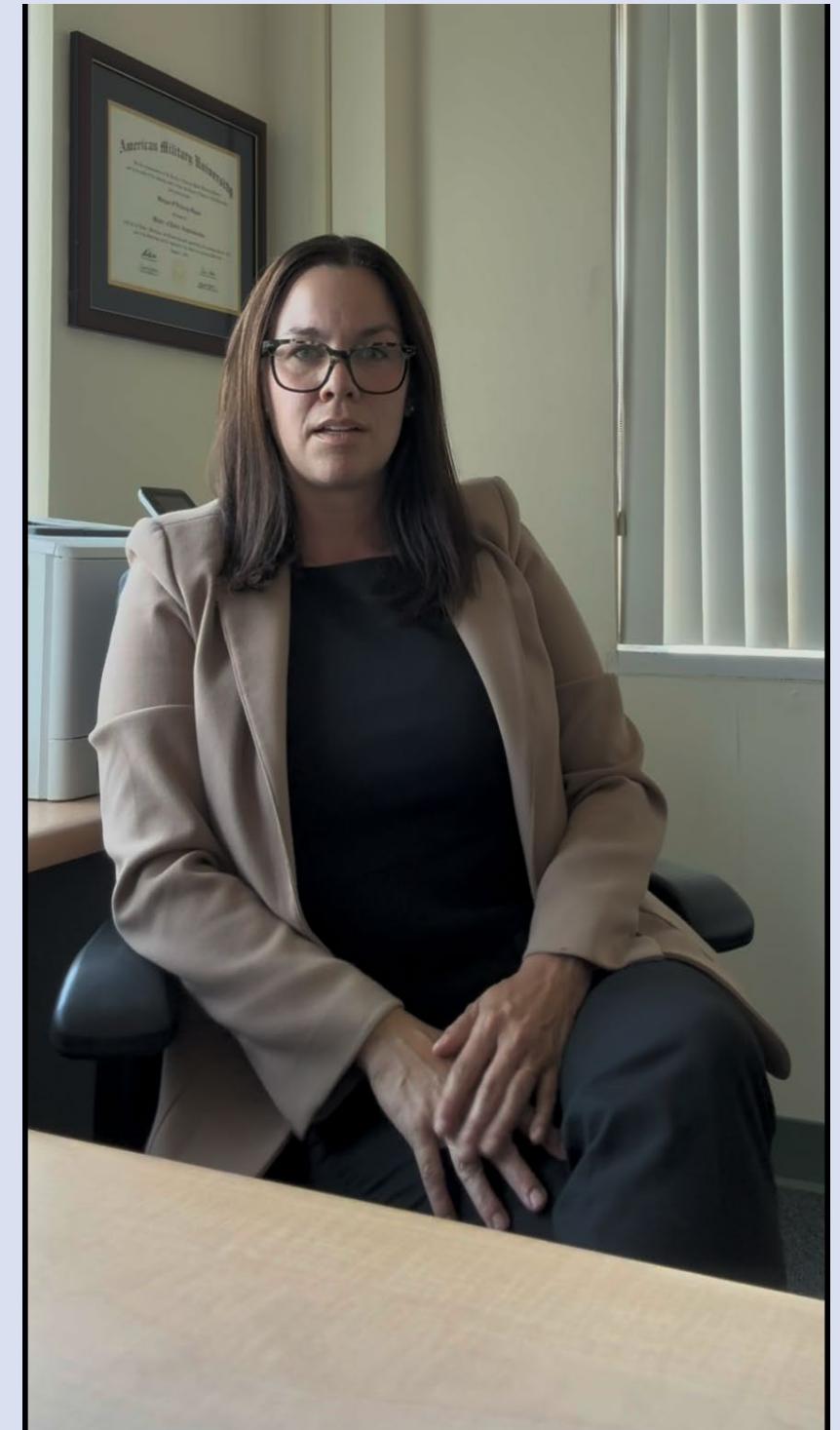
Group 1: Standards Syndicate

Welcome!

- Meet the Team: Garrett, Brian, Gerardo, Lucas, and Meg
- Thank you to our Mentors: Mavette and Trevor

Agenda

- AI Evaluation Framework
- Use Case 1:
AI Document Ingest Processing
- Use Case 2:
AI and Law Enforcement
- Next Steps and Resources



Setting the Stage

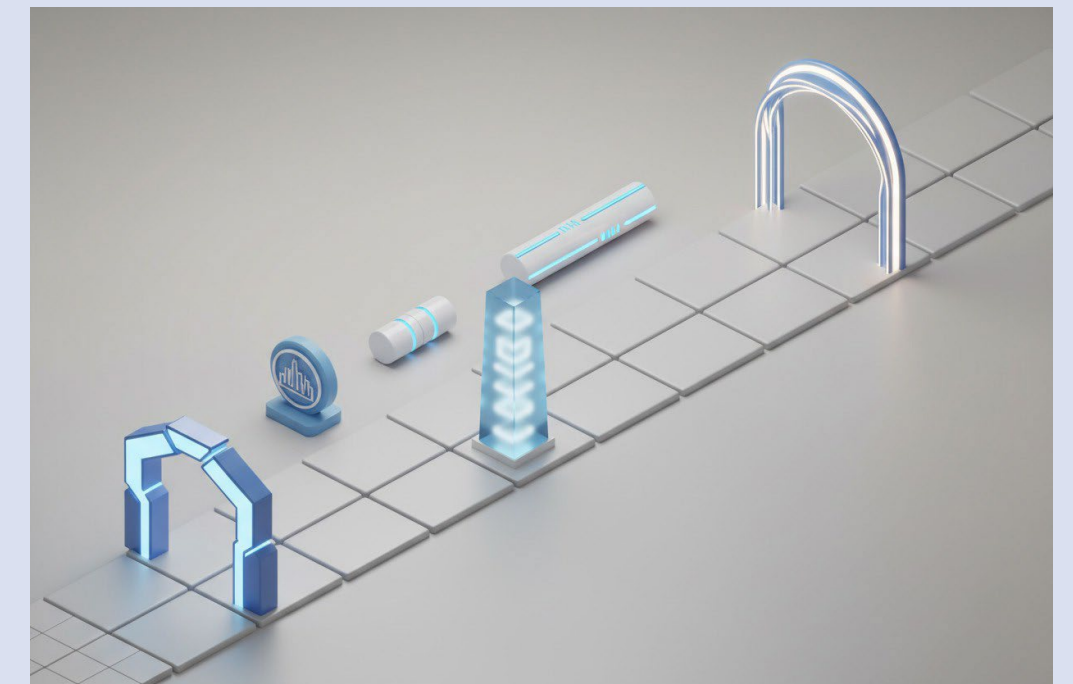


Show of hands

- Improve speed, quality, and access across core services
- Augment staff capacity while keeping humans accountable

Why evaluation matters now

- Align value, governance, and risk before scaling pilots
- Define oversight, data boundaries, and decision authority



Real world examples

- How we applied our framework
- Applicability to organizations both large and small

Why an AI Evaluation Framework?

Public-sector AI is hard to operationalize

- Policy, privacy, and legacy systems slow deployment cycles
- Model performance can drift as laws, data, and needs change

Governance builds trust by design

- Define data classes: public, internal, restricted (PII/confidential)
- Require audit logs, access controls, and human sign-off gates

Risk + value alignment makes it worth funding

- Score each use case on impact, equity, safety, and compliance
- Set targets: 3–6 month pilots, measurable service outcomes

A structured framework enables repeatability

- Standard templates speed review across departments and vendors
- Clear go/no-go criteria reduce rework and procurement risk



- Use Case 1:
AI Document
Ingest Processing

A practical, low-risk AI use case for document processing

Use Case 1: AI Document Ingest Processing

Business problem

- As a Housing Authority we process thousands of documents every year
- The manual review, classification, indexing, and routing take staff time
- Results: Manual processes create delays and inconsistent indexing

Proposed AI solution

This solution will streamline and help:

- Identify the document type
- Extract key information
- Populate index fields
- Route documents into the correct workflow

Intended users

- Case workers, resident services, administrative staff



Use Case 1: Governance and Risk

Primary risk and mitigation

- Incorrect document classification, incorrect routing
- No public PII or PHI exposure, possible internal exposure with improperly implemented governance controls, improper indexing
- Mitigate: Security controls; audits; staff review exceptions and low-confidence results

Oversight thresholds

- Require review when confidence < **90%** or fields missing



Use Case 1: Success Metrics

Operational success metrics

- Reduce processing time by **30–60%** (pilot target).
- Increase first-pass completeness to **80–95%** of submissions.

Business benefits

- Less manual data entry
- Faster document processing
- More consistent and accurate indexing
- More staff time available for resident services
- Scales document volume without proportional staffing increases



- Use Case 2: AI and Law Enforcement

Use Case 2: AI and Law Enforcement

Business problem

- Body Worn Cameras, Automated License Plate Readers, and Dashboard mounted cameras capture millions of images, videos, and audio recordings each year requiring substantial resources to review, assess, catalog, and route for potential adjudication.
- Privacy of individuals and confidentiality of investigations require the utmost care when storing images, video, and audio files.
- Proper foundation, authentication, review, narration, and documentation must be completed within statutorily required timeframes in coordination with prosecutors, courts, and monitors.
- Voluminous materials requiring processing are outnumbering growth and availability of trained personnel during a nationwide staffing shortage impacting sworn and professional staffing.

Proposed AI solution

- Automated download, tagging, and cataloging to files will make images, video, and audio immediately available for review.
- Image, video, and audio redaction protects individual privacy rights.
- Report writing is completed in a fraction of time and with greater consistency across large departments.

Intended users

- Patrol, Custody, Professional Standards, Constitutional Policing, Risk Management.



Use Case 2: Governance and Risk

Data classification

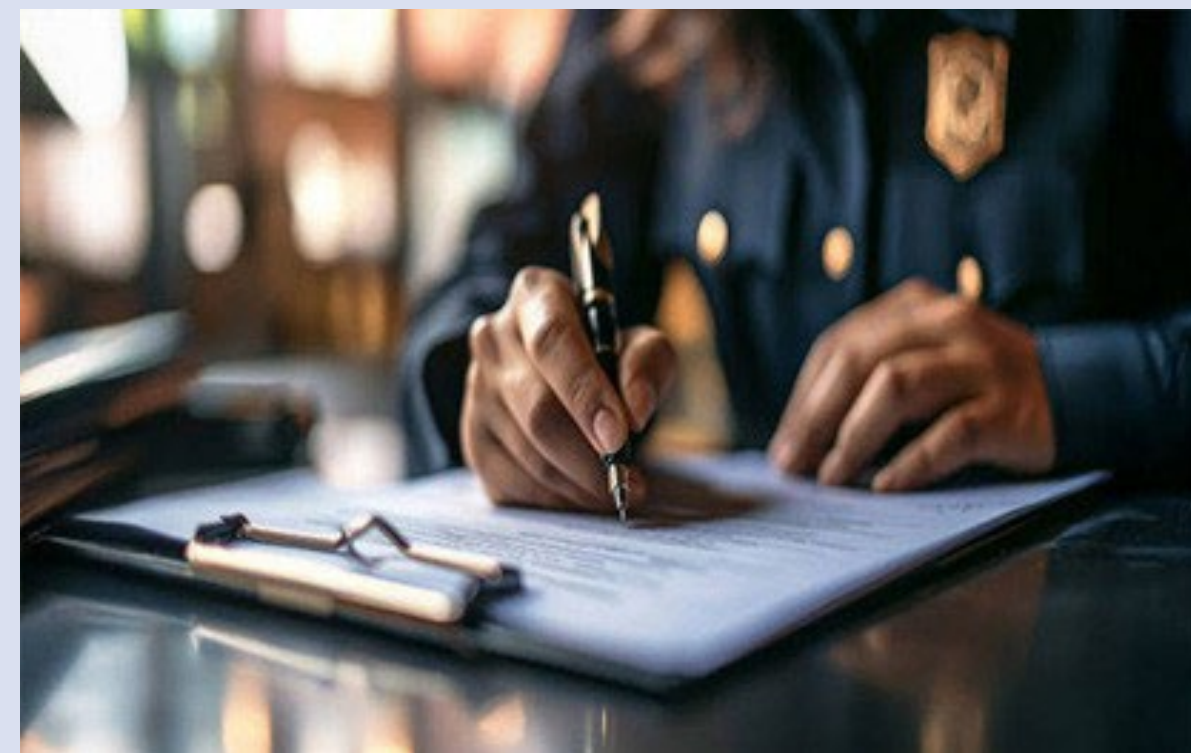
- Confidential Peace Officer Records Penal Code 832.7
- Attorney-client privileges communication
- Federal Criminal Justice Information Services Security Addendum Certification Required
- FIPS-validated encryption standards apply

Governance controls

- Office of Constitutional Policing Protocols
- Board of Supervisors IS policies apply and data is subject to Citizens Oversight Commission requests and Transparency Portal Guidelines
- Human review and approval and clearance required; AI only recommends

Primary risk and mitigation

- Risk: Missed redactions; perceived system biases; hallucinations;
- Mitigate: Human as final approver; regular audits; bias testing; multiple reviews by chain of command; independent review by prosecutors; discovery; trial court authentication
- Continual assessment and process improvement working in concert with County Counsel, oversight monitors and commissions, and external DOJ



Use Case 2: Procurement and Success Metrics

Procurement approach

- RFI and RFP in accordance with Board of Supervisors policies and procedures. Sheriff's Dept controls, Internal Services Department, and CEO approvals.
- Review by Information Technology Investment Board and County CIO
- Run 6-12 month pilot with clear go/no-go gates
- Benchmark accuracy, latency, uptime, and integration

Operational success metrics

- Reduce video review time to 1/8
- Reduce report writing time to 1/2
- Improve availability to legally required entities by 200%
- Eliminate missed redactions entirely

Business outcomes

- Reduce costs of overtime for sworn personnel
- Increase sworn personnel time on patrol
- Decrease legal liabilities
- Improve policing and custody operations
- Improve employee morale
- Augment public confidence through increased transparency



- Conclusion

Key Takeaways



Why this framework matters

- Aligns value, feasibility, and risk before investing
- Creates repeatable decisions across agencies and vendors



Governance you can operationalize

- Classify data: public, internal, restricted; set access controls
- Require **human oversight** for high-impact decisions and exceptions



Risk + measurement from day one

- Test for bias, errors, and drift; maintain audit trails
- Track outcomes: cycle time, reliability, satisfaction, cost avoidance



Next steps for California

- Start with pilots; scale only when metrics meet thresholds
- Invite cross-agency playbook collaboration and shared patterns

Conclusion

- A structured, repeatable framework enables responsible AI adoption.
- Align value, feasibility, and risk before investing.
- Governance ensures trust: data classification, access controls, human oversight.
- Measure success early: bias testing, audit trails, clear metrics.
- Cross-agency collaboration strengthens statewide AI scalability.

Thank you!

Resources

Data classification

- Public: permit status, codes, published forms, meeting records
- Restricted: **PII** in applications, payments, contact details

Governance controls

- Role-based access; log every view, edit, and export
- Humans approve final decisions; AI only recommends

Primary risk and mitigation

- Risk: biased extraction/routing delays certain applicants or areas
- Mitigate: quarterly audits; bias tests; appeal path; retraining

Oversight thresholds

- Require review when confidence < **90%** or fields missing

