Primary Component: The Internal Data & Risk Analysis Platform

This platform is the primary interface where staff and clients act. It leverages DHS's own internal data, such as eligibility system data and client-reported information, to identify and resolve risk.

A. Staff Back-End: The PER Dashboards This toolset is powered by two distinct data engines:

- **The AI-Powered Predictive Model:** This engine will leverage historical Quality Control (QC) and payment error rate (PER) data to build and operationalize a predictive model, generating "risk scores" for complex, error-prone cases.
- **The Rules-Based Engine:** To ensure 100% accuracy and consistency, this engine will be built to query the state's existing Rules as Code (RaC) engine from the official eligibility system. It will provide simple, real-time alerts to catch data entry errors, such as an income and verification mismatch, that are guaranteed to be consistent with our official policy.

  These engines will feed two distinct dashboards:

- **Supervisor Dashboard:** This dashboard will be integrated with a supervisory case review tool. It will primarily use the Predictive Model to generate a prioritized list of high-risk cases. This allows supervisors to conduct targeted reviews before cases are finalized and shifts the entire model from a reactive QC process to a proactive Quality Assurance (QA) model.
- **Caseworker Dashboard:** This tool will be a decision-support tool that uses both engines. It will show real-time alerts from the Rules-Based Engine to catch simple mistakes. It will also use the Predictive Model to provide supportive guidance on complex cases, such as highlighting cases with a high risk of error on household composition.

B. Client Front-End: The Change & Verification Portal This is the public-facing component designed to reduce client-driven errors and administrative churn. It will be a streamlined, mobile-first, and human-centered web application that provides a simple, intuitive interface for clients.

- **H.R.1 Work Requirement Verification Tool:** Its primary feature will be a dedicated, client-facing tool that guides clients through the new complex rules, helps them understand their status, and allows them to submit proof of compliance.
- **Enhanced Portal Module:** The portal will also include a simple, guided flow that allows clients to easily report new income or household changes and securely upload documents to respond to requests for missing verifications.
- **Proactive Messaging Framework:** This entire system will be complemented by an automated **messaging system** that sends text and email reminders to clients to drive them to the portal to secure missing verifications and prevent non-cooperation errors.

Added Value Component A: AI-Powered Policy Assistant

This tool is designed to support the core platform. It will be an **AI-powered assistant** that allows caseworkers to get instant, accurate answers from all major program manuals (SNAP, Medicaid, TCA, OHEP), starting with the SNAP manual.

It will use a hybrid approach:

- **Conversational Interface:** Allows caseworkers to ask complex, natural-language questions to reduce errors from policy misinterpretation.
- **Deterministic Calculations:** To ensure accuracy, this tool will query the state's existing Rules as Code (RaC) engine for any 100% auditable answers, such as specific eligibility or benefit calculations.

Added Value Component B: The External Data Integration Service

This is the state admin data infrastructure layer that connects to external, non-DHS systems. It acts as the **data conduit** that fetches and verifies data to power the Primary Component.

- **Automated Verification:** Connects directly to external data sources like the Dept. of Labor (wages), Medicaid (claims), and other state systems to automatically verify eligibility factors.
- **Synergistic Function:** This service feeds verified external data into the Primary Component's dashboards, instantly clearing alerts or flagging contradictions without manual staff effort.