



# AI TOOLS FOR CASEWORK

A GUIDE FOR CONGRESSIONAL  
CASEWORKERS

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# WHY SHOULD I USE LLM TOOLS FOR CASEWORK?

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While casework can be one of the most rewarding parts of Congressional service, it involves a ton of repetitive labor. Tasks like taking notes, writing case summaries, and drafting professional emails are easy but time-consuming for experienced caseworkers, and can be difficult and tedious to teach to new staff.

Recently-developed — and Congress-approved — generative AI tools aren't a magic bullet to fix casework, but they can go a long way toward leveling the playing field, making it easier for new staff to quickly get up to speed and experienced staff to more effectively use their time where it counts the most.

In this manual, we'll share a few starting points to use tools like ChatGPT in casework—we also suggest reviewing our [recent Case Note](#) post on some ways generative AI may impact casework. However, before we dive in, we need to start with some caveats:

## Check In

Check in with your team's leadership and with the House and Senate for their guidance. In the House, only ChatGPT 4 Plus (paid version) from OpenAI is [officially approved](#) for research and evaluation with non-sensitive data by the Chief Administrative Officer. The Senate Sergeant At Arms has [issued guidance](#) for the research and evaluation use of ChatGPT (but notes that only official funds may be used to purchase Chat GPT Plus licenses), Google's BARD, and Microsoft Bing AI. Both chambers have encouraged offices to develop their own [additional guidance](#) for staff, and are continuing to [monitor and evaluate](#) these tools as they evolve.

## Avoid

Avoid putting constituent PII or identifiable information from your office into an LLM (Large Language Model) tool. While the paid version of ChatGPT and other programs provide options to turn off user inputs being incorporated into model training data, casework teams should be extremely cautious when using sensitive information that could be traced back to your team or constituents or accidentally made public by the program to other users.

## Verify

Verify information you receive from LLM tools before sharing or using it to take action. While these programs are incredibly powerful, they are still prone to “hallucinations” or providing inaccurate information that sounds extremely convincing. Additionally, they may only have access up to a certain point of time. For example, until recently, ChatGPT was only trained on data prior to September 2021. In the examples below, we highlight some examples of responses that may need further proofreading or refinement.

And then some tips:

### Don't expect perfection right away.

It's helpful to think about these tools as able to perform the type of work you would assign to a talented junior staffer. For the most part, they will produce excellent first drafts, formulas, and ideas that are primed for editing into a final form.

### Be patient with yourself.

While these new tools are game changers, it takes some experimentation and practice to learn how to [best prompt](#) them for what you need. Try asking for revisions to responses to increase or decrease the number of adjectives, change the length, change the tone, try a different approach, incorporate different formatting, give multiple examples, [telling it how important its task is](#), and more.

The sample prompts in this guide include real prompts and responses from popular LLM tools. Your results may vary, but we encourage casework teams to view them as a starting point to inspire other uses to streamline casework operations. If you have a great idea, please tell us about it!

# TURN PHONE NOTES INTO A USABLE CASE SUMMARY

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## Scenario

Almost every caseworker has had the experience of looking back at phone notes hours or days later and wondering—what on earth did that mean?

## Task

Have GenAI turn quick phone notes into a usable summary that you could add to a constituent's case file or insert into a form letter.

## Tool

ChatGPT4Plus (approved for use in the [House](#) and [Senate](#))

## Tips

- Be careful to avoid including identifying information! You can use general details that can't be traced to a specific person. Before dropping in your notes, make sure that you've removed any names or other identifying details (try using "constituent" or "c" instead of a name).
- Make sure to turn off chat history for your browser to be especially sure that the information you are providing is not incorporated into the model's training data.
- Try asking for multiple formats or a specific length: bullet points might be best for your case notes, and a paragraph might be most helpful for a form letter.

## Prompt

ChatGPT 4 ▾



How can I help you today?



Please write a one-paragraph summary of the following notes from this call with the Taxpayer Advocate Service about a constituent's case.

- Diane from TAS called with an update about C's refund
- Said reviewing the inquiry, the case was flagged for ID theft
- Got routed to the wrong unit for some reason
- She's picked it back up and requested that it be rerouted to the right queue but it will take a few days to process
- Planned next callback date April 23rd
- Told her that C may ask for an update before then because they planned to use the refund to pay for elective surgery and are getting bill collector calls
- Diane said she'd look into options to expedite
- Probably not a Taxpayer Assistance order yet

## AI-Generated Response



Diane from the Taxpayer Advocate Service (TAS) provided an update on C's refund case, revealing that it was flagged for identity theft but had been mistakenly routed to the wrong unit. She has since taken it back up and requested it be rerouted to the correct queue, though processing will take a few days. The next callback is scheduled for April 23rd, but considering C's urgent need due to bill collector calls and plans for elective surgery funded by the refund, Diane agreed to explore options to expedite, indicating that a Taxpayer Assistance order might not yet be in place.

# DRAFT CASE-RELATED EMAILS

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## Scenario

Once you have a clean paragraph summary of an update in a constituent’s case, the next step is to write that update up as either an agency inquiry or an update email to the constituent relaying information from the federal agency involved in their case. While these letters may not be 100% up to your standards, they’re a great starting point and can save time by letting you tweak small details, rather than write from scratch. For new staff who struggle with writing, LLMs can also be a powerful tool to clean up spelling, grammar, and syntax to match your office’s standards.

## Task

Have GenAI turn the above quickly drafted phone notes into a usable case summary that you could add to a constituent’s case file or insert into a form letter.

## Tool

ChatGPT4Plus (approved for use in the [House](#) and [Senate](#))

## Tips

- Tweak the email depending on the constituent by specifying the tone: options like “professional” or “warm but professional” or “friendly but professional” may also vary the tenor of the email to match your office’s standards.
- Be sure to specify additional information like any action steps the constituent should take on receiving your email.

## Prompt

**ChatGPT 4** ▾



Please use the paragraph from the previous prompt to write a professional email to the constituent relaying this information. The email should indicate that they are welcome to reach out with any questions or if they receive any additional updates from the IRS.

## AI-Generated Response



Subject: Update on Your Tax Refund Case

Dear [Constituent's Name],

I hope this email finds you well. I wanted to provide you with an update regarding your tax refund case, following our recent conversation with Diane from the Taxpayer Advocate Service (TAS). Diane informed us that your case was flagged for identity theft but had been mistakenly routed to the wrong unit. She has since taken proactive steps to have it rerouted to the correct queue; however, the processing of this request may take a few days. Our planned next callback date is scheduled for April 23rd.

I understand that you may have urgent concerns, particularly regarding bill collector calls and your plans for elective surgery, which rely on the refund. Therefore, Diane has assured us that she will explore any available options to expedite the process. It's important to note that as of now, there may not yet be a Taxpayer Assistance order in place.

This would be worth rewriting to clarify or remove.

Please know that your situation is a priority for us, and we are actively working to ensure the prompt resolution of your case. Should you have any questions or receive any additional updates from the IRS, please do not hesitate to reach out to us. We are here to assist you in any way we can.

Thank you for your understanding and patience throughout this process.

Best regards,

[Your Name]

[Your Contact Information]

# GENERATE FORM LETTERS FOR YOUR CRM

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## Scenario

Building an arsenal of strong form letters is an important way to make your casework operation streamlined and consistent, and ready to absorb any spikes in caseload. Use generative AI tools to take a first pass at drafting form letters that reflect your office's tone and approach to casework.

## Task

Have GenAI draft a form letter responding to a constituent's email to initiate a case.

## Tool

ChatGPT4Plus (approved for use in the [House](#) and [Senate](#))

## Tips

- Be specific in your instructions about what you would like the letter to include.
- Make sure to include language that can be customized depending on the constituent's outreach.
- Avoid making overly concrete promises about what the casework team can do.

## Prompt

### ChatGPT 4



Please draft a template form email for a Congressional office to send to constituents who reach out asking for assistance with problems with federal agencies. The email should be courteous, and assure the constituent that the office is there to assist them. The email should not make concrete promises about whether the office will be able to solve a case, but indicate that the office's casework will work closely with the constituent and the agency involved to come to the best possible resolution within the bounds of the law. The letter should conclude by asking the constituent to follow a link to a fillable Privacy Act Release Form.



## AI-Generated Response



Subject: Assistance with Your Federal Agency Issue

Dear [Constituent's Name],

Thank you for reaching out to us regarding the issue you're facing with [federal agency]. We understand how frustrating it can be to navigate bureaucratic processes, and we are here to assist you in any way we can.

Our office takes constituent concerns seriously, and we are committed to working closely with you and the relevant federal agency to find the best possible resolution within the confines of the law. While we cannot guarantee a specific outcome, please know that we will dedicate our efforts to advocating on your behalf and ensuring that your voice is heard.

To initiate our casework process and better assist you, we kindly request that you complete the Privacy Act Release Form linked below. This form allows us to communicate with the federal agency on your behalf and access information relevant to your case. Rest assured that all information provided will be handled with the utmost confidentiality and in compliance with privacy laws.

Chat GPT may not know that Congress is actually exempt from most privacy laws!

[Link to Privacy Act Release Form]

Once we receive the completed form, a member of our team will reach out to discuss the next steps and provide updates on the progress of your case. In the meantime, if you have any further questions or concerns, please don't hesitate to contact our office.

Thank you again for reaching out to us. We appreciate the opportunity to assist you and look forward to working together to resolve your issue.

Sincerely,

[Your Name]

[Your Title]

[Congressional Office Contact Information]

# SUMMARIZE PUBLICLY-AVAILABLE INFORMATION

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## Scenario

Every now and then a constituent may reference a program, law, or bill with a colloquial title, making it difficult for you to track down exactly what they are talking about. Try taking their general description of the problem and asking ChatGPT what they may be referring to. Remember, these AI models may only have access up to a certain point of time, so it's crucial you check to make sure to triple-check this information is up to date.

## Task

Write a general summary of the VA's VocRehab program for a new caseworker or casework manual.

## Tool

ChatGPT4Plus (approved for use in the [House](#) and [Senate](#))

## Tips

- Be cautious and verify information you get from an LLM before taking action or sending to constituents.

## Prompt

### ChatGPT 4



Please search the web to write a short overview of the VA's Voc Rehab program. This summary will be used to help educate new Congressional caseworkers on the general structure of the program, including eligibility, application, and avenues for appeal.

## AI-Generated Response



The Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) program, commonly referred to as Voc Rehab, is designed to help eligible veterans and service members with service-connected disabilities prepare for, find, and maintain suitable employment. Here's a concise overview:

1. **Eligibility**: To qualify for Voc Rehab, individuals must meet the following criteria:
  - Have a VA service-connected disability rating of at least 10% or a memorandum rating of 20% or more from the Department of Defense (DoD).
  - Need vocational rehabilitation services to overcome an employment handicap.
2. **Application Process**:
  - Veterans can apply for Voc Rehab benefits through their local VA office.
  - They'll need to submit VA Form 28-1900, which is the "Disabled Veterans Application for Vocational Rehabilitation."
  - After applying, veterans will undergo an evaluation process to determine their eligibility and the specific services they require.
3. **Services Offered**:
  - Voc Rehab offers a range of services tailored to each individual's needs, including:
    - Vocational counseling and rehabilitation planning.
    - Education and training programs, such as college or vocational courses.
    - Job placement assistance and support.
    - On-the-job training (OJT), apprenticeships, and other work-based learning opportunities.
    - Assistive technology and accommodations to support employment.
    - Independent living services for those unable to work due to their disabilities.
4. **Appeals Process**:
  - If a veteran disagrees with a decision made regarding their Voc Rehab benefits, they have the right to appeal.

This is a good example of GenAI producing slightly outdated information: this program was renamed the Veteran Readiness and Employment program.

This could use clarification to note that veterans can apply online.

This form number is correct, but the title is actually "Application for Veteran Readiness and Employment For Claimants with Service-Connected Disabilities."

- The appeals process typically involves submitting a Notice of Disagreement (NOD) within one year of the decision.
- Following the NOD, veterans can request a Decision Review Officer (DRO) review or opt for a formal appeal through the Board of Veterans' Appeals (BVA) process.

5. **Other Considerations**:

- Veterans participating in the Voc Rehab program may also be eligible for other VA benefits, such as disability compensation, health care, and housing assistance.
- Voc Rehab counselors work closely with veterans to develop personalized rehabilitation plans and provide ongoing support throughout the process.
- The goal of the program is to empower veterans with disabilities to achieve their employment and career goals, ultimately enhancing their quality of life and economic independence.

Overall, the VA's Vocational Rehabilitation and Employment program plays a vital role in assisting veterans with service-connected disabilities in achieving meaningful employment and reintegrating into civilian life.

This is a simplified summary that misses a lot of complexity to the VR&E program. But it is nonetheless a helpful starting point that a good caseworker could flesh out into a manual.

# GENERATE SOCIAL MEDIA PSAS ON AGENCY PROGRAMS AND BENEFITS

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## Scenario

Leveraging the power of your Member’s public presence can be hugely helpful in “preventive casework,” educating constituents on popular programs. But for caseworkers who do not work in comms every day, drafting tweets can be daunting.

## Task

Use the National Taxpayer Advocate Service blog post on [free filing options for the 2023 tax year](#) and GenAI to develop some catchy tweets helping constituents find options for free tax filing.

## Tool

ChatGPT4Plus (approved for use in the [House](#) and [Senate](#))

## Tips

- Try asking for a range of options, or asking for two different approaches to the same prompt.
- Be sure to note any ethical concerns in advance.
- Don’t be afraid to refine your prompt if the first draft isn’t what you’re looking for!

## Prompt

### ChatGPT 4



Please draft some catchy public awareness tweets from a Member of Congress based on the following blog post from the Taxpayer Advocate Service. The purpose of these tweets is to raise awareness of the range of free or low-cost tax filing services available to the public. The tweets should encourage the public to reach out directly to TAS or to the Member office for additional information. They should be careful to avoid endorsing individual products or companies. Please include some drafted in the voice of the Member of Congress, and some drafted in a neutral, professional voice. Emojis are encouraged! [Copy + paste the [text](#) of the TAS blog post]

## AI-Generated Response



Here are some tweet drafts based on the provided blog post:

Member of Congress Voice:

1. 🗳️ Tax season is here, but don't stress! You've got options for free or low-cost tax filing assistance. From IRS Free File to VITA & TCE programs, there's help available for you. Reach out to our office for more info! #TaxAssistance #FreeFile #TaxSeason
2. 📁 Tax filing doesn't have to break the bank! Explore free options like VITA, TCE, and IRS Free File. Our team is here to guide you through these resources. Let's make tax season a breeze! #TaxHelp #FreeFiling #TaxTips
3. 📄 Did you know there are free tax filing services available for individuals and families? Take advantage of programs like MilTax and IRS Free File. Contact us to learn more about your options! #TaxSeason #FreeFiling #FinancialWellness

Neutral, Professional Voice:

1. Ensure a stress-free tax season by exploring free or low-cost tax filing services. From VITA & TCE programs to IRS Free File, there's assistance tailored to your needs. Reach out to learn more about these valuable resources. #TaxAssistance #FinancialSupport
2. Tax filing can be overwhelming, but it doesn't have to be expensive. Discover options like MilTax and IRS Free File for free filing assistance. Connect with us to find out how you can benefit from these services. #TaxHelp #FinancialEmpowerment
3. Take the worry out of tax season with free filing options such as VITA, TCE, and IRS Free File. Reach out to our office for guidance on accessing these valuable resources. Let's make tax filing accessible for everyone! #TaxSeason #FinancialLiteracy

# TRANSCRIBE AND PRODUCE MEMOS FROM CASEWORK-RELATED HEARINGS

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## Scenario

Keeping up with multiple hearings can be almost impossible while balancing a busy caseload, but oversight hearings can be an important source of information on common casework programs.

## Task

Use GenAI to pull important points from a recent committee hearing transcript on Social Security.

## Tool

Youtube Transcripts to pull a quick and dirty hearing transcript + Claude from Anthropic to turn the transcript into a usable end product (note that Claude is not currently approved for House or Senate use, but may be better able to handle large text files than ChatGPT for now. Please use discretion and consult with your team's leadership.)

## Tips

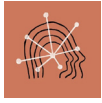
- Specify that the LLM should only use the specific hearing transcript provided, and no additional resources. This will help ensure that the memo is specific to the hearing, not drawing on additional background information.

## Prompt



Please use the following transcript (pasted from Youtube) from a recent [Senate Committee on Aging hearing](#) where SSA Commissioner Martin O'Malley testified to generate a short memo summarizing the hearing, including key themes and takeaways, any data or statistics shared by Commissioner O'Malley, and questions asked by each Member on the committee. The memo should be concise and factual.

## AI-Generated Response



Here is a summary memo from the House Ways and Means Committee hearing with SSA Commissioner Martin O'Malley:

Memo

To: File

From: Claude AI

Date: April 2, 2024

Re: Summary of House Ways and Means Committee Hearing with SSA Commissioner O'Malley

Key Themes:

- Customer service crisis at SSA with long wait times, processing delays
- Underfunding of SSA operations hampering ability to serve public
- Efforts to reform policies around overpayment collection and waivers
- Questions about long-term solvency of Social Security trust funds

Data/Statistics Shared:

- SSA operating on less than 1% of annual benefit payments for overhead
- 800 number hold time averaged 38 minutes in last fiscal year
- Initial disability claim wait times averaging around 8 months
- \$34 million in fraud from identity theft over last 3 years, \$23 million stopped

Member Questions:

Chairman Casey:

- How would flat funding or cuts impact SSA/beneficiaries?

Sen. Blumenthal:

- Concerns about windfall elimination and government pension offset provisions
- Lack of disclosure to employees about effects of these provisions

Sen. Ricketts:

- Criticisms of Social Security benefit taxation
- Plans to improve 800 number hold times

Sen. Warner:

- Case example of constituent hit with large overpayment
- Top priorities to address systemic overpayment issues



Sen. Vance:

- Reasons for increasing 800 number hold times
- Plans to replace/upgrade 800 number system

Sen. Fetterman:

- Questioning privatization ideas and assertions Social Security is “bankrupt”
- Belief system is stable with some adjustments

Sen. Scott:

- Concerns about lack of plan to address long-term solvency
- Percentage of income needed from higher earners to achieve solvency
- Fraud issues and amounts

Sen. Braun:

- Drilling down on steps needed to achieve 75-year solvency
- Means-testing and fraud issues
- Delays in implementing e-signatures at SSA

The memo covers the key topics raised, including customer service challenges, overpayment reform efforts, solvency discussions, and specific Member questions to Commissioner O’Malley. Let me know if you need any clarification or have additional questions.