

FOR IMMEDIATE RELEASE
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APHSA Announces the Oregon GenAI EligiBot as Honoree of the Best Use of Technology for Operations Award

Arlington, VA: IT Solutions Management for Human Services (ISM), an affinity group of the American Public Human Services Association (APHSA), is honored to announce that the **Oregon GenAI EligiBot**, has been recognized for the *Best Use of Technology for Operations—Internal Focus*. This award recognizes the innovative use of technology to enhance and improve internal productivity with a focus on the business operations of a public human services organization.

At the **Oregon Department of Human Services (ODHS)** and **Oregon Health Authority (OHA)**, medical, food, cash, and child care benefits are provided to more than 1.5 million Oregonians. Eligibility staff that accomplish determinations coming from different offices and programs across the state were combined to work in this single system and were expected to learn, administer, and support eligibility operations across all four programs, greatly expanding the knowledge and types of policies workers would need to learn.

As programs and supporting policies are constantly changing and updating based on federal and state guidance, ODHS continues to publish new and updated operational, procedural, and systems guidance expanding on the amount of information and reference materials workers are expected to know to successfully complete their complex eligibility roles. The burden of being knowledgeable and skilled is not just limited to eligibility workers. Lead workers and managers are expected to be just as, if not more, proficient across this landscape of ever-changing policies and procedures.

To overcome this broad operational challenge, ODHS developed and implemented the EligiBot, a chatbot interface available 24/7 to all staff utilizing a Generative AI large language model to ingest and dynamically generate answers in 50+ languages in less than 10 seconds after reading through the latest loaded policy and procedures documents hand-selected by supervising staff. The chatbot interface is hosted in a stand-alone browser interface and utilizes existing Single-Sign On so any authorized user within the state network can access EligiBot. Taking advantage of common features of Generative AI, EligiBot can interpret and address user questions in plain language and retain chat history and context throughout a conversation.

ODHS staff and leaders have been frontrunners in the adoption of Generative AI, deploying EligiBot rapidly and in agile fashion as the first ODHS production implementation, paving the way to implement new builds across various other use cases. Through the various feedback channels,

the number of positive and accurate response indicators continues to grow, with EligiBot receiving more than a 70 percent thumbs-up rate out of 258 responses in the embedded feedback selector: “EligiBot has been a game changer for my day-to-day work.”

The Best Use of Technology for Operations—Internal Focus award was presented during this year’s [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo](#), held September 14–17 in Reno, Nevada.

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About APHSA

The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, they work with their members to generate pragmatic solutions grounded in lived experience. Visit www.aphsa.org to learn more.

