

Benefit Navigator — Imagine LA and Nava's AI Chatbot Improves Caseworker Accuracy by 40% in a Los Angeles County Pilot

AI in the Public Sector · Good practice · United States of America

Quality score: 80/100

Evidence strength: Randomised controlled trial

Summary

A generative-AI chatbot built by Nava and nonprofit Imagine LA for Los Angeles County benefits caseworkers lifted response accuracy by 40% in a rigorously evaluated pilot, after an earlier rollout helped 500+ case managers secure a further \$10,869 per household on average.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-28

[Imagine LA & Nava PBC \(with Los Angeles County social-service agencies\)](#) — accessed 2026-08-28

[Nava PBC evaluation case study \(March 2026\)](#) — accessed 2026-08-28

[Route Fifty: 'Los Angeles turns to AI to give public benefits enrollment a boost' \(April 2025\)](#) — accessed 2026-08-28

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