

formfix — AI-Assisted Long-Term Care Applications in Berlin-Steglitz-Zehlendorf

AI in the Public Sector · Good practice · Germany

Quality score: 53/100

Evidence strength: Observational / pre–post

Summary

A Berlin district piloted ‘formfix’, an AI tool guiding long-term-care aid applicants and drafting decision recommendations for caseworkers — one of 18 municipalities in Germany's federal Agentic AI Hub, whose pilot cohort reported processing time down up to 45%.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-08

[Bezirksamt Steglitz-Zehlendorf \(Amt für Soziales\) / BMDS Agentic AI Hub](#) — accessed 2026-09-08

[Bezirksamt Steglitz-Zehlendorf press release](#) — accessed 2026-09-08

[BMDS Agentic AI Hub programme page](#) — accessed 2026-09-08

[Deutscher Städtetag coverage](#) — accessed 2026-09-08

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