

Kreis Borken's Agentic-AI Pilot Cuts Long-Term-Care Application Processing by a Fifth

AI in the Public Sector · Good practice · Germany

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

As one of 20 projects picked from nearly 600 applicants to Germany's federal Agentic AI Hub, the Borken district used an AI agent to pre-review 100-page long-term-care-assistance applications, cutting selected work steps by 35% and total processing effort by about a fifth.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

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

[Kreis Borken \(Sozialamt\) with deepset](#) — accessed 2026-09-09

[Kreis Borken — KI in der öffentlichen Verwaltung: Pilotphase erfolgreich abgeschlossen](#) — accessed 2026-09-09

[BMDS — Agentic AI Hub: Pilotierung erfolgreich abgeschlossen](#) — accessed 2026-09-09

[Städtetag.de — Agentic AI Hub: Kommunale Pilotprojekte zeigen Potenziale von KI-Agenten für die Verwaltung](#) — accessed 2026-09-09

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