

Maryland's SUN Bucks Bilingual AI Chatbot — Claude-Powered Benefits Support for 600,000+ Families

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

Quality score: 53/100

Evidence strength: Moderate

Summary

In June 2025 Maryland launched a bilingual Claude-powered chatbot for its \$72.5M SUN Bucks food-benefit program, reaching 600,000+ residents and cutting call-center volume, then expanded to benefits caseworking — while a federal dispute exposed real governance limits.

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	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-30

[Maryland Department of Human Services / Governor's Innovation Team \(with Anthropic, Percepta\)](#) — accessed 2026-08-30

[Governor's Office press release](#) — accessed 2026-08-30

[Anthropic: Maryland partnership announcement](#) — accessed 2026-08-30

[The Baltimore Banner: governance concerns](#) — accessed 2026-08-30

[StateScoop: Code for America / Anthropic SNAP tools](#) — accessed 2026-08-30

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