



A Responsible, Privacy-First, Talk and Text Resource Navigation Tool for Government Programs

Adopt AI safely. Reduce staff burden. Improve access without exposing PII.

FORWARD Ally is a **responsible, privacy-first AI resource navigation tool** that helps residents find programs and resources they're eligible for while protecting sensitive data and preserving public trust. Built for government use, Ally improves access to services, extends staff capacity, and enables AI adoption without compromising privacy, compliance, or human oversight.



Adopt AI safely without exposing PII or undermining public trust.



Reduce staff burden while improving service delivery.



Increase benefits enrollment with simplified eligibility navigation



Government leaders are facing converging pressures:

- Demand for public services continues to rise
- Staffing and budgets remain constrained
- AI adoption is accelerating — often without adequate safeguards
- Resident confusion is driving call volume, errors, and operational risk

FORWARD Ally provides a safe, defensible path to modernize access without introducing new compliance or privacy exposure.

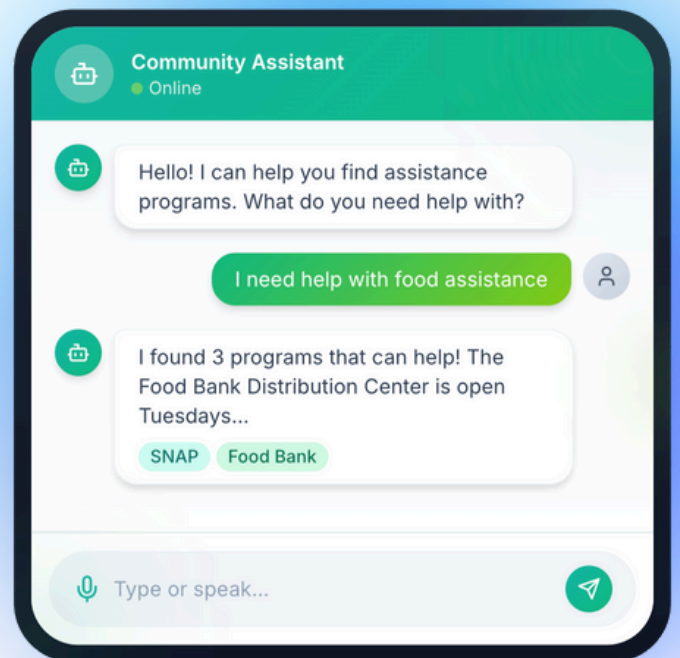
What FORWARD Ally Is

FORWARD Ally is a single, resident-facing front door for navigating public benefit programs, before applications, portals, or case workflows begin.

Ally transforms static and complex program information like websites, PDFs, and eligibility guides into clear, interactive experiences. **Residents can ask questions by voice or text and receive plain language answers that help them understand their options.**

By meeting residents upstream, FORWARD Ally ensures people understand what programs are available to them, what they may qualify for, and where to start with confidence.

FORWARD Ally does not replace existing systems. It guides residents to the right entry point, reducing confusion, staff burden, and the risk of misdirected or incomplete applications.



TRUSTED BY LEADING GOVERNMENTS AND NONPROFITS NATIONWIDE



What FORWARD Ally Delivers



For Residents

- Plain-language program and eligibility guidance
- Cross-program navigation without knowing program names
- 24/7 access via voice or text in 100+ languages
- Clear next steps and referrals



For Government Teams

- Fewer repetitive calls, emails, and walk-ins
- Reduced misinformation and failed applications
- Consistent, policy-approved public responses
- Visibility into community needs and inquiry trends



Responsible AI, Built for Government

Unlike general-purpose AI tools, FORWARD Ally is privacy-first by design.

Every deployment includes:

- **PII-protective architecture** avoids unnecessary collection or retention of sensitive data
- **Policy-bound content** responses grounded in agency-approved information
- **Human-governed** updates agencies control what Ally knows and how it responds
- **No autonomous decisions**, guidance only and never eligibility determinations
- **Audit-ready oversight** designed for transparency and defensibility

This allows governments to adopt AI without risking privacy, compliance, or public trust.

Why Government Leaders Choose FORWARD Ally



Responsible AI without compliance risk



Capacity without additional headcount



Clear, equitable access for residents



Complements existing portals and systems



Scales across departments and programs

FORWARD Ally enables governments to **modernize service access, reduce staff burden, and adopt AI responsibly**, all without exposing PII or disrupting existing systems.

See how FORWARD Ally works for your agency at www.forwardally.com