April 3, 2025

**Re: Letter of Support for the Social Wayfinder AI/ML Demonstration Project**

Dear UCSF AI/ML Learning Demonstration Project Review Committee,

On behalf of the Adult Social Work Department at UCSF Health, we enthusiastically support the proposed "Social Wayfinder" demonstration project submitted to the UCSF Health AI/ML Demonstration Projects Program. This initiative is critically aligned with our department's mission to address social and behavioral determinants of health (SBDH), significantly impacting patient outcomes and healthcare efficiency.

Social and behavioral factors such as housing instability, food insecurity, and substance use profoundly affect patient health, leading to increased hospital stays, readmissions, and healthcare costs. Despite our teams' dedication, social workers currently spend substantial time manually reviewing fragmented patient documentation to identify social and behavioral needs. This process detracts from valuable direct patient care time and limits our capacity to comprehensively address these determinants.

The Social Wayfinder tool addresses these critical gaps by automating the identification and summarization of patient-specific social and behavioral needs, generating tailored recommendations, and streamlining the referral process to community and hospital-based resources. We believe this approach will significantly enhance our efficiency, improve clinical outcomes, and reduce healthcare disparities across patient populations.

We are particularly excited about the multidisciplinary collaboration at the heart of this project, integrating insights from social workers, clinicians, and data scientists. Our leadership and frontline social workers are strongly committed to participating in the co-design and evaluation of this tool, ensuring its relevance, accuracy, and usability within existing clinical workflows. Additionally, this initiative will empower our team by reducing cognitive burdens and improving the precision of our interventions.

In summary, the UCSF Adult Social Work Department wholeheartedly endorses this project and commits our full support. We urge you to strongly consider this innovative and essential proposal.

Sincerely,

Meher Singh, LCSW
Assistant Director of Social Work
UCSF Health


Timothy Chamberlain, LCSW

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