

# The Last-Mile AI Framework

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Most AI failures in real operations are not model failures. They are last-mile failures: the system assumed connectivity that was not there, a language it did not support, a governance step that was skipped. The Last-Mile AI Framework treats these constraints as first-class design inputs — the distilled result of 20+ years deploying AI and data systems in humanitarian and development operations.

## THE FIVE PRINCIPLES

### 1 Context Before Code

Understand the operational reality — connectivity, literacy, cultural context — before writing a single line of code.

### 2 Design for Failure

Build systems that work when the internet drops, when power fails, when the user has never touched a smartphone.

### 3 Human Loop, Always

AI assists decisions. Humans make them. Especially when those decisions affect refugees, patients, or vulnerable populations.

### 4 Local Ownership First

If local teams cannot maintain it after you leave, you did not build a solution — you built a dependency.

### 5 Measure What Matters

Not model accuracy. Not F1 scores. Did a refugee get help faster? Did a caseworker save time? That is your metric.

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**700,000+**

refugees served through UNHCR's first global IVR appointment system, built under this approach

**83%**

reduction in refugee registration service time (UNHCR Jordan, 2018–2024)

**5 countries**

solutions replicated: Egypt, Iraq, Syria, Iran, Ethiopia