25.0 Artificial Intelligence (AI) Usage Policy

25.1 Policy

The agency recognizes AI can be an extremely useful tool when utilized correctly and within the parameters established at LUK. However, it can also create risks for our clients, staff, and the agency. LUK recognizes the technology of AI is still evolving and will adjust procedures as regulations and ethics surrounding its use are clarified. In general, AI-generated content should not substantially replace human-generated content. Under no circumstances, should AI-generated content be misrepresented as an employee's original work of authorship.

A. Definition

1. *AI-generated content*: AI-generated content refers to any form of digital content, such as text, images, videos, or audio, that is created by artificial intelligence (AI) systems without direct human intervention. These AI systems use advanced algorithms, machine learning techniques, deep learning models, and large datasets to generate information that mimics content created by humans. Although AI-generated content has the potential to improve efficiency and creativity as well as streamline and automate various tasks, it also raises ethical concerns related to plagiarism, copyright infringement, bias, and misinformation, which need to be carefully addressed when using and sharing AI-generated materials. As such, AI-generated content must have responsible use and oversight to mitigate potential risks. The use of any AI-generate content must be governed by transparency in disclosing AI involvement in content creation.

    (Created in part, with the assistance of ChatGPT artificial intelligence – AI.)

B. LUK's Significant Human Input Rule: A document must contain at least 95% of human-generated content to meet LUK's standards.

25.2 AI Misuse

A. LUK will not intentionally utilize AI to replace human decision-making, including but not limited to:

1. Human Resources – such as disciplinary practices, personnel policy development, salary decisions;

2. Financial – such as where and how to invest agency resources;

3. Program Development – such as grant writing and program budgets; and,

4. Clients – such as determining a diagnosis or developing a treatment plan.

B. LUK recognizes the inherent risks to our staff, clients and organizations in utilizing AI in our work. Therefore, we are committed to protecting the confidentiality, integrity and availability of our information. Data that is perceived at risk for compromise and unauthorized use or access should NEVER be inputted or utilized with AI applications. This includes:

   1. Protected Health Information (PHI);

   2. Personal Information as described in LUK's Written Information Security Plan (WISP);

   3. Intellectual Property; and,

   4. Security Information.

C. LUK will utilize staff's own judgment, expertise, and common sense to mitigate the unintentional misuse of AI generated content including the following:

   1. Bias and discrimination or unfair treatment;

   2. Privacy violations;

   3. Inaccurate or misleading information;

   4. Inappropriate content; and,

   5. Over-reliance on AI.

25.3 Appropriate Use of AI

A. When utilizing AI, consider the impact of the following four (4) decision-making guidelines:

   1. Alignment with LUK's business needs, culture and Sense of Mission (Mission, Vision and Core Values);

   2. LUK's Professional Conduct and Ethical standards and responsible use of artificial intelligence including intellectual property of LUK;

   3. Compliance with governmental oversight and regulations; and,

   4. Data privacy and security.

B. Always be transparent; attribute AI-generated content as with any other reference source.

1. Do not accept AI-generated content as the "truth".

2. Double check AI-generated content by cross-referencing the information with at least one other reliable source.

C. AI-generated content is susceptible to factual errors (often referred to as "hallucinations"). As a result, AI-generated content has to have human oversight including the review of AI-generated content.

1. Review all AI-generated content for appropriateness. Consider the context, audience, and potential impact.

D. Assure compliance with LUK's Significant Human Input Rule.

1. A document must contain at least 95% of human-generated content to meet LUK's standards.

E. Identify and take measures to mitigate bias.

1. Biases are present in AI systems (e.g., data bias, algorithm bias, confirmation bias).

2. Review all AI-generated output for bias and inaccuracies.

F. Questions on the proper usage of AI should be directed to LUK's Administrative Team.

1. AI applications should not be installed on LUK equipment by staff. Staff should send an email request to TechNeeds@LUK.org stating the application's use and why.

G. Examples of the acceptable usage of AI:

1. To generate a list of useful resources in developing a document.

2. To create an outline for a document.

3. To assist with the correct citing of a source (e.g., MLA (Modern Language Association) style or APA (American Psychological Association) Style).

4. To assist with the correct structure for an APA (American Psychological Association) style footnote.

5. As a smart search engine to present information in a way for easier access.

6. To assist in reducing the word counts in a document.

7. To ask AI programs for clarification or explanations.

8. To generate ideas, topics, and writing prompts using AI programs.

9. For the automation of repetitive administrative tasks.

10. For non-protected data analysis. (As noted above, it should not include PHI, WISP, Intellectual Property and/or Security Information.)

11. For basic language translation (written).

12. To implement for predictive maintenance tasks.

13. As a helpful tool for individuals with disabilities. (Do not directly install AI applications onto LUK equipment.)

25.4 Reporting Misuse and Enforcement

A. LUK employees are expected to report instances of AI misuse to their direct supervisor, the Human Resource Department, or a member of LUK's Leadership Team.

B. The employee making the report or the person to whom the report was made will notify a member of LUK's Administrative Team.

C. Members of LUK's Administrative Team will review the potential misuse of AI and make a determination if the use was consistent with this policy and its procedures.

D. If the conclusion of the investigation is inappropriate use, the staff's supervisor will work collaboratively with the Director of Human Resources or their designee to determine appropriate disciplinary action.

25.5 Training and Supervision

A. All agency staff will be trained and receive on-going supervision regarding this policy and procedure and all aspects of reporting and documentation as described above. Training and supervision also include division, program and service-specific practices based on contractual requirements, licensing standards, and best practices. Training and supervision regarding the appropriate use of AI is implemented within the following established structures.

1. *Agency-Wide Orientation*: LUK generally provides new hire orientation and program orientation upon assignment to an eligible employment classification.

2. *Program Specific Orientation and Training*: All employees must have an individual orientation plan which describes the training requirements necessary for staff to perform their job roles and responsibilities.

   a. Directors and Supervisors are expected to provide appropriate and timely training to all employees upon hire, change in job description, or change in position within the program or the agency.

   b. All programs and services provide ongoing training to staff based on contractual requirements, licensing standards, and best practices.

3. *Agency-Wide Trainings*: Scheduled on an annual basis and are open to all employees. It is the employee's responsibility to attend these trainings. If unable to attend, the direct supervisor or director must be made aware.

4. *Supervision*: On-going and scheduled individual and group supervision includes the regular and timely review of specific cases, events, and situations requiring the implementation of this policy and procedure.

5. *Professional Development*: Employees should work with their Supervisors to establish an appropriate training and professional development plan and ask their direct supervisor for more information on internal/external training and professional development, including site locations and availability of funds.

25.4 Ownership Statement in LUK-created Intellectual Property

A. Documents created by LUK should contain the following ownership statement: "This document was created as a collaborative effort drawing on the collective wisdom and experience of the LUK staff. No external consultants nor Artificial Intelligence (AI) was intentionally utilized in its development. Use or inclusion of any portion of this document in another work intended for commercial use will require permission from the copyright owner. ©2023 by LUK, Inc."

Related Policies and Procedures

Number	Policy & Procedure Name
O9	Technology Handbook
O10	Use of the Internet, Email, and Social Media

SR8	Confidentiality

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