Harnessing AI in Developmental Services

September 2024

COMMUNITY LIVING
Essex County
Inspiring Possibilities

COMMUNITY LIVING
INTÉGRATION
COMMUNAUTAIRE
Chatham-Kent

PRESENTERS

Julie LaSorda

Director, Marketing & Innovation

Community Living Essex County

✉ jlasorda@communitylivingessex.org

Aaron Watson

Information Systems Manager

Community Living Chatham-Kent

✉ awatson@clc-k.ca

AGENDA

01 Everyday Uses of AI/ Examples of Gen AI Use at CLC-K and CLEC

02 Generative AI Risks and Policy Essentials

03 Training and Education for Staff

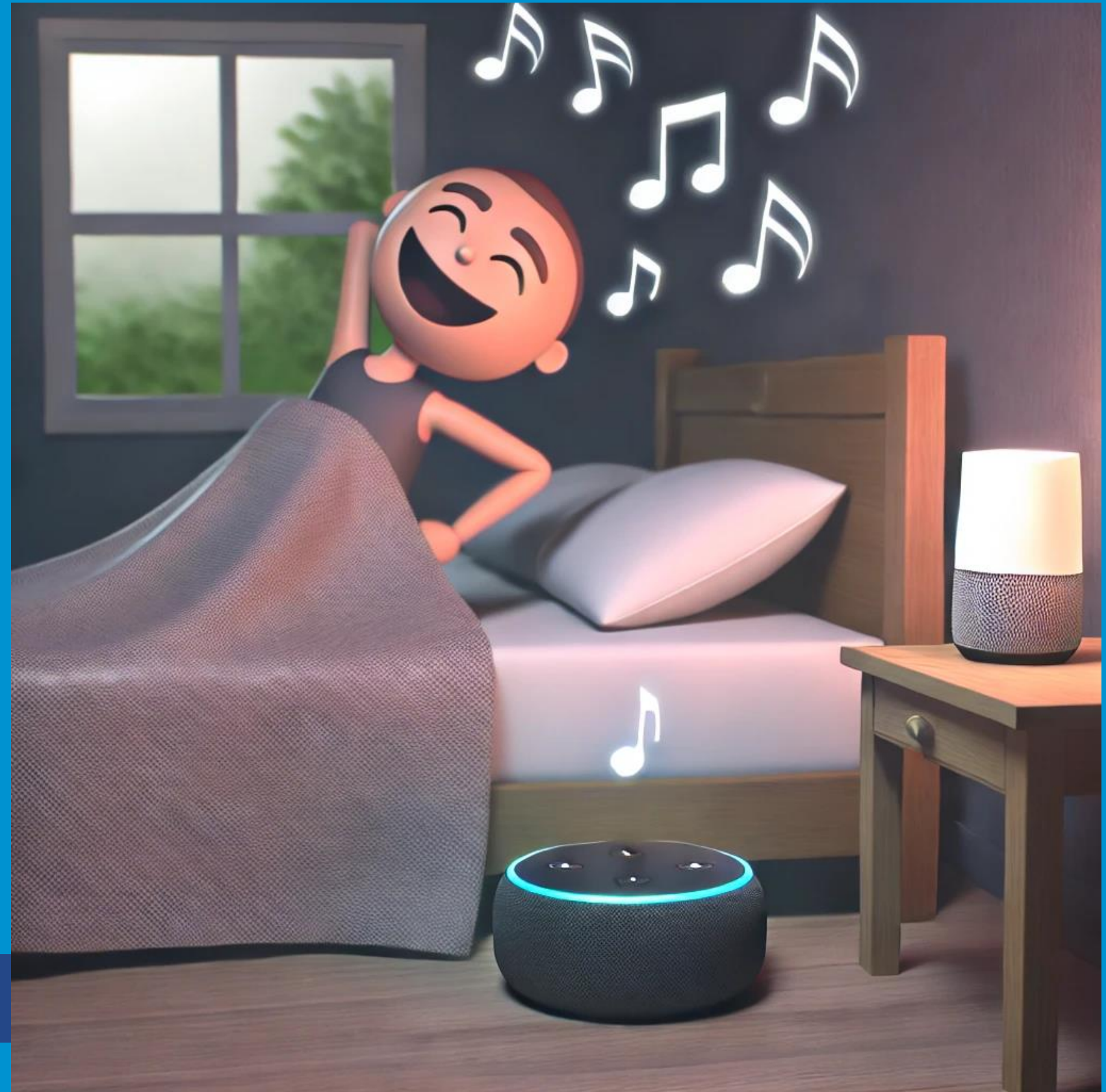**04** Feedback/Pitfalls / Challenges

05 Costs

06 Q&A

Everyday Uses of AI

HOW DID I USE AI TODAY?

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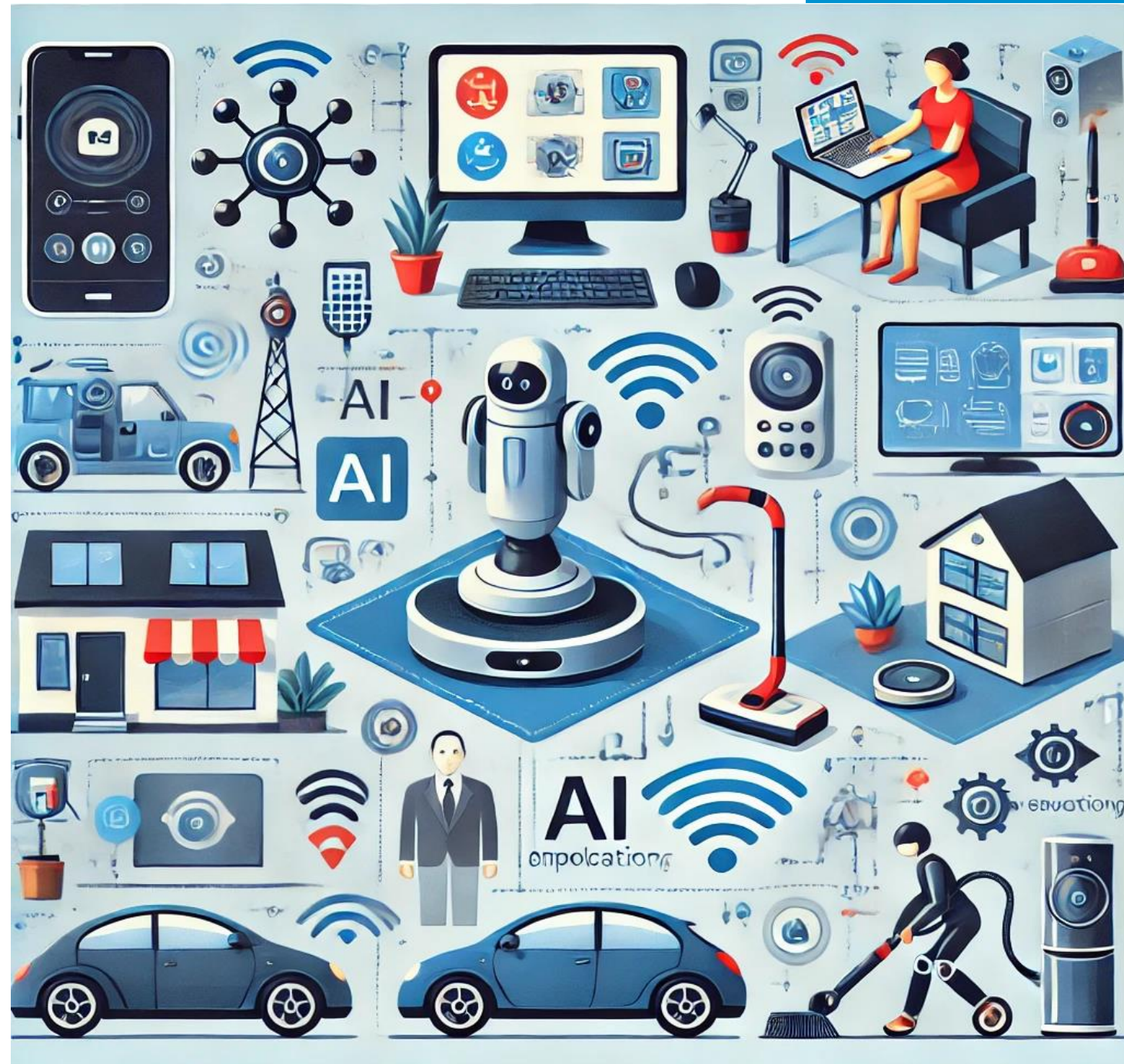# HOW DID I USE AI TODAY?

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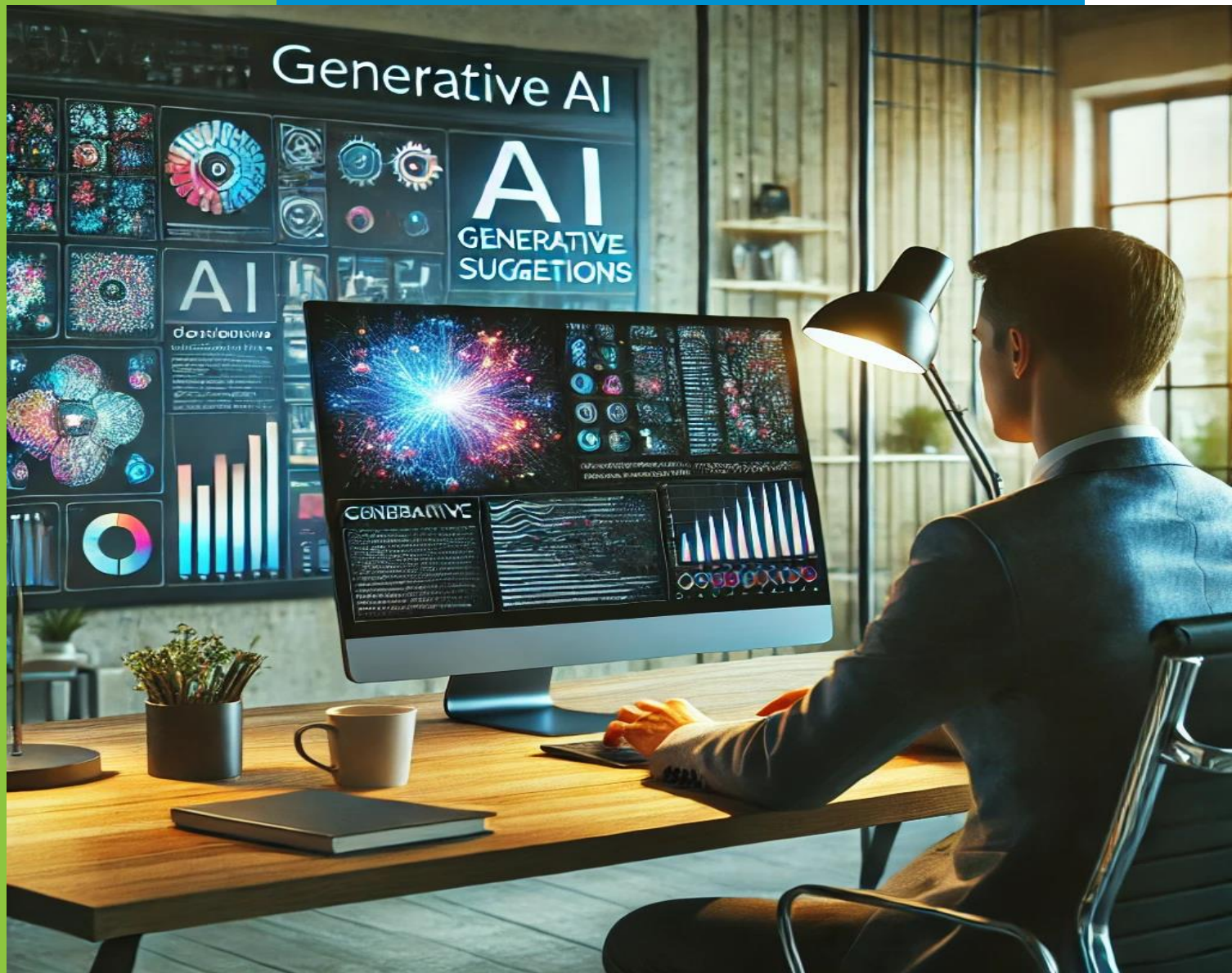
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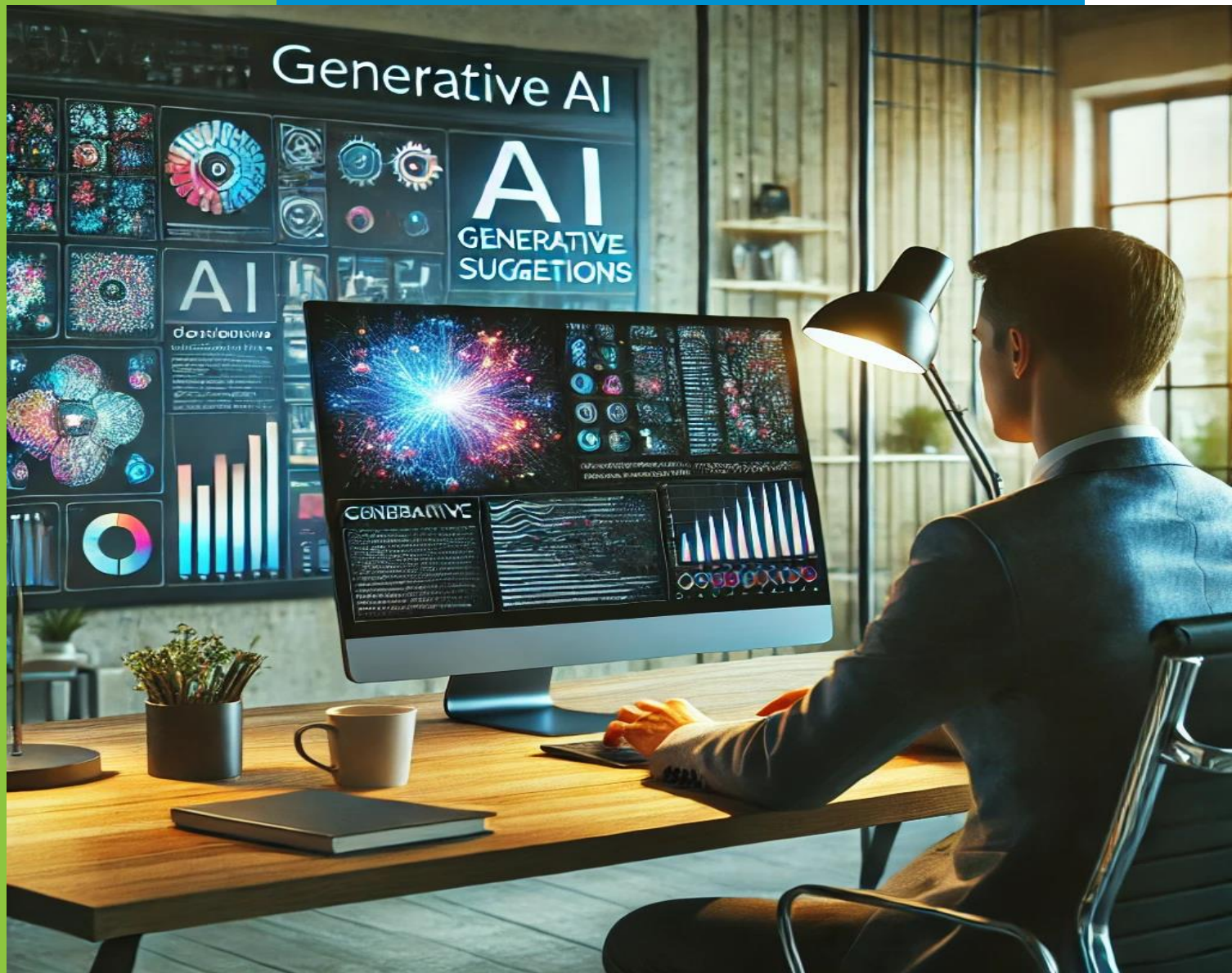
HOW DID I USE AI TODAY?

Generative AI in the Workplace

EXAMPLES OF GENERATIVE AI USE FOR CLC-K

- **Logic/Reasoning** – Used new Strawberry Model to develop an equitable on call schedule.

- **Cybersecurity** – Used it to create a simple, unbiased cybersecurity scenario which can then be used for tabletop exercises and readiness testing. Also provided transcripts of video content, it was able to create quiz questions for eLearning.

- **Education Materials** – Used to develop content for both Person Centered Planning and Enabling Technology modules for eLearning.

- **Coding** – Used it to create python scripts for task automation (eg. extracting information from Excel/PDF, creating new content, automated emails, etc.)

EXAMPLES OF GENERATIVE AI USE FOR CLEC

- **Logic/Efficiency** – Used to design more efficient Personal Outcomes Planning, Goal Progress Tracking, and Quarterly Review processes in our new database.

- **Document Review** – Used to scan various policies, plans, and reports to provide recommendations and identify gaps.

- **Communications and Marketing** – Used to generate catchy taglines for campaigns, to proof draft messages, and to generate communication plans.

- **Employee Engagement** – Used to generate ice breakers, conversation starters, and games to kick off meetings (previously this might be nixed due to lack of time to prepare).

Generative AI Risks

# LETS GET PEDALING!

WHAT DO YOU THINK FIRST ?

Generative AI Risks – Internal

- **Confidentiality** - Breach (oversharing, PII, etc., sharing information could be used for training, set retention settings)

- **Accuracy** - (Legal, Medical, Financial risk - bad at written math, making up legal cases)

- **BIAS** - Image recognition and language stereotypes (analysis of resumes – what is 'best candidate', representation in images - nazi people of colour, stereotyping northern first nations, facial recognition Caucasian vs. people of colour (misidentification in criminal cases).)

- **Security** – General account protection, security/privacy settings.

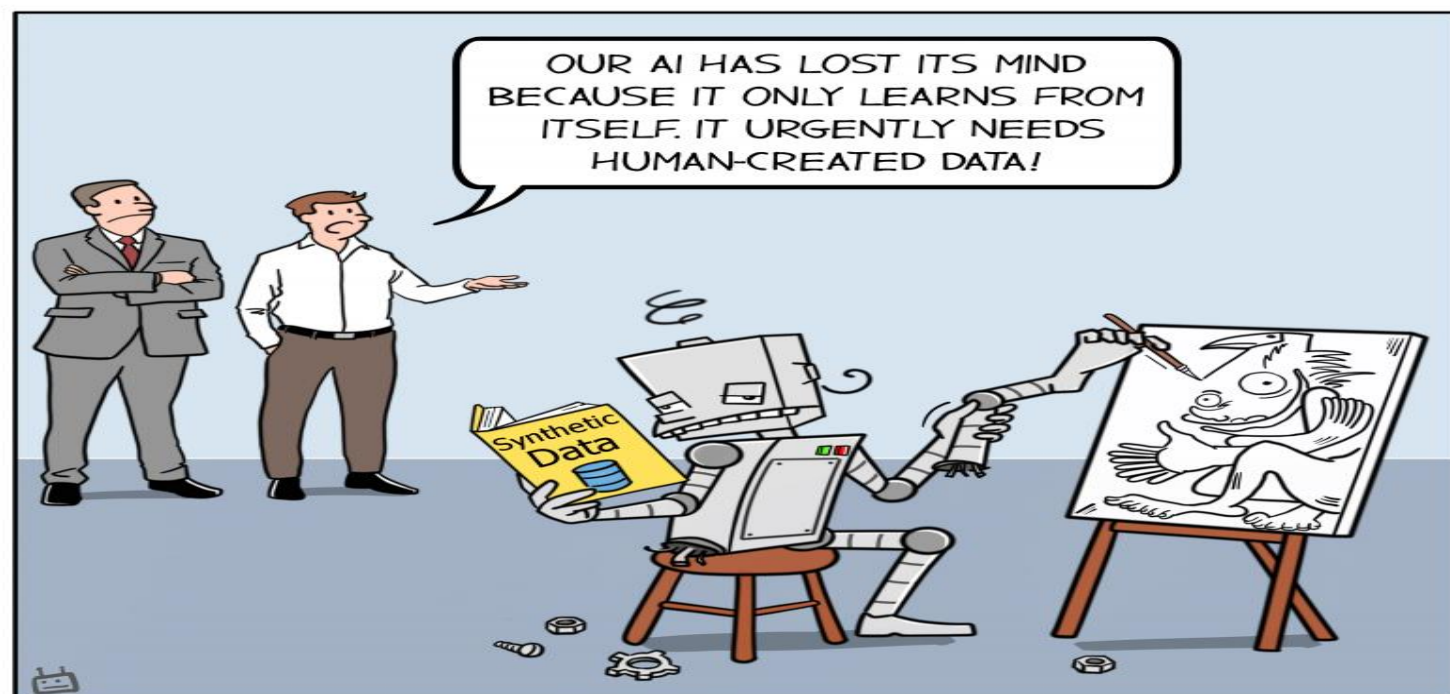- **Misuse** – Could be used for non-business or malicious purposes.

"Actually, yes, we did let AI choose the shortlist of candidates!..."
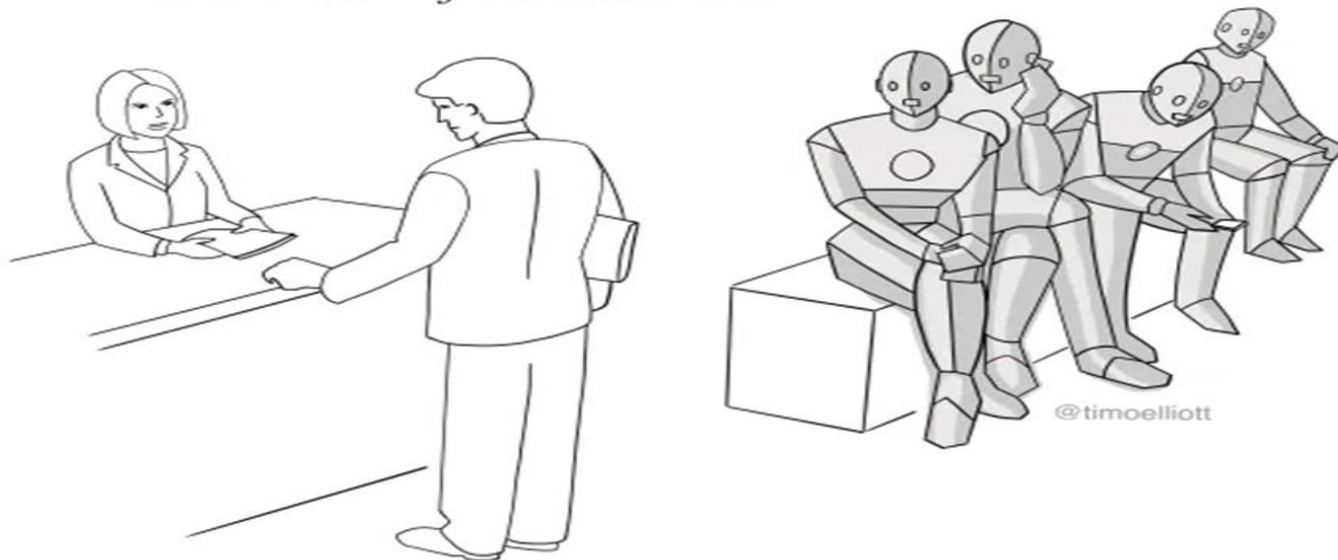
@timoelliott

Generative AI Risks – External

- **Used for malicious purposes** - hackers, scammers, darkweb training, malware development, misinformation, weaponization by national adversaries etc.

- **Energy consumption** – mostly training but also usage.

- **Copyright Ethics** – ongoing court cases by artists and writers who feel their works were used inappropriately to train and some fearful of displacement.

- **Job displacement** – immediate displacement vs. long term.

- **Synthetic Data (Quality vs Quantity)**– More content online created with AI may mean a decline in quality content to train it.

- **Industry Changes** – Increase costs, service changes, etc.

OUR AI HAS LOST ITS MIND BECAUSE IT ONLY LEARNS FROM ITSELF. IT URGENTLY NEEDS HUMAN-CREATED DATA!

Synthetic Data

Generative AI Risks – Mitigation

- **Planning and Implementation** – decide _why_ you're using AI, then _how_. Planning should be communicated and transparent to avoid misunderstandings and efforts should be made to tie planning into other planning scopes (eg. How does AI fit into Strategic Plan, IT Plan, how does it relate to your mission, values, beliefs, etc.) _Review and update._

- **Policies** – Share clear risks and expectations. _Review and update._

- **Training** – Incorporate the plan, policy, and practical examples of how to use AI safely and effectively. _Review and update._

- **Controls** – As necessary, apply blocks or bans on tools deemed dangerous (but don't assume they'll always work or be followed). _Review and update._

- **Learning** – Seek balanced AI insights from universities and colleges, conferences, etc. to gain insights beyond media sensationalism.

HAVE YOU FIGURED OUT HOW AI WILL IMPACT OUR BUSINESS?

WORKING ON IT.

? How will AI impact our business?

There are many ways that AI can impact ▮

@marketoonist.com

TOM FISH BURNE

Generative AI Risks – Policy Development

- **Policy Statement** – what your general policy is around AI use. Usually requires board approval.

- **Definitions** – discuss differences between things such as LLM, NLM, ChatGPT, etc.

- **Responsibilities** – Who and what does the policy cover? Who can answer questions? Who does training?

- **Procedures** – Identify approved platforms and the risks (particularly the internal risks we discussed). You can also identify tasks where use has been approved.

- **Related Policies/Attachments** –security, confidentiality, links to approved platforms

- **Termination Clause** – most policies involve a clause that suggests termination is possible if the policy is not followed. This protects the organization legally, however it can discourage employee disclosure of mistakes/breaches.

By the way, ChatGPT misspelled your name.

Training and Education for Employees

"Tell me and I forget, teach me and I may remember, involve me and I learn."

– Benjamin Franklin

The Case for AI Labs

If we really think there's value in AI and efficiencies to be realized, what's the best way to onboard employees?

Let's get them hands-on.

✓Every pair of participants provided a laptop
✓Classroom style, interactive training
✓Small classes of no more than 20
✓Engaging and fun
✓Meaningful and relevant to DSWs
✓Knowledgeable instructors

AI Labs AGENDA

01 Welcome Polls / Icebreaker

02 Let's Try Chat GPT

03 Writing and Revising Prompts – Group Exercise
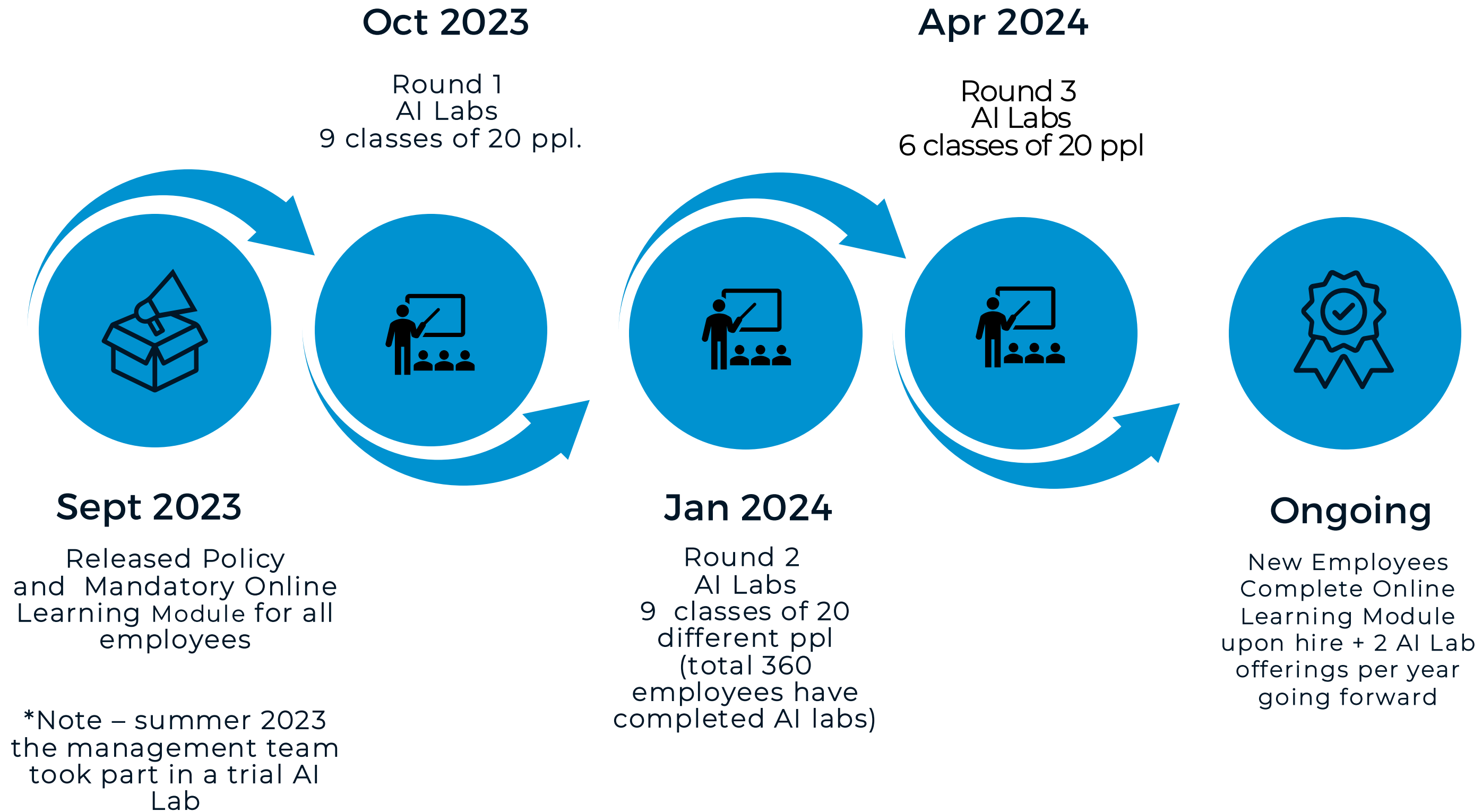
04 Intro to CoPilot

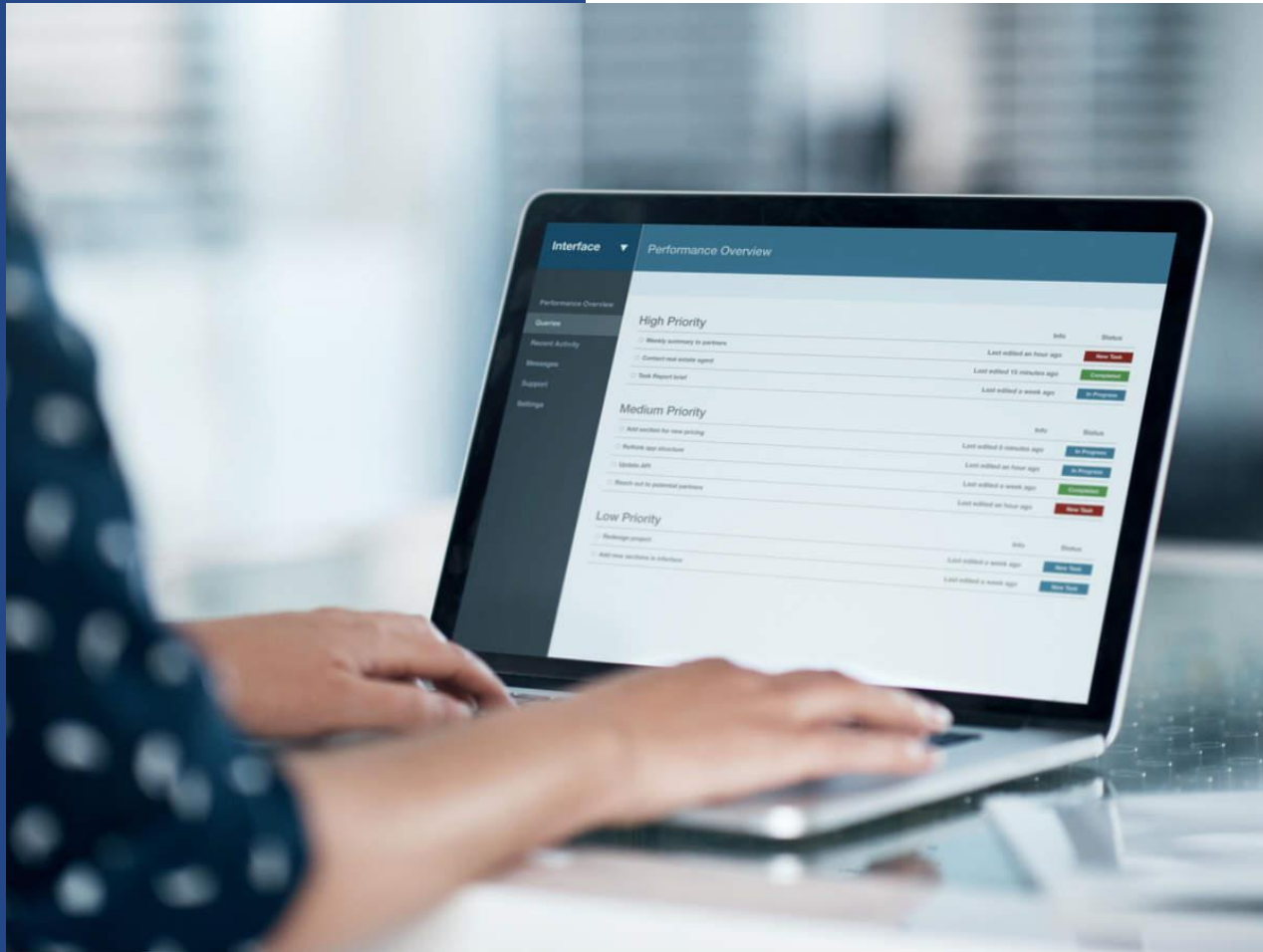**05** Lessons Learned / Benefits and Risks of Using AI in Your Work

06 Spot the Error / Q&A, Poll / Evaluation

CL Essex County's Phased Generative AI Rollout

Oct 2023

Round 1
AI Labs
9 classes of 20 ppl.

Apr 2024

Round 3
AI Labs
6 classes of 20 ppl

Sept 2023

Released Policy
and Mandatory Online
Learning Module for all
employees

*Note – summer 2023
the management team
took part in a trial AI
Lab

Jan 2024

Round 2
AI Labs
9 classes of 20
different ppl
(total 360
employees have
completed AI labs)

Ongoing

New Employees
Complete Online
Learning Module
upon hire + 2 AI Lab
offerings per year
going forward

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Online Learning Module Content

- Answer the why first

- Demonstrate, then watch eyes widen

- Make it meaningful – how can it help support workers? How can it positively impact people we support?

- Explain how major gen AI offerings differ and which ones are approved for use at work

- Review risks – and link back to policy

TIP

Incorporating video demos in your training is important. Chat GPT, Copilot, and Google Gemini are not complex tools. Often it only takes one demo for an audience to 'get it.'

TIP

Put together your slides, then use voice memos to record audio to walk your audience through the content. Merge all into one video to share.

Culture and Training

It's not about replacing people.

AI is simply another tool to help you work efficiently.

Accuracy Check

- Verify the accuracy of the information provided in the AI-generated content. Cross-reference data with trusted sources if necessary.

- Check with your Manager or Supervisor if you're unsure about anything included in documents you submit for review.
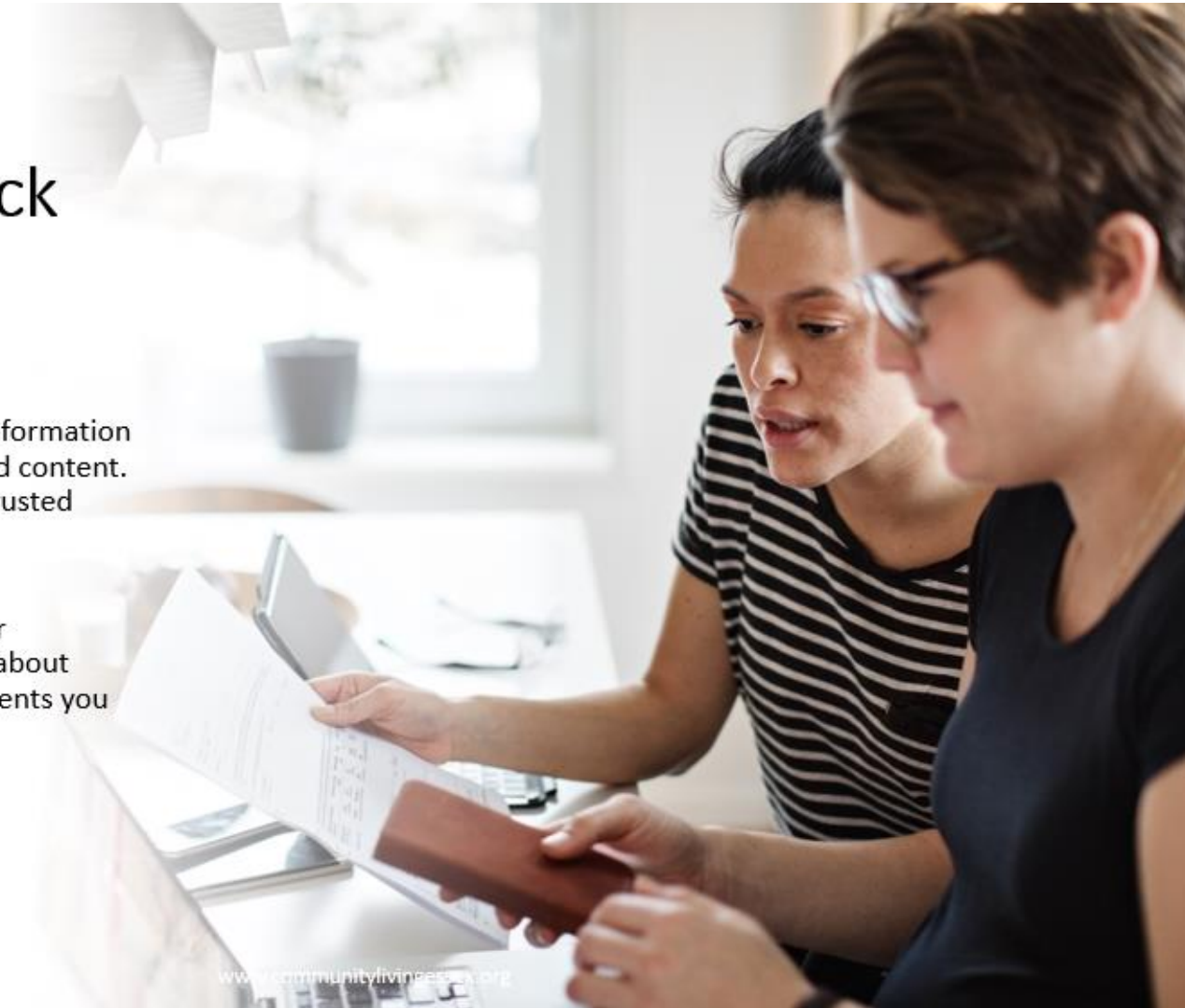
Human Touch

- Consider whether the content requires a human touch to add creativity, nuance, personalization, or emotional intelligence that AI may lack.

- Sometimes AI-generated content can be improved by edits to convey thoughtfulness, care, attention to detail, or humour. Consider whether this is appropriate given the use case.

- *Example: letter to families*

Statistics for Reporting

- **Positive Feedback**: Approximately 95% of the comments were positive, focusing on the effectiveness, enjoyment, and educational value of the training.

- **Suggestions for Improvement**: About 5% of the comments included constructive suggestions, mainly regarding logistics and content delivery.

- **Engagement Level**: High levels of engagement were reported, with special note of the interactive components and practical exercises.

- 275 employees completed the evaluation survey

- 97% of respondents said they have a better understanding of how to use AI at work
- 93% said the training gave them the skills and understanding to use AI safely at work
- 97% said the format of the lab made it easier to learn how to use generative AI

Achieving Efficiencies in DS

How AI Can Be Used by HR, Finance, IT, and Marketing

- Job Postings / Job Descriptions
- Analyzing Recruitment & Retention Data
- Automating Repetitive Tasks
- Identifying Trends / Forecasting
- Social media post generation
- Marketing campaign strategies
- AI bots for website, database, help
- Programming support
- Cyber security development
- Drafting communications / newsletter content / letters requesting support / sponsorship
- Policy Development
- RFP Development

Pitfalls / Challenges Encountered

- Employee engagement – managing narratives
- Lack of controls for data exfiltration
- Employee compliance failures
- Insufficient editing of outputs
- Some data requires more back and forth for desired output

Feedback from Agency Rollouts

✓ **What did employees report?**

Costs

Most AI applications including Microsoft Copilot, ChatGPT, Google Gemini, etc., include free and paid versions with varying features.

The average is about $30/user/month for paid services which can provide different perks depending on the platform including direct access to your work data, more prompts per day, or access to more powerful models depending on the platform.

Eg. Copilot for Microsoft 365 provides direct access to email, cloud storage etc. Vs other systems where you have to upload content.

Douglas Adams - on our reactions to technology over time

"I've come up with a set of rules that describe our reactions to technologies," writes Douglas Adams in *The Salmon of Doubt.*

1. Anything that is **in the world when you're born** is normal and ordinary and is just a natural part of the way the world works.

2. Anything that's **invented between when you're fifteen and thirty-five** is new and exciting and revolutionary and you can probably get a career in it.

3. Anything **invented after you're thirty-five** is against the natural order of things.

Questions?

Thank You

FOR ATTENDING OUR SESSION

Get In Touch

Julie LaSorda
jlasorda@communitylivingessex.org

Aaron Watson
awatson@clc-k.ca