

HSC Policy for the Use of Artificial Intelligence (AI) for Note-Taking/Recording

AI tools have the potential to improve meeting productivity and recordkeeping. However, their use also raises concerns regarding privacy, accuracy, bias, and impact on attendee engagement. This policy aims to establish guidelines for appropriate use of AI in meetings of the Homeless Services Consortium of Dane County (HSC). It applies to the HSC Board of Directors, HSC Membership, HSC Committees, and workgroups that develop from any of those three bodies.

Transparency and Consent

Before the meeting begins, the facilitator or their designee must inform all meeting participants that an AI tool may be used, as well as its intended purpose. The facilitator or their designee must then request and obtain consent from all attendees. If a group decides to use AI regularly, they may add AI consent as a standing first item on their meeting agendas. Consent must be obtained at the beginning of every meeting. If anyone in attendance declines, the AI tool may not be used for that meeting. If AI is not used for notetaking, the facilitator or their designee are responsible for taking minutes.

Accuracy and Oversight

AI-generated notes and summaries should be treated as drafts, and must be edited for accuracy by the meeting facilitator or their designee before being presented as official meeting minutes. Review of AI-generated notes may include any or all of the following:

- Editing content that the AI tool did not accurately capture
- Revising or removing references to a particular group member when a conversation or idea was misattributed and/or involved the group as a whole
- Removing or redacting any incidental reference to confidential or sensitive information
- Removing summaries of conversations or tangential comments of a personal nature that did not pertain to items on the agenda

After the meeting facilitator or their designee has completed review of the AI-generated notes, they should indicate at the bottom of the notes that AI was used for notetaking, and indicate who reviewed the notes prior to submission. Then they should submit the final draft to be posted on the HSC website as official meeting minutes. As with any meeting minutes, group members may request changes if they believe that specific information was not accurately captured by the notes.

Limitations of Use

This policy allows for use of AI notetakers in HSC meetings and workgroups only while utilizing the official HSC Zoom account. If attendees elect to use AI for note-taking or recording, the meeting facilitator or their designee must use the Zoom AI Companion and save the meeting summary to the HSC Zoom account. Meetings that are conducted in person or on another virtual platform may not use AI for note-taking or recording. Meeting participants may not invite their own personal AI notetaker to HSC meetings, either with them present or in their place. AI tools are also prohibited in meetings where confidential information is shared, such as case conferencing. The meeting facilitator or their designee is responsible for removing personal AI notetakers, and for ensuring no AI is used in meetings when confidential information is being shared.

Consequences of Non-Compliance

If a meeting facilitator or their designee fails to comply with any portion of this policy, the issue may be reported to the Continuum of Care (CoC) Coordinator. The CoC Coordinator will bring the compliance issue to the attention of the meeting facilitator or their designee, and they may be retrained on the AI policy. If compliance issues continue, the impacted group may lose access to the AI Companion tool on the HSC Zoom account.

Policy Review

This policy will be reviewed at least annually for relevance and effectiveness in light of evolving AI technologies and best practices. The review process may also consider feedback from meeting facilitators and HSC members regarding their experience with AI notetaking in HSC meetings. Policy revisions will be approved by the HSC Board and made public via the HSC website and listserv.