Practical, Safe Ways QIDPs and DSPs Can Use AI Every Day

Reduce Overwhelm • Protect Dignity • Strengthen Person-Centered Supports

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Welcome! To start, describe your current feeling about AI in one word.

Agenda

- Why AI is showing up in human services now
- What AI can and cannot do in support work
- Ethical guardrails that must come first
- Everyday, low-risk use cases
- Reflection: identifying fit in your workday
- Questions and discussion

Session Objectives

- Describe appropriate, ethical uses of AI in QIDP and DSP work
- Identify tasks where AI may reduce workload without replacing relationships
- Apply guardrails to protect privacy, dignity, and voice
- Decide whether — and where — AI belongs in their own workflow

The Reality of the Work

- Documentation demands
- Communication across teams and systems
- Crisis response and staffing pressures
- Person-centered planning under time constraints

AI is being discussed everywhere;
but rarely in ways that reflect this reality.

Why We’re Talking About AI

- AI is already influencing workplaces
- Avoiding it doesn’t stop its impact
- Using it without guardrails creates risk

This session is about support, not replacement.

AI as a Partner, Not a Decision-Maker

- Helps draft, organize, and clarify
- Does not decide, diagnose, or replace judgment
- Human professionals remain accountable

AI supports your thinking — it does not replace it.

Which of these feels hardest to navigate right now?

- Privacy and PII
- Accuracy in documentation
- Bias or tone
- Knowing when not to use AI
- Agency policy uncertainty

Ethics Gate: Non-Negotiables

- No personally identifying information — ever
- No names, birthdates, addresses, or unique identifiers
- Assume anything entered could be stored
- Agency policy always applies

If we can’t use AI safely, we shouldn’t use it at all.

The **FAT** Test

A three-part check for ethical AI use

Fairness, **A**ccountability, and **T**ransparency.

F — Fair and Unbiased

- Avoid harm, stereotypes, or deficit-based language
- Protect dignity and lived experience
- Question: Does this protect my client's dignity and voice?

Example: When drafting a progress note, ensure language highlights strengths and avoids labels.

A — Accountability and Accuracy

- You remain responsible for the outcome
- Review for correctness, tone, and alignment with reality
- Question: Am I still responsible?

Example: After using AI to organize meeting notes, double-check for accuracy and respectful tone.

T — Transparency

- Be able to explain how and why AI was used
- Ensure your process holds up in supervision or review
- Question: Could I explain this use clearly to someone else?

Example: If you use AI to draft a social story, document your steps and reasoning for using AI.

Modeling Ethical Use

- Use coded names (JeHe, JHes)
  - Easily changed back to ACTUAL name with Find + Replace
- Generalize locations and situations
- Avoid identifying details

Ethical use is visible in how prompts are written.

I'm working with (GiSa), a 4-yr-old female client with ASD. She is nonverbal and VERY high energy.

Which of these tasks do you find most overwhelming in your daily work?

Documentation demands	Communication across teams	Crisis response and staffing pressures	Person-centered planning under time constraints
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What AI Can Help With

Drafting progress notes from bullet points

Organizing information for meetings

Translating complex language into plain language

Brainstorming person-centered goals

Creating visual schedules or social stories

What AI Must Never Do

Make decisions about people

Replace lived experience or professional judgment

Re-author someone’s story

Be used where privacy cannot be protected

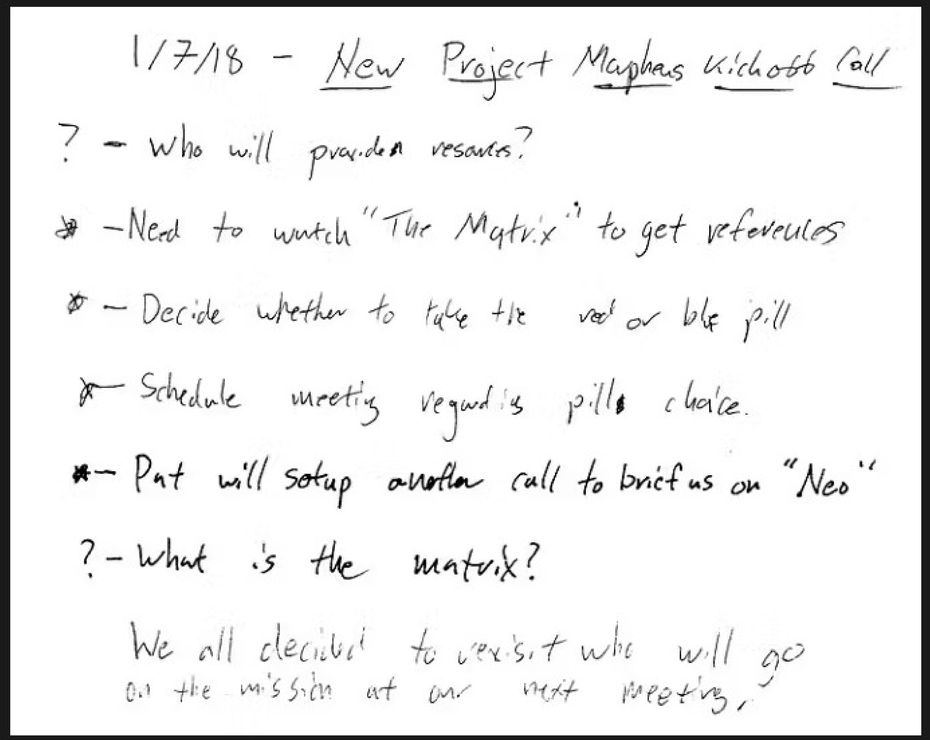
Which task is most appropriate for AI support?

- Drafting a progress note with identifying details
- Organizing non-identifying meeting notes
- Making a decision about supports
- Interpreting behavior

Example: Documentation Support

- Start with staff bullet points
- Use AI to draft clearer language
- Human review for accuracy and tone

Notice what information is not included.



1/7/18 – New Project Morpheus kickoff call

? – Who will provide resources?

* – Need to watch "The Matrix" to get references

* – Decide whether to take the red or blue pill

* – Schedule meeting regarding pill choice.

* – Pat will setup another call to brief us on "Neo"

? – What is the matrix?

We all decided to revisit who will go on the mission at our next meeting.

AI-Read Notes (Verbatim Content, Organized)

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- What is the matrix?
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Notes Digitized

- Handwritten → Readable
- Not summarized
- Not improved
- Not interpreted

Notes Interpreted

- Identified headings
- Grouped questions
- Organized actions

January 7, 2018

Project

New Project — "Morpheus Kickoff Call"

Open Questions

- Who will provide the research?
- What *is* "the Matrix"?
- Who will go on the mission at the next meeting?

Action Items

- Watch *"The Matrix"* to gather references
- Decide whether to take the **red pill or blue pill**
- Schedule a meeting regarding the **pill choice**
- Pat will set up another call to brief the team on **"Neo"**

Decisions (In Progress)

- Team agreed to **revisit** who will go on the mission at the next meeting
- Final decisions pending additional discussion and briefing

Notes

- Several items remain unresolved and are intentionally deferred
- Follow-up meetings are required to clarify roles and direction

Example: Communication Support

- Translate letters into plain language
- Draft team summaries
- Support clarity without changing meaning

Voice and intent remain human-led.

Example: Person-Centered Planning

- Brainstorm goal language
- Create supports that reflect choice and dignity
- Avoid deficit-based framing

What Comes Next?

- Start small — or not at all
- Stay within supervision and policy
- Revisit ethics every time
- AI remains optional

Technology should reduce workload and protect dignity — or it doesn’t belong.

What's one thing you learned today that you're most likely to try?

What questions do you have? Type them here. We'll discuss!

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