



Administrative Policies

Artificial Intelligence (AI) Usage Policy

POLICY #:	<i>ADM-3007, Rev. 1</i>
EFFECTIVE:	<i>June 5, 2026</i>
SUPERSEDES:	<i>Artificial Intelligence (AI) Usage Policy, effective September 3, 2024</i>

PURPOSE:

This policy provides direction for the purposeful and responsible use of generative Artificial Intelligence (GenAI) technologies to foster public trust and ensure the ethical, transparent, and accountable implementation of this technology. This policy applies to WorkForce Central's employees, contractors, subrecipients and others who utilize AI technologies in the course of their work on behalf of WorkForce Central.

Recognizing the rapidly evolving nature of GenAI, these guidelines will be periodically reviewed and updated to align with emerging technologies.

This policy was revised to:

- Clarify which GenAI technologies are currently authorized for use by WorkForce Central.
- Update guidance for disclosing the use of GenAI tools in the course of our work.
- Include record retention requirements when using GenAI.
- Include guidance for the appropriate use of GenAI for taking meeting notes.
- Remove outdated or irrelevant content.

BACKGROUND:

Generative Artificial Intelligence (GenAI) is a technology that can create content, including text, images, audio, or video when prompted by a user. Publicly available applications driven by generative artificial intelligence (GenAI) such as chatbots (ChatGPT, Google's Gemini, Microsoft's Copilot) or image generators (DALL-E-2, Midjourney) are gaining in popularity.

WorkForce Central is committed to adopting new technologies to further its mission and also understands the risks and limitations of generative GenAI tools. While these content-generating tools may offer attractive opportunities to streamline work functions and increase efficiency, they come with serious security, accuracy, and intellectual property risks. This policy highlights the

unique issues raised by GenAI, helps users understand the guidelines for its acceptable use, and protects WorkForce Central's confidential or sensitive information, intellectual property, workplace culture, commitment to diversity, and brand.

Violations of this policy may result in disciplinary action, up to and including termination of employment or contract, as well as legal consequences depending on the severity of the infraction.

POLICY:

This policy applies to the use of any third-party or publicly available GenAI tools, including those embedded in business applications that mimic human intelligence to generate answers, work product, or perform certain tasks.

GenAI tools may be useful but are not a substitute for human judgement and creativity. GenAI tools may provide false answers, outdated information, or biased responses. Malicious chatbots can be designed to steal information or to convince the user to divulge information. GenAI generated content must be reviewed for accuracy, appropriateness, and bias.

Information provided to GenAI must be treated as if it were to go viral on the internet, attributed to the staff providing the information and to WorkForce Central regardless of the settings you have selected within the tool (or the assurances made by its creators).

Authorized GenAI Tools

WorkForce Central authorizes use of the following AI-enabled tools for work purposes, subject to the requirements in this policy:

- Microsoft Copilot (including Copilot features embedded in Microsoft products)
- OpenAI's ChatGPT
- Anthropic's Claude
- Adobe Creative Cloud suite products that include AI features (e.g., generative features within Adobe applications)

Use of any AI tools not listed above requires prior written approval from WorkForce Central's IT Department at support@workforce-central.org.

Acceptable Use of GenAI Technologies

GenAI technologies may be used for brainstorming, generating content ideas, and more, including but not limited to:

- Brainstorming ideas related to projects.
- Creating formulas for Excel spreadsheets or similar programs.

- Gather general content for an email or letters.
- Summarizing online research or to create outlines for content projects to assist in full coverage of a topic.
- Researching content for a report, presentation, or other documents, provided the text is not used without customization. Any data and information must be verified.

AI-generated content may be used as a starting point for work products, but staff remain responsible for the final content and must review it for accuracy, appropriateness, and bias.

Unacceptable Use of GenAI Technologies

Use of AI technologies may not include specific WorkForce Central information including confidential or sensitive information, data, or intellectual property. Employees are also prohibited from representing work generated by GenAI tools as their own original work. Examples of unacceptable use of AI include, but are not limited to:

- Personally identifiable information (PII) and confidential information
- Passwords and other credentials.
- Protected health information.
- Personnel material.
- Information from documents marked “confidential”, “sensitive”, or “proprietary”.
- Any other non-public WorkForce Central information.
- Representing AI-generated work as your own creation.

Ethical Use

All AI applications must be used in a manner consistent with WorkForce Central’s values, ethical standards, and policies. This includes respecting privacy, active mitigation of bias and discrimination, and striving for fairness and equity in decision-making processes. AI technologies must not be used to create content that is inappropriate, discriminatory, or otherwise harmful to others or the company.

Users of GenAI should demonstrate due diligence in ensuring no copyrighted material is published without appropriate attribution or the acquisition of necessary rights. This includes content generated by AI systems, which could inadvertently infringe upon existing copyrights.

All AI-generated content must be fact-checked and reviewed for bias. Staff must avoid using sensitive or confidential data in AI prompts, especially in publicly accessible systems.

WorkForce Central staff found to have used AI for unethical purposes or in a manner inconsistent with this policy may face disciplinary action up to and including termination of employment.

Transparency

To ensure transparent and responsible use of artificial intelligence in our work, communications, and decision-making, disclosing the use of AI in the following situations is paramount. The following list aligns with widely accepted ethical guidelines, organizational policies and emerging regulatory expectations. Disclose AI use when it:

- Generates or substantially edits public or stakeholder-facing content. If text, images, audio, or code were created or significantly shaped by AI, disclosure is required as it maintains transparency and avoids misleading others about authorship.
- Contributes to decisions about people or access to services (e.g., eligibility, hiring, evaluations). Disclosure is important when AI is used in processes with real impact. People deserve to know when automated systems influence outcomes about them.
- Interacts with individuals (chatbots, automated emails) where a reasonable person may assume they're communicating with a human. Being transparent about the use of AI when interacting with people ensures they understand they are not speaking to a real human. ([See WA Law 1170-S2, Artificial Intelligence Disclosures](#))
- Is used for personal, sensitive, or regulated data. Disclosure is required to protect privacy and meet legal requirements as transparency maintains trust and meets privacy expectations and obligations.
- Alters real human images/voices (synthetic media). Disclosure of AI in these circumstances prevents misinformation, preserves credibility, avoids deception and protects human identities.
- Is required by law, contract, or partner policy.

Disclosure Examples

When using AI for content: *"This (document/post/report/visual) includes AI-assisted drafting or analysis. A staff member reviewed and approved the final content."*

When using AI for decisions: *"An automated tool assisted this review. A human made the final decision. You may request human review."*

When using Chatbot: *"You're interacting with an AI assistant monitored by our team."*

When using Synthetic Media: *"This media includes AI-generated (image/video/voice)."*

Using GenAI for Meeting Notes

Only WorkForce Central approved AI tools and platforms may be used for business meeting purposes. The use of unapproved AI tools must be discontinued immediately.

AI-enabled note taking tools may be used only for routine, non-sensitive meetings. Meetings that involve HR matters, legal discussions, investigations, or other confidential topics must not be recorded, summarized, or processed using AI tools. Employees are responsible for ensuring meeting content is appropriate for AI processing before using note taking features.

Authorized AI-enabled Note Taking

- General team meetings
- Project updates or status discussions
- Non-sensitive operational or administrative conversations

Prohibited AI-enabled Note Taking

- HR-related discussions (e.g., performance, disciplinary actions)
- Legal or compliance related conversations
- Confidential or sensitive organizational matters
- Any discussion involving personal, sensitive, or regulated data

Employees must be aware that many business applications include embedded or automatic AI features (e.g., summarization, suggestions, recording). These features must be used in accordance with this policy, especially when handling sensitive or confidential information.

Data Privacy

AI systems must adhere to strict data privacy standards. Personal data should be collected, processed, and stored in accordance with relevant privacy laws and regulations. AI models and AI supported applications must never be used with customer or other sensitive information when the data is or could be used for model training.

Public Records and GenAI

Digital information captured by agency systems while a public employee or elected official in conducting their day-to-day work is generally considered a public record because it meets the definitions in [RCW 42.56.010](#) for a “writing” and a “record”. GenAI prompts and outputs (such as AI chat histories or AI meeting summaries generated by digital meeting software like Zoom) saved in the system, like search histories, are therefore likely to be classified as public records.

For additional information, see the Washington State Archives (State Archives) guidance, [Are Generative AI Interactions Public Records?](#) (2024) and WorkForce Central’s Record Retention Policy Located on WorkForce Central’s [Policy Library](#).

Record Retention Requirements for GenAI

A retention schedule specific to GenAI records has not yet been established. However, the State Archives clarifies in their records management advice sheet, [How Long Do Generative AI Records Need to Be Kept?](#) (2024), that agencies must consider “the content and the function of the record” when determining how long to retain it. The retention schedules for public agency records can be found in the *Local Government Common Records Retention Schedule (CORE)* on the State Archive’s [Local Government Records Retention Schedules](#) webpage.

REFERENCES:

This policy was developed using guidance from various online public and private organizational AI policies and Chat GPT and CoPilot with human review and editing.

WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.