



Chicago Continuum of Care Generative AI Policy Adopted: August 29, 2024

Use of AI Note Takers

Beginning in 2024, the Chicago Continuum of Care began seeing the presence of AI note takers in community meetings. Pursuant to the HMIS Lead and HMIS Committee's [roles](#) in upholding the [CoC's privacy policy](#) and confidentiality document, this policy was drafted by the HMIS Lead and approved by the HMIS Committee. Given that AI is emerging technology being leveraged to support the homeless response system, this policy will be updated over time to incorporate additional context around appropriate uses of generative AI as it relates to the impacts of its use across the CoC.

AI note takers include products such as Otter, Fireflies, Microsoft Copilot, and Read, among many others. AI note takers can be a valuable tool for documenting conversations and may be an asset in community meetings regarding policies and CoC decisions. However, AI note takers store the information they collect, without the CoC's ability to control where that information is stored, and therefore pose a serious risk to the confidentiality of any client-level data. As such, AI note takers or any other recording devices cannot be used in any meetings in which client-level data is discussed.

In virtual meetings, AI note takers join meetings in ways similar to people joining – they must be admitted into a meeting, unless the AI note taker is directly embedded in the software being used to host the virtual meeting. For any meetings that discuss client-level data, participants should not attempt to bring AI note takers, any AI note takers that do request to be admitted should be denied access or exited from the meeting as needed, and any AI note takers embedded into the software being used to host the virtual meeting should not be leveraged.

Should further clarification or corrective action be needed, these concerns will be raised with the HMIS Committee for next steps.