

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## POLICY BULLETIN

FRWDB PB #01-26

Date Released: March 31, 2026

To: All Fresno Regional Workforce Development Board Providers of Services/Contractors

From: Blake Konczal, Executive Director

Effective Date: March 31, 2026

Subject: Generative Artificial Intelligence (AI) Usage Policy

Applicable Program: All WIOA and Discretionary Grant Funded Programs

### I. REVISION HISTORY

Initial release

### II. PURPOSE

This policy outlines the Fresno Regional Workforce Investment Board (FRWDB) / Fresno Area Workforce Investment Corporations (FAWIC) approach to using AI tools and systems responsibly, ethically and with appropriate security. It is designed to benefit from the advantages of AI, while protecting the FRWDB, FAWIC and, its staff, and WIOA clients.

The following policies and procures are intended to:

- Define permitted and prohibited uses of AI within FRWDB/FAWIC, including Provider of Services and contractors
- Establish security measures to protect the information of the FRWDB/FAWIC and WIOA participants
- Encourage ethical application of AI in line with the FRWDB/FAWIC's principles and ethics
- Ensure all relevant legal requirements, regulations and contractual commitments are met, to lessen the risks from content produced by AI, encompassing inaccuracy, prejudice, and copyright problems, and
- Provide staff with a clear understanding of their obligations when employing AI tools

Due to the rapid pace of change in AI technology, this policy may undergo regular review and updates to reflect developments in technology, best practices, and legal changes.

### III. BACKGROUND

Artificial Intelligence (AI) is quickly altering how organizations function, how they interact, and the provision of their services. These technologies hold considerable potential for productivity gains, better decision-

making, and more efficient workflows, yet they also introduce specific data privacy, security, accuracy, bias, and ethical problems.

#### IV. DEFINITIONS

**Generative AI:** Technologies capable of producing text, images, code, data summaries, or other content based on user prompts.

**Personally Identifiable Information (PII):** Any information that can be used on its own or in combination with other data to identify, contact, or locate a specific individual. Includes names, Social Security numbers, dates of birth, addresses, phone numbers, email addresses, biometric records, and similar data.

**Sensitive Information:** Any data classified as confidential or restricted, including PII, PHI, financial data, trade secrets, or internal documents not available publicly.

**AI Tool:** Any software or platform that uses generative AI features.

**Large Language Model (LLM):** A type of artificial intelligence model trained on large volumes of text data that are capable of generating, summarizing, translating, and conversing in natural language. Examples include the models underlying ChatGPT and Gemini.

**Prompt:** A text-based instruction or query submitted by a user to a generative AI system. Prompts must be carefully constructed to avoid inadvertently disclosing sensitive or confidential information.

**AI Bias:** The tendency of AI systems to produce outputs that reflect, amplify, or perpetuate unfair assumptions or discrimination, often stemming from imbalanced or historically biased training data. AI bias can manifest along lines of race, ethnicity, gender, age, disability, language, or socioeconomic status.

**Approved AI Tool:** Any generative AI application, platform, or service that has been reviewed and authorized for use by FRWDB and is included on the organization's current approved tools list.

**Hallucination:** A phenomenon in which a generative AI system produces output that is factually incorrect, fabricated, or unsupported by source data, but is presented with apparent confidence. Staff must verify AI-generated facts, statistics, citations, and other claims before use in official work.

#### V. POLICY AND PROCEDURES

This policy applies to all FRWDB/FAWIC and Provider of Services staff and those working for, on behalf of, or with the FRWDB/FAWIC, including full-time and part-time staff, consultants and contractors, temporary personnel and any other individuals or entities who are given access to the FRWDB's and or the FAWIC's systems or data.

The scope of this policy includes all work-related use of AI tools and systems, including but not limited to:

- Creating or revising reports, memos, emails, or other communications
- Producing images, graphics, or multimedia content
- Analyzing program data to generate new insights
- Developing presentations and training materials
- Translating documentation or correspondence
- Summarizing meetings, documents, or data research

This policy covers all AI-driven tools and systems, including:

- Large language models (e.g., ChatGPT, Gemini, Copilot)
- AI writing support and productivity applications
- Automated transcription and translation services
- AI image, video, and audio production tools
- AI-enhanced software (including Microsoft Office)
- Any other applications utilizing artificial intelligence, machine learning, or automated decision-making

#### **A. Personal Identifiable Information**

Staff should not upload, enter, or disseminate to AI tools any employee or WIOA client PII. PII is defined as follows:

- Names, addresses, phone numbers, or email addresses of employees, WIOA clients
- Social Security numbers or other government identification numbers
- Dates of birth or other personal demographic information
- Financial information, including bank accounts or payment card data
- Health information or medical records
- Background check information
- Biometric data
- Any other information that could be used to identify a specific individual

When discussing scenarios or examples with AI tools, staff must anonymize all information and ensure that individuals cannot be identified through the combination of details provided.

#### **B. Protecting Confidential Business Information**

The following organizational information must not be shared with AI tools unless specifically authorized:

- Unpublished financial data
- Contract terms and negotiations
- Personnel matters and internal discussions
- Any information marked as “Confidential,” “Internal Only,” or “Restricted”

#### **C. Bias and Fairness**

- AI models may reflect societal, historical, or systemic biases, including underrepresentation or stereotypes
- Staff must evaluate outputs for potential bias related to race, ethnicity, gender, age, disability, religion, sexual orientation, socioeconomic status, or other protected characteristics
- Extra care is required for participant communications, evaluations, resource allocation, or content affecting historically disadvantaged groups
- Any AI-generated content containing biased assumptions, stereotypes, or discriminatory language must be revised or rejected

## **D. Intellectual Property**

- Ensure the rights to use AI-generated content
- Do not share proprietary materials with AI tools unless approved by FRWDB/FAWIC management

## **E. Tool Approval and Procurement**

- Only FRWDB/FAWIC approved AI tools may be used for internal work
- Request approval before using new AI tools
- Unauthorized installations or extensions are prohibited

FRWDB will keep a current compilation of AI tools which have successfully undergone our evaluation; all personnel will have access to it. This list may be amended frequently, to include newly approved tools or alterations to current approvals and will be overseen by the specified department or role. Staff are required to use only those AI tools listed in the attached AI Tools Reference Guide (QUA-210), or those for which a documented exemption has been issued.

## **F. Acceptable Use**

Staff are encouraged to utilize AI tools to improve productivity and efficiency in routine jobs, create first drafts or plans for further work, generate ideas, and explore creative answers, develop new skills, or grasp difficult concepts, and find and correct grammatical errors to improve writing.

All usage must comply with Federal, State, and local confidentiality and data protection regulations and policies.

### 1. Uses of AI that are allowable:

- Drafting emails, reports, or communication materials
- Research, brainstorming, or summarizing information
- Generating creative content such as images or presentations
- Writing and/or reviewing resumés (name, address, and phone number must be removed)
- Assisting with coding, documentation, or workflow automation
- Enhancing efficiency, quality, or clarity of work

### 2. Examples of Acceptable Prompts:

- 'Help rewrite this email to sound more professional
- 'Summarize this publicly available article
- 'Generate ideas for a training workshop agenda
- 'Explain a concept in simple terms

## **G. Prohibited Use**

### 1. Uses of AI are not allowed

- Entering Passwords and other credentials

- Entering confidential or sensitive information (including PII, proprietary data, confidential business information or any data protected by Federal, State law, WIOA regulations or FRWDB policy)
- Use AI to make final decisions about a client’s eligibility for services, employment, or any matter of real consequence to an individual
- Use AI to create case notes or other case management activities
- Use generative AI to replace required human judgment in compliance, legal, HR, or safety decisions
- Creating or distributing content that is discriminatory, harassing, inappropriate misleading, harmful, or unethical
- Representing AI generated content as your own work without appropriate review, verification, and editing

## 2. Examples of unacceptable Prompts

- “Analyze this participant’s personal data and determine eligibility”
- “Review this internal confidential report and summarize it”
- “Here are participant Social Security numbers – organize them”
- “Recommend disciplinary action for this employee situation”

## H. Limitations of AI

- AI tools can produce incorrect information, invent references, or generate data that seems authoritative
- Their knowledge is based on past data and may not reflect current rules, regulations, or information
- AI does not understand meaning, nuances, or consequences as humans do, and repeated instructions may yield different results

## I. Training and Awareness

- Complete required AI usage training including periodic training on responsible AI usage, data protection, and ethical considerations related to emerging AI technologies
- Remain informed about risks and policy updates

## J. Verification Requirements:

- All AI-generated content, analysis, or recommendations must be reviewed by qualified staff with subject-matter expertise
- Staff must confirm accuracy using reliable sources, especially for:
  - Statistical data and figures
  - References and sources
  - Legal or regulatory requirements
  - Dates, deadlines, and time-sensitive information
  - Technical details or procedures
- Staff remain accountable for all work, even if AI was used

## **K. Security and data protection**

All staff must comply with federal, state, and local laws and regulations, as well as FRWDB/FAWIC Policies and Operational Directives, to ensure the security and confidentiality of all staff and WIOA clients' personally identifiable information (PII) and disability or medical information.

Staff must not bypass cybersecurity controls to use AI tools, and any use of AI must follow established security protocols.

When utilizing AI to discuss situations or illustrative cases, all identifying details must be removed to ensure that individuals cannot be recognized from the information provided.

## **L. Transparency and Attribution**

- Disclose use of AI when applicable
- Review and validate all AI-generated content
- Use AI as a support tool, not the sole decision maker

Staff must be open about their use of AI including:

- Disclosing the use of AI to record meetings, in-person and virtual, i.e., zoom and MS teams.
- Disclosing the significant use of AI to managers
- Being honest with colleagues about which parts of the work involved AI tools, and
- Sharing knowledge and good practices with team members

## **VI. COMPLIANCE**

### **A. Follow-up and Monitoring**

The FRWDB may monitor the use of AI tools to ensure adherence to this policy, operational directives and applicable laws and regulations. Staff are expected to use AI responsibly and in accordance with this policy.

### **B. Violations**

Any violations of these requirements, including misuse of AI or failure to follow verification and bias assessment procedures, may result in disciplinary action.

### **C. Policy Review**

This policy will be reviewed and updated as follows:

- At least annually
- When significant changes occur in AI technology, capabilities, or risks
- When new laws or regulations affect AI use
- Following any significant incident or breach related to AI
- When organizational needs or priorities change

## **VII. ACKNOWLEDGEMENT**

This policy must be brought to the attention of all staff. All staff are required to read the policy and sign the acknowledgment form on page 8 to confirm their understanding and agreement to comply. Signed acknowledgment forms must be retained in personnel files as a record of compliance.

## **VIII. INQUIRES**

Questions related to this policy should be directed to Jimmy Ngo, FRWDB Information Services & General Services Manager.

## **IX. ATTACHMENT**

FRWDB AI Tools Reference Guide (QUA-210)

**FRWDB/FAWIC GENERATIVE ARTIFICIAL INTELLIGENCE (AI) USAGE POLICY**  
**STAFF ACKNOWLEDGEMENT STATEMENT**

I acknowledge that I have read, understood, and agree to abide by this policy.

Staff Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# AI Tools Reference Guide

For Internal Use | March 2026

Tool / Platform	Tier / Version	Primary Use Cases
<b>CORE AI ASSISTANTS</b>		
<b>ChatGPT</b>	Enterprise / Teams (OpenAI)	General writing, research, training content development, resume and cover letter assistance, summarization of long documents.
<b>Gemini</b>	Google (Workspace add-on)	Integrated assistance in Docs, Gmail, and Sheets; meeting summaries; email drafting; spreadsheet formula generation
<b>Microsoft Copilot</b>	Free / M365 integrated	Quick answers, web search integration, and basic drafting within Bing and Edge for staff not on full M365 Copilot license
<b>WORKPLACE PRODUCTIVITY</b>		
<b>Microsoft 365 Copilot</b>	M365 Business / Enterprise add-on	Automates tasks in Word, Excel, Outlook, Teams, and PowerPoint; drafts emails, generates meeting summaries, builds spreadsheet formulas
<b>Google Workspace Gemini</b>	Google Workspace add-on	Smart compose in Gmail, document drafting in Docs, data analysis in Sheets, meeting recaps in Meet
<b>WRITING, COMMUNICATION &amp; CONTENT</b>		
<b>Grammarly AI</b>	Business / Enterprise	Writing improvement, tone adjustment, clarity scoring; useful for external communications, and partner correspondence
<b>Canva AI (Magic Studio)</b>	Canva Pro / Teams	Presentations, flyers, event graphics, training visuals, social media content; drag-and-drop AI image and layout generation
<b>Gamma</b>	Pro	AI-powered slide decks from outlines or prompts; fast creation of stakeholder presentations and board reports
<b>Otter.ai</b>	Business	Real-time meeting transcription, auto-generated summaries, action item extraction for partner meetings and MOU discussions
<b>Microsoft Teams Copilot</b>	M365 Copilot add-on	Live captions, meeting recaps, follow-up action items; deeply integrated if organization uses Teams
<b>RESEARCH &amp; DOCUMENT INTELLIGENCE</b>		
<b>NotebookLM</b>	Free (Google)	Upload grant RFPs, policy documents, or reports; AI answers questions against your source documents with citations

Tool / Platform	Tier / Version	Primary Use Cases
<b>DATA, ANALYTICS &amp; REPORTING</b>		
<b>Microsoft Excel Copilot</b>	M365 Copilot add-on	Formula generation, data cleaning, chart creation, and pivot table assistance via natural language prompts
<b>Google Sheets Gemini</b>	Google Workspace add-on	AI formula suggestions, automated analysis, smart fill, and conversational queries on spreadsheet data
<b>IMAGE &amp; MEDIA GENERATION</b>		
<b>Adobe Firefly</b>	Adobe Creative Cloud	AI image generation integrated into Photoshop and Illustrator; commercially safe images for publications and grant materials
<b>AUTOMATION &amp; WORKFLOW</b>		
<b>Microsoft Power Automate</b>	M365 / standalone	Native automation for Microsoft environments; AI Builder for document processing, form extraction, and approval workflows