

## St. Joseph County Digital Innovation Task Force

Meeting Summary May 14, 2025

### Major Milestone: Inter-County Department Consolidation

- Board approved consolidation of St. Joseph GIS and Van Buren DID.
- Rebranding GIS to DID in St. Joseph County.
- Gains: automation tools (e.g., dog licensing, FOIA, address change), Virtual Communications Director, AI training curriculum.

### AI Access Control & Policy Implementation

- Firewall and Active Directory integration enables AI access only for trained users.
- Workflow and job form automation from Van Buren will be adapted.
- Discussion planned for official rollout and enforcement.

### Ethical & Operational Concerns with AI

- Sycophancy and unsafe outputs from LLMs cited as concerns.
- Need for user training, especially for judges and courts, on risks like hallucinations and bias reinforcement.

### Strategic Facilitation Exercise: Onboarding Process Analysis

Facilitator: Allison (Strategic Planning Consultant)

#### Objective:

- Teach a scalable, repeatable model to identify inefficiencies and automation opportunities using "How Might We..." framing.

### Case Study: Onboarding (Offer Letter to End of Week One)

Participants mapped steps for hourly and salaried staff. Common steps included:

- Offer letter, drug test, IT notification, onboarding forms, ID badge, HR meeting, system setup, benefit enrollment.

#### Pain Points Identified:

##### 1. Onboarding Email & Forms

- Mobile unfriendly; inaccessible for older or tech-limited hires.
- Delays due to uncompleted pre-day-one tasks.

##### 2. IT Access & New Hire Form

- Form inconsistently used, lacks specificity.
- Manual delivery; unclear roles between HR and managers.

##### 3. In-Person Onboarding

- Delayed badge photos, building access issues.
- Process differs significantly between departments.

#### Framing Solvable Questions:

- How might we clarify hiring roles?
- How might we redesign the new hire form?
- How might we support mobile-friendly onboarding?
- How might we automate the new hire workflow?

#### Priority Automation Opportunity: New Hire Form

- High impact, easily measurable gains:
  - Shorter time from offer to productivity.
  - Less confusion, fewer errors, improved satisfaction.

#### Follow-Up Actions:

- Allison to deliver cleaned process documentation and map.
- Van Burens system to be ported into St. Joseph County.
- First joint automation project under DID.

#### Strategic Takeaway:

- DITF now operationalizing digital transformation moving from planning to real-world change.
- Consolidation is unlocking capacity for implementation.

#### Group Renaming:

- Rebranded as Digital Innovation Task Force (DITF).