

Meeting Summary: AI Task Force Presentation

Date/Location:

Wednesday, March 19, 2025, at 1:00 PM at the COA.

Introduction (Jerry Happel):

- Jerry provided an overview of the AI Task Force, highlighting rapid advancements in AI over the past nine months. The task force established an AI policy recently approved by the Board of Commissioners.
- Emphasized that the county will train staff on AI use.
- Demonstrated creative AI capabilities, such as generating professional headshots, and practical applications like automated meeting summaries and podcasts.
- Introduced "Joey," a county website chatbot designed to help users find information easily. Highlighted the success of a similar chatbot, "Marty," in Van Buren County.
- Explained advanced uses, including creating digital avatars of staff members that interact in meetings or online, powered by AI.

Key Points of AI Integration:

- AI significantly streamlines workflows, enhances communication, and reduces administrative tasks across departments.
- AI must be checked for accuracy due to occasional errors or "hallucinations."
- AI policy and responsible use were repeatedly emphasized.

Departmental Use Cases Demonstrated:

1. Communications (Erin and Gina):

- Erin showed how AI efficiently assists in crafting professional email responses, especially in difficult or sensitive situations.
- Gina provided a detailed example dealing with a challenging email from a sovereign citizen, emphasizing the importance of carefully reviewing AI-generated responses before sending.

2. COA Nutrition Department (Pam Riley):

- Demonstrated significant time savings using AI for menu creation and recipe standardization, including auto-generated shopping lists linked directly to vendors like Gordon Foods.
- Noted reduction from approximately 40 hours per month to just a few hours using AI tools.

3. Human Resources and Contracts (Jessica and Judge Kevin Kane):

- Jessica discussed saving approximately five weeks per year by using AI for routine tasks (emails, reports, onboarding documents).
- Demonstrated an AI-powered new hire checklist that centralizes and streamlines onboarding.
- Highlighted AI's efficiency in reviewing union contracts, quickly answering questions regarding leave policies and vacation rollover limits.
- Kevin Kane described using AI to manage complex tasks like the Opioid Task Force documentation, juvenile justice manuals, and court rulebooks.

4. Central Dispatch (Stacey):

- Demonstrated AI's effectiveness in creating detailed, professional Request for Proposals (RFPs), highlighting ease and time saved compared to manual methods.
- Showed AI's ability to enhance email professionalism and clarity.

5. Information Technology (Dustin):

- Explained how AI streamlined annual reports and created informative graphics.
- Discussed potential future integration with Microsoft's Copilot to further simplify document creation within Office applications.

Interactive Session:

- Jerry demonstrated real-time interaction with AI (ChatGPT), emphasizing voice-activated capabilities and immediate responsiveness.
- AI provided department heads three key considerations for successful AI integration:
 1. Identify pain points.
 2. Ensure data accessibility.
 3. Plan for scalability.

Discussion Points and Concerns:

- Data privacy and confidentiality remain significant concerns, especially for sensitive departments (child support, criminal justice).
- Consideration of deploying secure, locally-hosted AI solutions for sensitive information to avoid confidentiality risks.
- Plans to explore secure, HIPAA-compliant versions of AI when economically feasible.

Closing Remarks:

- Jerry encouraged department heads to actively explore AI tools now to leverage future advancements effectively.
- AI identified as transformative and essential for future departmental efficiency and productivity.

Meeting Adjournment:

Presentation concluded at approximately 1:30 PM, highlighting significant opportunities and practical applications of AI across county departments.