

Atlanta Continuum of Care Policy on AI Note Takers and Meeting Recordings

The Atlanta Continuum of Care (Atlanta CoC) began observing the use of AI-powered note-taking tools in community and committee meetings. In alignment with the Atlanta CoC's commitment to protecting client confidentiality and upholding its privacy standards, this policy was developed by Partners for HOME and approved by the Governance Committee.

As AI technologies continue to evolve and become more integrated into collaborative workspaces, this policy will be reviewed and updated to reflect emerging best practices and risks associated with generative AI in the homeless response system.

Definition

AI note takers include tools such as Otter.ai, Fireflies, Microsoft Copilot, Read.ai, and similar applications that automatically transcribe, summarize, or analyze meeting content. These tools may join virtual meetings as participants or be embedded directly into meeting platforms.

Policy Statement

Permitted Use

AI note takers may be used in:

- Public or open community meetings.
- Policy discussions that do not involve client-level data.
- Strategic planning sessions where all participants have been informed and consented to the use of AI tools.

Prohibited Use

AI note takers must not be used in any meetings where client-level data is discussed, including:

- Case conferencing.
- Coordinated Entry discussions.
- HMIS data reviews.
- Meetings involving personally identifiable information (PII) or sensitive client narratives.

This prohibition applies regardless of whether the AI tool is joining as a participant or embedded in the meeting platform.

Virtual Meeting Protocols

- AI note takers must be explicitly admitted into virtual meetings. If an AI tool requests access to a meeting where client-level data is discussed, it must be denied entry or removed immediately.
- If the meeting platform includes embedded AI features, those features must be disabled for meetings involving client-level data.
- Meeting hosts are responsible for monitoring and enforcing this policy during virtual sessions.

Recording Devices

- Audio or video recordings are not permitted in meetings involving client-level data.
- Recordings may be used in general administrative or training meetings, provided all participants are notified, and consent is obtained.
- All recordings must be stored securely and in compliance with Atlanta CoC's data governance and retention policies.

Compliance

Violations of this policy may result in corrective action, including revocation of access to meeting platforms or other disciplinary measures as determined by the Governance Committee.