# Model Guidelines for AI Usage in Legal Aid Organizations

## Introduction

The emergence of large language models (LLM) and the resulting generative artificial intelligence models such as ChatGPT has the potential to positively impact the delivery of legal services. However, there are serious concerns regarding the usage of these tools in the legal field. Thus, ORGANIZATION NAME is providing this guidance for how generative AI may be used within our organization.

## Purpose

The capabilities of Artificial Intelligence (AI) are advancing so quickly, ORGANIZATION NAME is unable to prepare a comprehensive policy that would cover all possible uses of AI. Thus, ORGANIZATION NAME provides these guidelines for employees to use in conjunction with our Technology Policy. Rather than restrict the use of these tools, ORGANIZATION NAME wishes to ensure that the tools are used in a secure, responsible, and confidential manner.

## Definitions

Generative AI

Large Language Model

Machine Learning

## Security Best Practices

The use of AI tools can pose risks to our organization, the user, and our clients. Therefore, employees must use any AI tool in a manner consistent with our Technology Policy and the ethical requirements of our profession.

Before using an AI powered tool, users should:

* Evaluate the security of the tool
* Protect confidential information
	+ When using AI, no personally identifiable information (PII) should be entered
* Control access to accounts
* Use only reputable tools
	+ Generative AI systems used must comply with data protection and privacy laws
* Comply with our Technology Policy
* Verify results
	+ Users must review the generated text for accuracy. If an AI tool generates a legal case or citation, the case, citation, and holding must be verified through other means before relying upon it.
	+ Users must review materials for offensive, discriminatory, or biased information.

## Acceptable Use of AI Technology

* Use of generative AI tools should be limited to work related tasks.
* No confidential information should be shared with AI technology. This includes passwords, personally identifiable information, confidential information, and proprietary information.
* Examples of tasks appropriate for generative AI tools:
	+ Composing first draft of emails
	+ Summarization of long academic articles or presentations
	+ Reviewing information for readability or appropriate grade level
	+ Generating copyright free images
	+ Creating outlines of important points for presentations

## Approved AI Technology

The number of generative AI tools available makes it impractical for a ORGANIZATION NAME to provide a comprehensive list of approved tools. However, ORGANIZATION NAME has a list of tools with responsible policies available on ORGANIZATION NAME RESOURCE CENTER. As further tools are evaluated, they will be added to this list.

## Guidance on Usage

Please contact our IT team if you have any questions about AI tools. Please contact your supervisor/supervising attorney if you have any questions about appropriate use.

## Training and Education

ORGANIZATION NAME encourages staff to check our INTERNAL LEARNING PLATFORM for AI related training. Additionally, staff who are interested in learning more may utilize resources provided by the Legal Services National Technology Assistance Project (LSNTAP).

## Conclusion

ORGANIZATION NAME is committed to protecting the trust of our clients and our staff. Appropriate use of technology is everyone’s responsibility.

## Acknowledgement and Compliance

All employees should read and understand this guidance before using or continuing to use any AI powered tool.