

Workshop 2 – Working together to best utilise technology

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Description

Artificial Intelligence (AI) has the potential to bring about positive change for communities in a variety of ways, enhancing the quality of life, improving access to resources, and fostering social and economic development. This interactive workshop will cover freely available (and free!) online tools and resources, demonstrating their application and highlighting the care that needs to be taken to ensure AI works for you and your community, not the other way round!

Introduction

Shared Prosperity Funding to develop Digital Hubs has resulted in the digital inclusion support of 40 hubs and 100 different digital inclusion offers, resulting in working together to best utilise technological opportunities. The focus of this has been AI predominantly across the VCSE sector. A broad definition of AI being a computer system replicating human thinking. AI was cited as the next digital revolution. Pack information to be circulated post event. The focus of this workshop is to highlight the main AI language tools in use and demonstrate the power of AI with certain caveats (to be elaborated upon).

AI examples

Examples of AI include ChatGPT, GoPilot, Policy Buddy, Otter, Go Bubble, and Google Gemini; all of which work similarly but yield different outputs. The aim of these tools is to stimulate thinking and save time. This workshop will introduce using some AI packages and highlight some of the caveats.

AI Positives/Negatives

Delegates in small groups discussed the positive and negatives of AI. A small flavour of responses included: Positive – Communications (risk managed), combined knowledge base, interactive, professional, and time saving; Negative – only good if used as a range of strategies, limited by knowledge into it, limited by what is asked of it, and limited in providing creative responses.

Demonstrations - overview

A number of demonstrations followed (by MF/AS) using ChatGPT or GoPilot AI, designed to throw up different answers each time the same search is used. It was noted that ChatGPT version 3.2 is free but the latest version 4 allows a limited demo but requires an annual subscription for ongoing use. Paid for AI premium versions will be more up to date and is able to link into your search history to provide more focused responses and can be more conversational, provide better summarising and present more comprehensive outcomes.

Demonstration 1

“Top 10 things to do in NY?” and then a follow-up question, “I need this to be okay for people with access difficulties.”

Discussion points from the workshop: Resilience Team uses knowledge dataset to share information widely; Google searches work on algorithms but AI version trawls, thinks and summarises information; ChatGPT free versions looks into information across the Web but paid version searches the Web and into all your information in order to provide results.

Demonstration 2

“I want to write a funding proposal for a homeless charity that wants to.....”

Discussion points: It was noted that the search was good for a starter answer but not a perfect answer! Therefore, don't just trust or over-trust the output but to double check, tweak and personalise content to achieve maximum benefit; the need to manage the risks of over-reliance; Keep the 'human in the loop' or better still let the 'human drive it'; discussion about Open versus Closed datasets driving the AI software; It was noted that 'NY CoPilot' was a safer/controlled AI tool for work use.

Demo 2 further question was demonstrated: “Write a letter for donations for the homeless charity”.

Discussion points: Could AI make us lazier, i.e., in checking whether US terminology has crept into the AI output; could AI diminish authenticity? AI output could be empty/meaningless unless we add the human element to it!

Some AI do's/don'ts

- Don't over rely on it!
- Review and tweak it!
- Take care over privacy!
- Don't use sensitive data!
- Don't expect perfection!
- Think of it as a 'help' not the panacea!

Demonstration 3

Copy in a document that you have been working on and ask AI to translate into another language.

Discussion points: A ChatGPT App can be used well to do language or even a dialect translation; ChatGPT subscription is circa £18-20 p/month.

Demonstration 4

Using Policy Buddy (NYC) AI, ask “Make this report more professional”

Discussion point: Use of an organisation AI programme to safely produce better quality of work.

Key concluding message

Use AI options to ‘let it free you up to do your best work’ but ‘don’t get lazy’ and rely on it only!

Handout:



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Artificial Intelligence Policy

The following is the result of a Chat GPT search for suggested requirements for a non-profit to include in a policy regarding its use of AI:

1. Ethical Use and Transparency

- **Purpose Alignment:** Ensure that AI applications align with the charity's mission and values.
- **Transparency:** Clearly communicate how AI is being used, including the decision-making processes influenced by AI.

2. Data Protection and Privacy

- **Data Security:** Implement robust security measures to protect sensitive data from unauthorized access.
- **Privacy Policies:** Ensure compliance with data protection regulations (e.g., GDPR, CCPA) and obtain explicit consent from individuals before using their data.
- **Anonymization:** Use anonymized data whenever possible to protect individual identities.

3. Bias and Fairness

- **Bias Mitigation:** Regularly audit AI systems for bias and take corrective actions to ensure fairness.
- **Inclusive Data:** Use diverse datasets to train AI models to minimize inherent biases.

4. Accountability and Oversight

- **Human Oversight:** Maintain human oversight over AI decisions, especially those impacting beneficiaries.
- **Accountability:** Establish clear accountability for AI-related outcomes and decisions within the organization.

5. Transparency and Explainability

- **Explainable AI:** Use AI systems that provide understandable explanations for their decisions and actions.

- **Stakeholder Communication:** Regularly inform stakeholders, including donors, beneficiaries, and the public, about AI applications and their impact.

6. Impact Assessment

- **Performance Monitoring:** Continuously monitor and assess the performance and impact of AI systems.
- **Impact Metrics:** Develop metrics to evaluate the benefits and drawbacks of AI applications in achieving the charity's goals.

7. Training and Education

- **Staff Training:** Provide ongoing training for staff on the ethical use and management of AI technologies.
- **Beneficiary Education:** Educate beneficiaries on how AI is used and how it may affect them.

8. Innovation and Improvement

- **Continuous Improvement:** Regularly update AI policies and practices based on new research, technological advancements, and feedback.
- **Innovation Encouragement:** Foster an environment that encourages innovative uses of AI to advance the charity's mission.

9. Partnerships and Collaborations

- **Ethical Partnerships:** Partner with organizations and vendors that adhere to high ethical standards in AI.
- **Collaborative Efforts:** Collaborate with other charities, research institutions, and tech companies to share best practices and advancements in AI.

10. Compliance and Legal Considerations

- **Regulatory Compliance:** Ensure all AI applications comply with relevant laws and regulations.
- **Legal Advice:** Seek legal advice to navigate complex regulatory landscapes and ensure the charity's AI use is legally sound.

By implementing these policies, a charity can responsibly leverage AI technology to enhance its operations and amplify its positive impact while safeguarding ethical standards and public trust.