

AI Task Force Charter – Approved 10/10/24

The AI Task Force is an ad hoc working group commissioned by Inform USA to develop recommendations pertaining to the use of AI in the information and referral sector. This document establishes the parameters of the group.

Goal: To ensure that the Information-and-Referral sector has clear, appropriate, and effective terms of engagement for the innovative, responsible use of AI technologies.

Objectives:

- Analyze the risks and opportunities presented by emerging AI technologies for the information and referral sector, our clients and communities.
- Educate InformUSA members about the types, uses, and risks of AI, including common terms and key concepts that can support informed decision-making.
- Recommend a set of principles, practical guidelines, evaluation frameworks, and proposed standards for the design and use of AI in I&R.
- Advise the Inform USA Board on any strategies that our organization can undertake to promote best practices and responsible development of AI across the sector.

Authority: The AI Task Force is an ad hoc working group appointed by the Inform USA Board of Directors. All recommendations from the task force are subject to board approval.

Membership: up to 9 members representing the diversity of Inform USA membership, including ADRC/AAAs, 211/988, potentially software vendors, and others.

Member responsibilities:

- Commitment to participation, not missing more than one consecutive meeting (unless engaged in active participation providing thorough input in between meetings)
- Engage in reading and reflection between meetings.
- Elicit input from colleagues, community partners, clients, and other member organizations – whenever appropriate and helpful.
- Expect to allocate roughly 1-3 hours of time per week for all of the above.

Leadership: The task force will have two chairs, one representing the 2-1-1 sector and another representing aging/disability services. Chairs will co-design and approve the agenda, support the facilitation of meetings, and serve as default liaisons on behalf of the Task Force to other parts of the Inform USA network.

Timeline and cadence:

- Bi-weekly working group meetings
- 3-month sprint – October thru January, potentially followed by a second 3-month sprint
- Delivering initial recommendations in advance of the Inform USA annual conference

Meeting details:

- Video conference on zoom, recorded with notes transcribed
- Notes and materials stored in a shared file folder.
- Facilitation – co-facilitation duties shared between staffer and chair.
- Networker group for task force members (which can, by a decision of the task force, be opened to all Inform USA members).

Decision-making:

Any task force member is empowered to make a proposal involving recommendations that can be made to the Inform USA Board, materials that can be produced by the Task Force, etc.

Decisions will be made under the principle of *rough consensus* – by which we mean “consonance and consent,” in which *most of the group agrees and nobody strongly disagrees*.

When it is necessary to assess the degree of agreement and disagreement, the TC will use a 1-5 point scale method – in which 1 represents strong disagreement and 5 represents strong agreement – to identify and address any strong disagreement held by any member. Any proposal for which a majority of members poll above 3, and no members poll 1, will be approved.) When proposals fail to reach consent, participants will be invited to respectfully document the divergent viewpoints and move on.

This charter can be changed in two ways: by decision of the Inform USA board, or by proposal approved by majority of task force members with no strong objections as per the method described above.