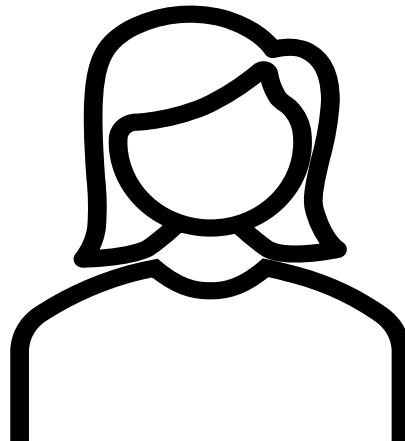


Leveraging AI to Support Employment for People with Disabilities

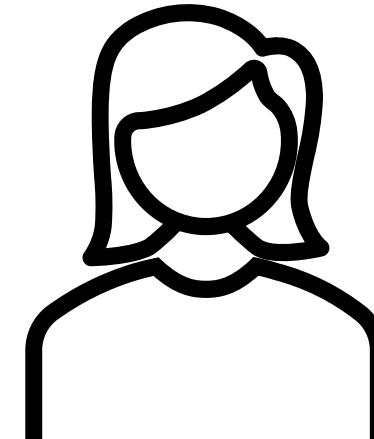


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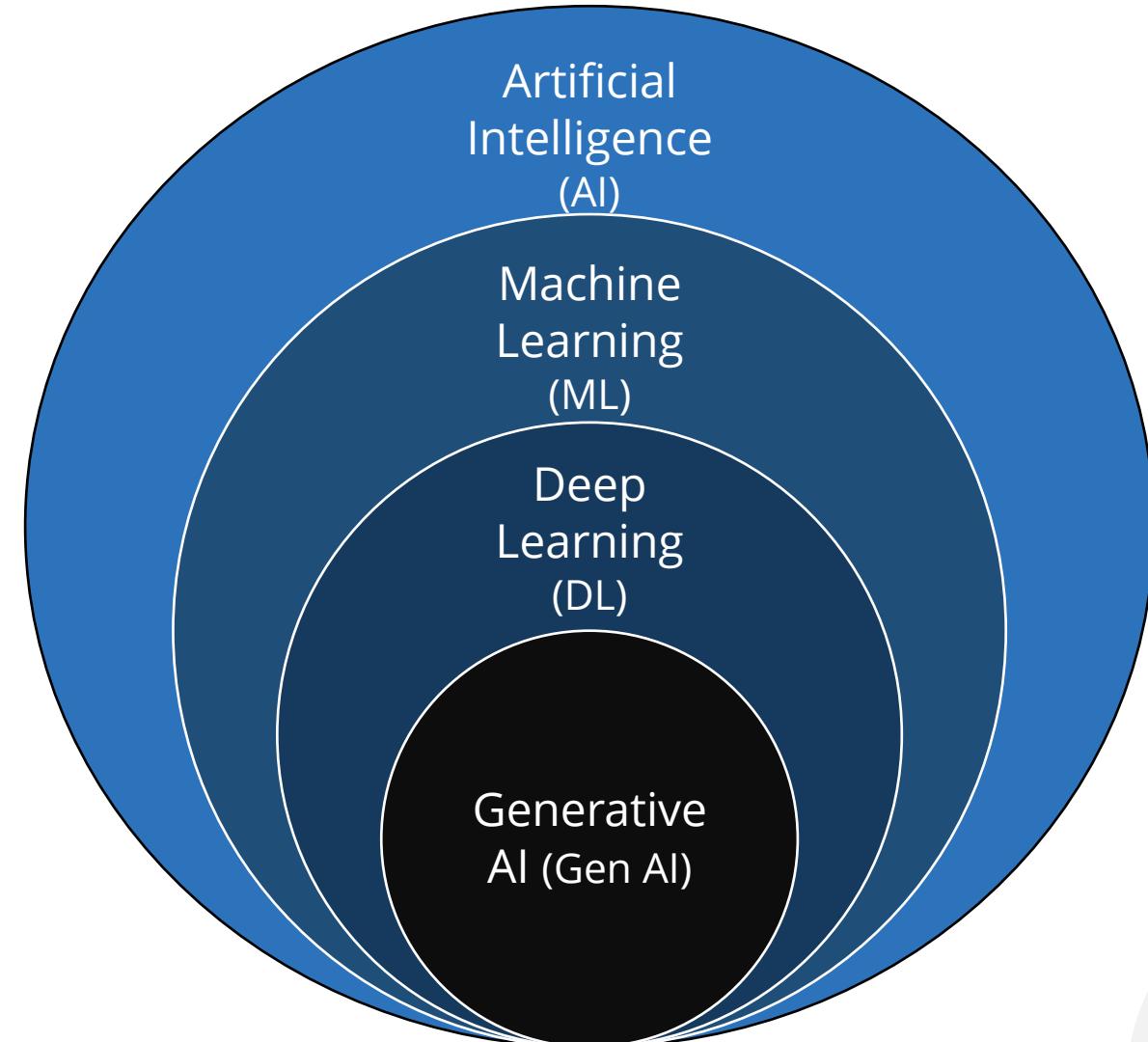
Agenda

- What to know about Generative AI
- Cautions and Considerations
- Ideas for AI in employment services
- Using and refining prompts successfully
- AI demonstration
- Wrap-up and Resources

What do we mean by AI?

- AI is “technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy”
- Generative AI “creates complex original content such as long-form text, or images in response to a user’s prompt or request.”

(IBM, 2024)



Things to Know

Pros:

- Can help save time and get an activity started
- Can take the burden out of researching
- Can help with creative, outside of the box thinking
- Can summarize information
- Can be personalized and adjusted

Cons:

- Privacy unknowns (how data will be stored, used)
- Sometimes inaccurate or biased
- Can be misleading, susceptible to misinformation
- Poses some ethical concerns

What can different AI tools do?

Copilot & Chat GPT

- Resume, cover letter, interview practice, job research, job matching, soft skills, scripts, using plain language

Grammarly

- Case note and report refinement, email correspondence feedback (grammar, spelling, clarity, tone)

Canva

- Visual resume, portfolio, self-advocacy videos, social stories, person-centered planning, task lists

These are just a few common tools- there are many!

Cautions & Considerations

Know how your AI tool handles data:

- Does it use your prompts to train external models?
- Are there opt-in/opt-out features for data usage?
- Is it HIPAA compliant, if required?

If using AI tools without strong privacy controls:

- ***Never include private information*** such as names, addresses, diagnoses, treatment plans, medications, accommodations, or identifiers (SSN, birthdate, photos, email, phone number).

Even when using HIPAA-compliant AI tools:

- Avoid real names or personal details.
- Use fake names or codes to protect private health information (PHI).
 - PHI includes any health-related data tied to a person, such as disability status and identifiers. This extra step reduces risk and demonstrates respect for privacy.

More Cautions & Considerations

Follow your agency's AI compliance guidelines:

- Which tools are approved?
- What data can be entered?
- Do you need HIPAA compliance?
- Do you need to disclose AI use in public-facing products?

Always use “Human in the Loop”:

- **A human needs to** review AI outputs for accuracy and tone, as well as other details to ensure information is correct, appropriate, and able to be used for the intended purpose.

AI Ideas for Employment Services

- Synthesizing case notes to augment reports
- Ideas for accommodations
- Practice interviewing
- Job analysis
- Labor Market Insights
- Creating visuals
- Resume and cover letter drafting
- Responding to employer criticism/job negotiation
- AI Job Coaching
- AI as Assistive Technology

It's all in the prompt!

How do I write my prompt?

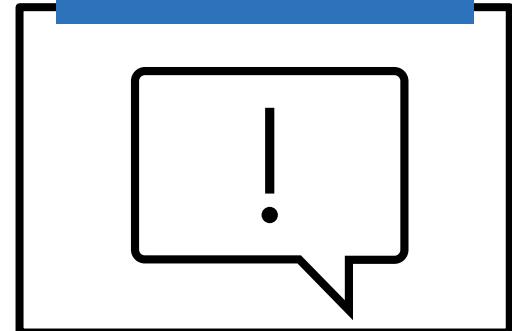
Parameters



Details



Refinement



Refinement Suggestions

- Give it more information about the circumstances
- Ask to add certain key words that relate to your needs
- Request information relevant to a specific location
- Add details or take away unwanted language
- Ask for a different writing tone (professional, grateful)
- Ask for a literacy level (plain language, college level)
- Ask to add statistics and/or cite sources

Let's Practice with Copilot

1st prompt:

I'm working with a jobseeker who has autism. He wants a job in the tech industry. What are his options?

Let's Practice with Canva AI

Create a Customized Employment slide deck proposal for a created job as a lawn care assistant with tasks of bagging leaves and pulling weeds. Make slides about the person's work history, their skills and attributes, and their employment parameters of \$10 an hour and working 3 days a week.

Other Example AI Prompts:

- With the following resume (copy/paste deidentified details from resume) create a **cover letter** for this job description (copy/paste job description).
- With this Positive Behavior Support Plan (copy/paste deidentified details) what are some **work environments** and **accommodations** that would help the individual be successful?
- **What businesses** can a person who lives near the crossroads of Hannover St. and Harris St., Boston, MA work at? He can only work between the hours of 12-3 and cannot safely cross streets or walk more than .25 miles from bus stop to door.
- With the following attributes obtained during discovery and person-centered planning: funny, limited dexterity, eager to please, wants a physical job, uses assistive technology to communicate, limited work experience, volunteers at the food bank- **write a 30 second elevator pitch** to why an employer should hire this person.

Check out *Employment First MA!*



Our Website:

www.employmentfirstma.org

View Webinar Archive:

<https://employmentfirstma.org/pages/archives/>

Survey: https://umassboston.co1.qualtrics.com/jfe/form/SV_dipob9aPYtlhbrU

Resources

- What is AI?
- Using AI to Support People with Disability in the Labour Market
- AI for Everyone Coursera Course
- Chat GPT for Everyone
- Revolutionizing Accessibility: The Role of AI in Assistive Technology
- The Ultimate Guide to Writing Effective AI Prompts

