PURPOSE

The purpose of this policy is to establish requirements for the acceptable use of Artificial Intelligence (AI) in the Michigan Department of Health and Human Services (MDHHS) and communicate expectations of user behavior. Maintaining an environment of responsible use minimizes the exposure of risks inherent in the use of Information Technology (IT) resources.

REVISION HISTORY

Issued: 11/1/2026.
Next Review:11/1/2027.

DEFINITIONS

Predictive AI

Predictive AI is designed to forecast outcomes based on historical data patterns and existing information. These models rely on machine-learning algorithms and statistical analysis to examine historical and current data, spot patterns, and forecast future events, behaviors, or risks.

Generative AI

Generative AI creates new and original content in response to user prompts. It employs sophisticated deep learning algorithms and supporting infrastructure to generate novel outputs that mimic human-like creativity. By learning from large datasets, generative AI models can create text, images, music, and even videos that exhibit a high level of authenticity.

Agentic AI

Agentic AI is an evolution of generative AI that incorporates autonomous planning, decision-making, and task execution. Instead of responding to individual prompts, it can independently carry out tasks over time, helping drive work and projects forward with minimal human oversight.

MDHHS Data

MDHHS Data are items of information that are collected, maintained, and utilized by the covered MDHHS entities for the purpose of carrying out MDHHS business, even if subject to contractual or statutory limitations. MDHHS data may be stored either electronically or by paper and may take other forms including, but not limited to, text, graphics, images, sound, or video.

MDHHS data are essential data required to conduct operations within the organization. This includes any data elements that are created, received, maintained, or transmitted.

Personally Identifiable Information (PII)

Information that can be used on its own or with other information to identify, contact or locate a single person, or to identify an individual in context.

Protected Health Information (PHI)

Individually identifiable health related information that is collected by a HIPAA covered entity or component and is transmitted by, or maintained in, electronic or any other form or medium.

Excludes individually identifiable health information in: (a) education records covered by the Family Educational Rights and Privacy Act (FERPA); and (b) employment records held by the MDHHS in its role as employer.

SCOPE

This policy applies to all employees, contractors, temporary workers, or trusted third parties with access to AI solutions. This policy applies to all AI system components developed, procured, or deployed by DTMB or MDHHS vendors, including internal tools, public-facing applications, and third-party or external AI services.

POLICY

Employees are authorized to use AI for work-related purposes within the boundaries and guidelines listed below. While using AI, employees must commit to responsible, transparent, and ethical uses of AI, focusing on the benefits for Michigan residents and to promote public trust, while also mitigating potential risks and avoiding unintended consequences. The use of AI must improve the delivery of services and products while operating within the bounds of State of Michigan and MDHHS policies, standards, and procedures.

Ethics, Fairness, and Transparency

AI systems should be used, developed, trained, and deployed in a manner that adheres to ethical principles, including transparency, fairness, accountability, and respect for human rights. Bias and discrimination should be actively mitigated in AI systems, ensuring

that they do not reinforce existing inequalities or create new ones. When utilizing AI systems, all outputs should be reviewed to eliminate potentially biased and discriminatory information.

AI systems should be designed and deployed to benefit all segments of society, considering the needs of disadvantaged or underrepresented communities. AI systems should be designed to treat all individuals fairly, without discrimination based on age, gender, race, ethnicity, religion, disability, or other protected characteristics.

The use of AI for malicious activities, including but not limited to creating or distributing deepfakes, AI-driven phishing attempts, AI-enabled hacking attempts, or other misuse of AI is strictly prohibited.

Security, Privacy, and Data Protection

Rigorous cybersecurity measures must be in place and shall not be bypassed, thus minimizing the risk of data breaches and maintaining the trust and privacy of all involved stakeholders. AI tools may only be accessed and used on SOM-managed devices for work purposes.

All data or information used in approved AI systems must comply with applicable data classification standards. No internal, confidential, or restricted data should ever be entered or used in external AI systems.

AI solutions that involve software products or vendor contracts can use MDHHS data only if the use case has been approved by the DTMB AI Governance Board and MDHHS Data Governance Team.

To submit an AI use case for new software, or verify if your use case has been approved, contact the MDHHS-DataGovernance@michigan.gov.

Information presented to unsecured AI tools is at risk of being exposed to the public. This can release non-public information and breach regulatory requirements, customer or vendor contracts, or compromise public trust.

Appropriate measures must be taken to protect the privacy and security of data processed by AI systems in accordance with relevant data protection regulations and SOM policies. Sharing MDHHS data with an unapproved AI tool is considered an

unauthorized disclosure and must be reported through the DCH 1422 Data Incident Report.

No Presumption of Privacy

MDHHS provides no assurances, and employees have no expectation of privacy for electronic exchanges that occur on SOM equipment on SOM time, before and after work hours, during lunch hours, or during break times. All electronic communications using SOM equipment or software, including AI tools, are MDHHS property and will be monitored as needed.

AI tools used within MDHHS may generate or store audio recordings, video recordings, meeting transcripts, or written outputs. Employees should be aware that any internal or external AI related recordings or transcriptions created, retained, or transmitted using State of Michigan systems may be subject to disclosure under FOIA. See MDHHS Policy APS 1230-10 (Teleconferencing Recording Privacy Policy) for more information.

Expert Human Oversight

AI relies on technology that can exaggerate or provide outputs that contain inaccurate, unreliable, biased, or discriminatory information that may already exist in the dataset being inputted into the AI solution. Employees should exercise caution when relying on AI-generated content and should always review and edit responses for accuracy before utilizing the content. AI-generated content must be reviewed by the Subject Matter Expert (SME) for accuracy, appropriateness, privacy, plagiarism, and security before outputs are acted upon or disseminated. Human-in-the-loop (HITL) must be incorporated into system processes utilizing AI, including oversight of implementation.

Citation and Transparency

To maintain integrity, accountability, and compliance, it is essential to provide clear disclosure whenever artificial intelligence tools contribute to the creation, analysis, or refinement of content. Citing the use of AI promotes transparency, helps ensure that outputs are understood in their proper context, and supports responsible use aligned with organizational policies and ethical standards. This documents when and how AI assistance was utilized, enabling others to accurately assess the origin, reliability, and limitations of the information produced.

Examples of AI citations, where applicable:

Document: AI tool name, version, prompts/parameters, editing steps.

Label each AI-generated figure/graphic clearly in caption or adjacent note.

Include a detailed statement in Methods or Acknowledgements about AI role and human involvement.

Automated systems (including conversational AI and chatbots) must disclose to users that they are interacting with an AI system, and when interacting with the public, must offer a non-AI alternative.

Intellectual Property

Employees must not input full-text copyrighted materials such as books, articles, reports, or proprietary datasets into AI tools without crediting the original source within any generated outputs.

To ensure professionalism and representation of the agency, staff may not use AI to generate visual content for marketing purposes such as designs, logos, apparel designs, etc. without prior approval from MDHHS's Office of Communications.

AI-generated depictions, imitations, or representations of specific people may not be used without their explicit consent.

REFERENCES

IT Policies, Standards and Procedures (DTMB)

- 1340.00.130.02 Acceptable Use of Information Technology
- 1340.00.150.02 Data Classification Standard

DTMB Artificial Intelligence Resources, Training and Guidance

- AI Guidelines and Responsibilities

MDHHS Administrative Policy Manuals

- APS 1220 Incident Response
- APS 1230-10 Teleconferencing Recording Privacy

ENFORCEMENT

Violations of this policy or failure to implement provisions of this policy must be reported and submitted via the DCH 1422 – Data Incident Report within 24 hours of the discovery of violation of this

policy (refer to MDHHS Policy APS 1220 – Incident Response). Failure to adhere to this and other policies may result in disciplinary action up to and including termination.

CONTACT

For additional information concerning this policy, contact the MDHHS Chief Data Steward at MDHHS-DataGovernance@michigan.gov.