AI Implementation Starter Plan

NOVA Center for Responsible AI in Victim Services

This worksheet helps organizations clarify whether, when, and how Artificial Intelligence (AI) may be used within their work—while centering survivor safety, ethics, and organizational values. This tool is not about adopting AI quickly; it is about adopting it thoughtfully, if at all.

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Section 1: Organizational Goals

Use this section to clarify what your organization hopes to accomplish—or avoid—when considering AI.

Our goals related to AI include:

□ Reducing administrative burden
□ Supporting staff efficiency (without increasing workload expectations)
□ Improving internal processes (non-survivor-facing)
□ Understanding risks to survivors and confidentiality
□ Responding to funder, partner, or system-level expectations
□ Deciding not to use AI at this time
□ Other: _____

In our own words, our goal of implementing AI tools in our organization is to:

How does AI align (or not align) with our commitment to survivor autonomy, dignity, and access to services?

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Section 2: Guardrails & Boundaries

What are our non-negotiables? Establishing clear guardrails is essential to protecting survivors, staff, and the organization from potential risks associated with AI use.

AI must never be used for the following tasks:

□ Entering, storing, or processing survivor-identifying or sensitive information
□ Conducting risk assessment or danger evaluations without human oversight
□ Assessing survivor credibility or determining their needs without direct human input
□ Creating safety plans without thorough human review
□ Making critical decisions that replace professional or clinical judgment
□ Other: _____

Essential safeguards before any AI use:

□ Clear, written organizational policies and guidance
□ Formal leadership approval for any AI tools or systems
□ Comprehensive staff training on AI use and ethics
□ Human review of all AI-generated outputs
□ Full transparency about AI limitations, capabilities, and risks
□ Ongoing monitoring, review, and oversight of AI use and impact

Our organization's most important guardrails for safe and ethical AI use:

The use of AI in victim services must never limit a survivor's control over their information, choices, or engagement with services.

Section 3: Approved or Considered Use Areas

If your organization chooses to use AI, in what scenarios or tasks would it be most appropriate and safe?

□ Drafting outlines or templates (non-sensitive)
□ Editing or formatting internal documents that do not contain confidential or survivor-related information
□ Brainstorming ideas for training sessions, outreach campaigns, or educational materials
□ Summarizing information that is already public or non-confidential
□ Grant writing support, as long as no proprietary or sensitive data is shared
□ Providing administrative support for routine, non-sensitive tasks only
□ No AI use planned at this time

Additional notes or specific limits on AI use:

Section 4: Training & Support Needs

What do staff and leadership need to feel informed, prepared, and confident before moving forward with AI?

What are your team's top training priorities (select all that apply):

□ AI basics for advocates
□ Ethical,trauma-informed, and survivor-centered AI use
□ Identifying and managing confidentiality and privacy risks
□ Leadership and board education on AI governance and oversight
□ Tool-specific guidance and best practices
□ Understanding how AI impacts survivor trust and engagement
□ Recognizing bias and inequities in AI systems
□ Ethical dilemmas and gray areas in AI use
□ Strategies for responding to AI-related harm (such as deepfakes, misinformation, or misuse)

Who should receive training first to maximize impact and safety?

□ Advocates
□ Supervisors
□ Leadership
□ Board
□ All staff

What are your preferred formats for AI training?

□ Webinars
□ Written guidance
□ Interactive small-group discussions
□ On-demand recorded trainings

Section 5: Roles & Oversight

Who is accountable for making AI-related decisions and ensuring monitoring in your organization? ***NOVA recommends that AI oversight not rest with a single person. If possible, the best practice would be to establish a cross-functional oversight team that includes equity- and survivor-informed perspectives.***

Designated AI lead or oversight team:
Name(s)/Role(s): _____

Key responsibilities may include:
□ Staying informed about new AI developments, risks, and opportunities
□ Regularly reviewing the use of AI tools and technologies across the organization
□ Updating policies, procedures, and guidance to reflect current best practices
□ Responding promptly to concerns, incidents, or potential misuse of AI systems
□ Responding to concerns or misuse

Section 6: Review & Reassessment Timeline

How will your organization revisit and update this AI plan over time?

Because AI tools, risks, laws, and organizational needs can change rapidly, organizations should revisit this plan not only on a schedule but also whenever significant events, concerns, or changes occur.

Our organization will reassess this plan when:
□ A new AI tool or technology is introduced or considered
□ An AI-related concern, incident, error, or harm occurs
□ Staff identify new ethical, confidentiality, or survivor-safety concerns
□ Relevant laws, policies, funder expectations, organizational guidance, or staff change

Optional recurring review schedule:
□ Every 6 months □ Annually □ Other: _____

Next planned review date (or timeframe):

Section 7: Reflection & Next Steps

Based on our reflection in this worksheet, our next steps are:

□ Pause and reassess at a later date if needed
□ Seek out targeted training opportunities or expert guidance on AI integration
□ Draft or adopt a clear, ethical AI use policy tailored to our organization
□ Explore low-risk, well-defined use cases for AI that align with our mission and values
□ Engage organizational leadership or board members in ongoing discussions about AI
□ Request tailored technical assistance or schedule a consultation to address our specific needs

Our immediate next step:

Need Additional Support?

Organizations can gain significant value from expert, tailored guidance when navigating AI-related questions, developing policies, training staff, or evaluating tools. NOVA offers specialized training and technical assistance for victim service organizations and coalitions committed to trauma-informed, ethical AI integration. Partner with NOVA to ensure your approach to AI is safe, responsible, and survivor-centered.

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AI Readiness: Organizational Reflection Exercise

NOVA Center for Responsible AI in Victim Services

This exercise is designed to help organizations thoughtfully reflect on how Artificial Intelligence (AI) may impact their work, staff, and the survivors and communities they serve.
The purpose of this activity is not to encourage or discourage the use of AI. Instead, it is intended to support intentional, ethical, and survivor-centered decision-making before implementing AI tools or workflows.

There are no perfect or universally correct answers. The goal is to:

- identify potential risks and ethical concerns,
- explore appropriate safeguards and boundaries,
- strengthen organizational readiness,
- and encourage proactive discussion before AI use expands.

As you complete this worksheet, consider:

- survivor safety and autonomy,
- confidentiality and privacy,
- staff capacity and training,
- organizational values,
- human oversight and accountability,
- and the difference between convenience and appropriate use.

Scenario

A victim advocacy organization is preparing several large grant applications while also managing staffing shortages and increasing service demand.

A program manager suggests using a generative AI tool to help:

- brainstorm proposal ideas,
- summarize organizational accomplishments,
- draft sections of narratives,
- and improve the clarity of writing.

At first, staff only use public or non-sensitive information. Over time, however, one staff member begins entering more detailed examples from survivor situations to help the AI “better understand” the organization’s impact and generate stronger language.

Another staff member expresses concern that the organization does not yet have a formal AI policy, staff have not received AI-specific training, and leadership has not clearly defined what information can or cannot be entered into AI systems.

Meanwhile, leadership is feeling pressure to increase efficiency and keep up with other organizations already using AI tools.

AI Readiness: Organizational Reflection Exercise

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Reflection Questions

1. What potential concerns or risks do you notice in this scenario?

□ Confidentiality/privacy concerns
□ Lack of organizational policy or oversight
□ Mission drift or pressure-based decision-making
□ Staff uncertainty about ethical boundaries
□ Overreliance on AI-generated content
□ Inaccurate or misleading information
□ Survivor trust concerns
□ Other: _____

2. At what point did risk begin increasing in this scenario?

3. What safeguards or organizational guardrails could help reduce risk here?

4. What should leadership clarify before AI use continues?

5. Which tasks in this scenario may be appropriate for AI use with safeguards?

6. Which tasks should not involve AI?