

	SAN BERNARDINO COUNTY POLICY MANUAL	No. 09-08 PAGE 1 OF 4 EFFECTIVE DATE August 18, 2026
POLICY: ARTIFICIAL INTELLIGENCE (AI) AND GENERATIVE AI		APPROVED DAWN ROWE Chairman, Board of Supervisors

POLICY STATEMENT AND PURPOSE

San Bernardino County adopts Artificial Intelligence (AI) thoughtfully and responsibly to amplify human capability, improve outcomes, and better serve our communities. This Policy establishes a human-centric framework for the secure, ethical, and responsible use of AI, including Generative AI, to enhance effectiveness, operational efficiency, innovation, and work-life balance across County operations while complying with all applicable laws and regulations. AI shall be used to augment - rather than replace - human judgment, ensuring County employees remain accountable, empowered, and central to all decision-making.

DEPARTMENTS AFFECTED

Board of Supervisors, all County Agencies, Departments, Board-Governed Special Districts, and Board-Governed Entities.

DEFINITIONS

AI Governance: A set of guidelines and practices that ensure AI is used responsibly, ethically, and legally. It applies to the development, use, and deployment of AI Technologies with existing data governance, security, and privacy measures.

AI Technologies: AI systems, embedded AI systems, standalone AI systems, and AI models, whether developed internally, provided by third parties, or publicly available.

County Workforce: Employees, contractors, volunteers, and other persons performing work for or providing services to San Bernardino County. This includes, but may not be limited to, full and part-time elected or appointed officials, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to the County.

County’s AI Review Process: A set of procedures detailed in the County Policy 09-08 SP1 Planning, Assessment, and Implementation standard practice, which establishes the required steps that must be followed when proposing, evaluating, or implementing AI and Generative AI technologies.

Generative AI (GenAI): AI systems capable of generating new content, such as images, text, audio, or videos. GenAI systems are trained on large datasets and learn the underlying patterns and structures of data. These systems can then generate new content, based on the examples they were trained on, that imitates human-created content and may be indistinguishable from human-created content.

Human in the Loop (HITL): Human oversight, intervention, or review throughout the various stages of an AI system’s decision-making process. HITL is necessary to ensure the AI’s actions will align with desired outcomes and guiding principles for responsible use of AI.

POLICY AMPLIFICATION

1. This Policy applies to the use of AI Technologies by all County Agencies, Departments, and Board-Governed Special Districts.

AI Technologies solutions shall be developed with the intent to be innovative, provide effective outcomes and efficiencies in the workplace, and support safety and security. When licensing, configuring, developing, using, or maintaining AI Technologies, employees shall follow federal, state, and local laws, rules, regulations, and County policies to ensure the responsible use of AI and always apply HITL for oversight.

ENCOURAGED AND APPROVED USES OF AI

The County encourages the use of AI Technologies to improve efficiency, reduce administrative burden, enhance service delivery, and support decision-making.

Examples of encouraged uses include, but are not limited to:

- Drafting, summarizing, and editing documents, reports, emails, and policies
- Automating routine administrative or repetitive tasks
- Research, knowledge discovery, and document analysis
- Meeting transcription, summarization, and action-item identification
- Data trend analysis and forecasting that informs - but does not replace - human decision-making
- Software development assistance, scripting, and technical documentation

Low-risk, internal, productivity-focused uses of AI may qualify for streamlined or pre-approved review under the County's AI Review Process.

Guiding Principles for Responsible Use of AI Technologies

- a. *Accountability:* Departments and designated personnel are responsible for oversight and compliance with County policies, laws, and regulations governing AI use. HITL must be applied to ensure responsible outcomes.
- b. *Accessibility:* AI systems must be usable by individuals with diverse abilities and meet accessibility standards.
- c. *Effectiveness:* AI Technologies must reliably meet their stated purpose. Departments must assess, measure, audit, and communicate the effectiveness and impact of AI deployments. AI Technologies should demonstrate measurable reductions in manual effort, processing time, or operational complexity where feasible. Approved AI tools shall be periodically reassessed for continued fitness for purpose, vendor or model changes, and legal or regulatory updates.
- d. *Fairness:* AI data practices must be equitable and free of bias. AI should broaden access to services and resources regardless of background, location, or socioeconomic status.
- e. *Human-Centered Design:* AI systems must be designed and deployed with consideration for their impact on the County Workforce and service delivery to residents. AI should be implemented to enhance employee capability, support professional judgment, and allow the County Workforce to focus on higher-value and mission-critical work.
- f. *Privacy and Confidentiality:* AI use must protect sensitive, confidential, and regulated information - including PII and PHI - and comply with privacy, consumer protection, and HIPAA requirements. County data must be safeguarded against unauthorized access, disclosure, or manipulation.
- g. *Security and Safety:* AI must meet County-established security standards, including safeguards that:
 - Prevent unauthorized access or misuse of County data.
 - Protect County operations, IT systems, public safety services, and critical infrastructure.
 - Ensure safe and reliable AI utilization while minimizing risks.
- h. *AI Training and Communication:* The County Workforce shall receive regular training on AI Technologies, their proper use, associated risks, and applicable laws and policies. Training shall emphasize practical, job-relevant use cases that help employees reduce repetitive work, improve service delivery, and confidently apply AI as a tool to enhance - not replace - human expertise.

- i. Transparency:* AI operations must be communicated clearly and understandably. Departments must disclose the purpose and use of AI systems and maintain documentation regarding data sources, models, and applicable policies.
- 2. Prohibited Uses of AI Technologies:** The following prohibited uses are limited to high-risk applications that pose significant legal, ethical, privacy, security, or public trust concerns. These restrictions are not intended to limit low-risk, productivity-enhancing uses of AI that support employees and improve operational efficiency. Certain AI systems are prohibited, unless otherwise approved by the Board of Supervisors, because they process sensitive, confidential, and regulated information and there is a higher risk of harm to the County.
 - a. Unauthorized and non-consensual utilization of biometric identification or classification;
 - b. Emotion analysis, or the use of computer vision techniques to infer or classify an individual's emotions, sentiment, mental state, or intent based on facial expressions, body movements, or physiological characteristics, except where clinically validated and authorized for medical or mental health applications. This prohibition does not apply to AI-enabled camera or video systems used for safety, security, or crime prevention purposes that detect observable behaviors or events - such as physical altercations, violence, weapons, intrusions, or hazardous conditions - provided such systems do not infer emotions or personal characteristics and incorporate HITL oversight;
 - c. Submission of any sensitive, confidential, and regulated information (e.g., PII or PHI) to GenAI technology platforms without the appropriate internal controls and processes;
 - d. AI systems deploying subliminal techniques to manipulate human behavior or target vulnerable populations;
 - e. Use of AI for Automated Decision-Making or fully automated processes that make decisions without human involvement or review;
 - Permitted: AI that provides recommendations or analysis with human judgment retained.
 - Prohibited: AI that makes or executes decisions without meaningful human review.
 - f. Use of AI for social scoring or systems to track and classify individuals based on their behaviors, socioeconomic status, or personal characteristics;
 - g. Use of AI for generation of content or other uses that impersonate a person or organization in voice or likeness without the person or organization's knowledge, consent, or review; and
 - h. Use of AI that does not comply with any applicable federal or state laws, County policies, procedures, codes, or regulations.
- 3. Departments must follow the County's AI Review Process before implementing any AI Technology.**
 - a. The County's AI Review Process will be risk-based and proportionate, with streamlined review pathways for low-risk, internal, and productivity-focused AI uses.

Higher-risk, public-facing, or automated decision-support systems will require additional review and approval.

- b. To support innovation and coordinated adoption, Departments shall submit proposed AI Technologies for review under the County's AI Review Process. This review will enable the County to maintain an inventory of AI Technologies, promote shared solutions, and reduce unnecessary duplication. AI Technologies and GenAI must always incorporate HITL.
4. Departments may need to develop additional policies or controls tailored to their operational needs and applicable regulations.

LEAD DEPARTMENT

Innovation and Technology Department

APPROVAL HISTORY

Adopted August 18, 2026 (Item No. XX)

REVIEW DATES

GenAI is rapidly evolving, and the ways in which the technology can be used are likely to grow well past the date of this policy's initial approval. The Lead Department is responsible for initiating review of the policy by August 2027 and annually thereafter. If no changes are recommended following review, the phrase "Reviewed without Amendment" and the date should be entered in the "Approval History" section and a new "Review Date" should be entered in this section.