



Technology: AI as a Provider Tool

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Training's Purpose

To discuss the practical application of AI tools, share ideas, and inspire exploration



Hook: Start with a brief, compelling example of a recent AI breakthrough.

What We'll Cover: Explain that this presentation will move beyond hype to practical, everyday tips for using AI tools effectively, focusing on productivity and learning.

Goal: Equip the audience with the knowledge to be **AI-literate users**, not just passive consumers.



Artificial Intelligence (AI)

Definition: Artificial intelligence (AI) is a branch of computer science dedicated to creating systems that simulate human cognitive functions—such as learning, reasoning, problem-solving, perception, and decision-making—by analyzing vast datasets to identify patterns.

- **Open vs. Closed Models**
- **Hallucinations**
- **Bias**
- **Examples of AI Uses?**
 - **Drafting:** Emails, outlines, content ideas.
 - **Summarizing:** Long articles, meeting transcripts.
 - **Brainstorming:** Generating new perspectives or initial ideas.

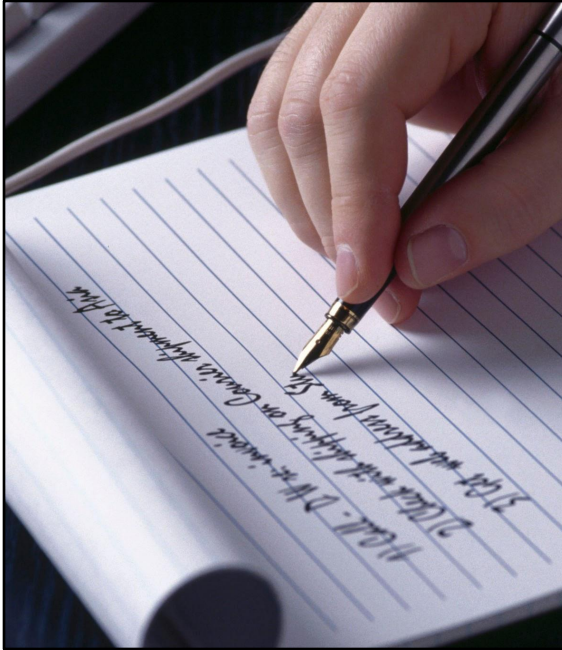
- **Why does AI Hallucinate?**
 - AI models like Gemini or ChatGPT are trained on **vast amounts of text data** to recognize patterns and generate human-like text.
 - They are **prediction engines**, not search engines. They predict the most likely next word, which is why they sometimes "hallucinate" or make up information.
- **What are the limitations of AI?**
 - **Fact-Checking is Critical:** AI can sound confident even when wrong. **Always verify** critical or factual information.
 - **"Garbage In, Garbage Out":** The quality of the output directly depends on the quality of your input (the prompt).
 - **No Current Knowledge:** Most public models have a knowledge cut-off date and cannot provide real-time information unless specifically connected to the internet.
- **Examples of AI Uses?**
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Tip #1: Persona

Tip 1: Assign a Role (Persona Prompting)

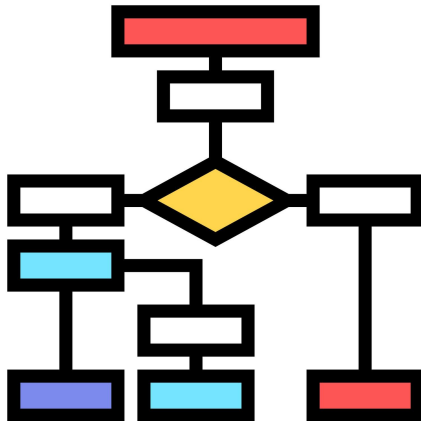
- Tell the AI *who* it is (e.g., "You are a professional copywriter," "Act as a college history professor," "You are an expert Excel formula creator").
- *Example:* Instead of "Write a paragraph about climate change," try: "**Act as an environmental journalist.** Write a compelling 150-word introduction to an article on the local economic impact of rising sea levels."



Tip #2: Context & Constraints

Tip 2: Provide Context and Constraints

- Specify **Audience, Format, and Tone**.
- *Example:* "Write a short summary of the key findings from the attached document **for an executive audience (Audience)**. Present the summary as a **three-bullet-point list (Format)** using a **concise, formal tone (Tone)**."



Tip #3: Be Iterative

Tip 3: Be Iterative (The Conversation)

- Don't treat the first answer as final. AI excels at follow-up.
- **Refine:** "Make that list more aggressive." "Now, translate the first bullet point into a 2-minute script." "Can you give me three alternative titles for this outline?"
- **Break Down Complex Tasks:** Instead of one massive prompt, break it into smaller steps (e.g., first outline the project, then draft section one, then review the tone).



Responsible Use

- **Privacy and Confidentiality:**

Never input sensitive, proprietary, or personal data. Assume anything you input may be used to train the model unless the platform's terms explicitly state otherwise (and you trust them).

- **The "Human in the Loop":**

- **AI is an assistant, not a replacement.**
- **Review and Edit:** accuracy, tone, and your unique voice.

- **Bias and Ethics:**

- AI models can reflect **biases** present in their training data. Be aware that outputs may not be equitable or culturally sensitive.
- Actively look for and correct bias in the content the AI generates for you.

- **Privacy and Confidentiality:**

Never input sensitive, proprietary, or personal data. Assume anything you input may be used to train the model unless the platform's terms explicitly state otherwise (and you trust them).

- **The "Human in the Loop":**

- **AI is an assistant, not a replacement.** Your job is to provide expertise, critical thinking, and final approval. AI creates the draft; you provide the polish and verification.
- **Review and Edit:** Always check the output for accuracy, tone, and your unique voice. AI can be generic.

- **Bias and Ethics:**

- AI models can reflect **biases** present in their training data. Be aware that outputs may not be equitable or culturally sensitive.
- Actively look for and correct bias in the content the AI generates for you.

Communication & Accommodations

- Note Taking
- Drafting
- Summarizing
- Transposing Handwritten Notes
- Translating to Plain Language and Foreign Language
- Customizing Communication to team members roles



Ideas for how DSPs & Providers use AI



Capabilities
Connecting the dots

- **Drafting & Summarizing:** Use AI to draft and summarize long case notes or written progress summaries.
- **Transposing Handwritten Notes:** AI can read and attempt to transpose handwritten notes. (It can be time-consuming to double-check and edit, but at least it gives you a chance.)
- **Plain Language, Translation, & Customized Communication:** Use AI to draft summaries that are appropriate to different comprehension levels, foreign languages, or roles in the team, giving specific task items that team members can use to help people achieve outcomes.
- **Plain Language Notices:** Translating complex policy updates into clear, accessible language for families and enrollees.
- **Note Taking:** Use AI as a note-taking tool to help with comprehension and follow-through of action items.

Internal Audits

- **Point out Anomalies:** missing data, unusual patterns, unusually high or low data by comparison, etc.
- **Data Comparison:** match provider notes with billing records
- **Policy and Procedure Gap:** potential areas of improvement by comparing your policies and procedures with the rules in effect.
- **Credential Tracking:** predict and alert when staff training or certifications (e.g., CPR, First Aid) are about to expire.



Ideas for how DSPs & Providers use AI



Capabilities
Connecting the dots

- **Anomalies:** Use AI to identify anomalies in data, missing data, unusual patterns, unusually high or low data by comparison, etc.
- **Audits:** Using "smart data comparison" to match provider notes with billing records to catch discrepancies before submission.
- **Policy and Procedure Gap:** Use AI to identify potential areas of improvement by comparing your policies and procedures with the rules in effect.
- **Credential Tracking:** Using AI to predict and alert when staff training or certifications (e.g., CPR, First Aid) are about to expire. Eg. Google Apps Script to automatically generate and send replies when new emails arrive

Scheduling & Forecasting

- **Intelligent Scheduling:** Automating DSP assignments based on waiver-specific regulations and availability.
- **Forecasting Staffing Needs:** Offer suggestions on what staffing needs are being missed or underutilized.
- **Credential Tracking:** predict and alert when staff training or certifications (e.g., CPR, First Aid) are about to expire.



Ideas for how DSPs & Providers use AI



Capabilities
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- **Intelligent Scheduling:** Automating DSP assignments based on waiver-specific regulations and availability.
- **Forecasting Staffing Needs:** Offer suggestions on what staffing needs are being missed or underutilized.

Training

- **Policies & Procedures:** brainstorm service and employee training suggestions (staff member or agency-wide)
- **Customized Training Plans:** adapt training plans to account for transferable skills, needs, or areas of focus.
- **Training Presentations:** agendas, presentations, handouts, competency-based verifications



Ideas for how DSPs & Providers use AI



Capabilities
Connecting the dots

- **Policies & Procedures:** Use AI to offer service and employee training suggestions. This can be done on an individual staff member or agency-wide.
- **Customized Training Plans:** Use the new hire's previous experience and the agency's new hire training plans to draft customized training plans that identify transferable skills and identify additional training needs or areas of focus.
- **Training Presentations:** Use AI to draft or refresh training materials (agendas, presentations, handouts, competency-based verifications)



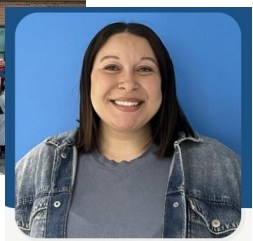
Analyzed Data, Searched for anomalies, trends, patterns, created summary visuals and alignment questions.


Capabilities
Connecting the dots
AI as a Provider Tool: *Sample*

Written Plan Identifying Training Priorities (In coordination with the Health and Safety Training Plan Roles and Responsibilities)

Per OAC 5123-2-8, Capabilities, as an agency provider to the Department of Developmental Disabilities, develops and implements a written plan for its director of operations (Chief Executive), supervisors of direct support professionals (Managers & Leaders), direct support professionals (Caregivers, Community, POC Consultants, Driving Instructors), direct support assistants (DAs), and volunteers (NVS). The identifying training priorities for employees who are engaged in direct provision of Supported Employment/Community Connections will be provided. These training include work covering employment support/professional related content. These training priorities are consistent with the needs of individuals served, best practice, the requirements set forth in OAC 5123-2-8 Appendix A, B, C, and Capabilities' vision and strategic plan. The written plan of training priorities describes the method that will be used to establish competency in areas of training, the person responsible for arranging or providing the training, the projected timeline for completion, and is updated at least annually. Capabilities' Rigor Advancing Trainings include 4 hours of training. Person responsible for training who will do the training, what training will take place, when and where each session will take place, and duration of training is listed on the agenda.

Required Learning Objectives (what the outcome of each session will be)	Coordinated Competency	Method to Establish Competency (How the session will be documented & evaluated)	Projected Timelines for Completion
Participants have complete plans, change relations, general health, and annual critical incident review updated to their services.	Supporting the Team with your Strengths	Rig Advancing Training with sign-in	End of 1st Quarter
Participants learn supporting people techniques (assessing, listening, person centered, individualized, empathy based care, goal setting, positive feedback support, positive expectations, disability awareness, and narrative confidentiality) (primary. (This is part of DDD's Annual ODP Training - Module 2 & 5 using department curriculum.)	Putting Excellence, Embracing Change	Rig Advancing Training with sign-in	End of 1st Quarter
Participants learn to use referrals, SPIs, previous services. (This is part of DDD's Annual ODP Training - Module 5 using department curriculum.)	Putting Excellence, Embracing Change	Rig Advancing Training with sign-in	End of 1st Quarter



Customized Staff Training Plans Adapted Annual Staff Training Plans

Participants in risk/behavior reduction and and service to Participants in Program open enrollment.	Acting with Integrity	Self-paced Training with assessment	End of 4th Quarter
Participants in compliance with the building fire and lockdown.	Supporting the Team with your Strengths	Self-paced Training with assessment	End of Year
Participants in fire, chemical, OSHA's Annual equipment (PPE compliance)	Supporting the Team with your Strengths	Self-paced Training with assessment	End of Year
Participants in transportation	Embracing Change	Self-paced Training with assessment	End of Year
Participants in signing related			
Participants in communication			
Participants in compliance with OAC 5123-2-8			
Participants in who are staff			
Participants learn the procedures for fiscal policies, a signature of fiscal, vendor, abuse and other wrongdoing. (Corporate Compliance)	Acting with Integrity	Self-paced Training with assessment	End of 4th Quarter
Participants learn the policies and procedures for reporting critical incidents, infections, and communicable disease (person served and internal). (Presenter may need to use part of DDD's initial ODP Training - Module 4.)	Supporting the Team with your Strengths	Self-paced Training with assessment	End of Year
Participants learn compare emergency procedures, evacuation procedures, emergency phone numbers, and first-aid supplies (primary, in office, during transportation).	Embracing Change	Self-paced Training with assessment	End of Year



AI as a Provider Tool: *Sample*