Q1: Can regional centers use GenAI?
A1: Yes. Regional Centers may use GenAI tools only when appropriate safeguards are in place to protect client data, ensure transparency, and maintain professional accountability.

Q2: Do regional centers need prior approval to use GenAI?

A2: Yes, the regional centers are required to notify the Department prior to implementing use of GenAI as outlined in both the RC Contract for FY 25/26 and in Technical Bulletin #568.

Q3: What type of review should the regional center complete when researching GenAI solutions?

A3: Before seeking approval to implement any GenAI software, RCs must evaluate and document responses to the following questions:

- *Data Handling*: Is information stored locally, or does the tool share data externally (e.g., to train large language models etc)?
- *Privacy Protection*: Could its use expose client information protected by HIPAA or other confidentiality laws?
- *Informed Consent*: Have all affected parties (clients and families) been informed of, and consented to, GenAI use, when relevant?
- *Oversight*: What internal review process ensures that GenAI-generated content is monitored for accuracy, fairness, and bias?
- *Transparency*: Is the use of GenAI clearly disclosed and referenced in any documents, communications, or decisions it influences?

Q4: Can vendored service providers use GenAI?

A4: Yes, with the understanding that all service providers also need to apply the same standards as regional centers when considering use of GenAI tools. Just as it is the Department's responsibility to review and approve RC use of GenAI software in an effort to protect HIPAA data, it is the RC's responsibility to ensure service providers are protecting their HIPAA data when implementing GenAI. Regional centers must ensure the vendored service providers are contractually obligated to uphold the same data protection standards as the covered entity, specifying what data can be used, for what purposes, and mandating safeguards to prevent breaches.