

## GENERATIVE AI AND JOURNEY.DO

At Lifelab Studios, we ensure that AI enhances our services without compromising privacy, safety, or fairness. **No data is shared externally** or used internally to **retrain or refine our AI models**. Everything stays strictly within our environment, and staff always remain in control of the final outcomes.

As an overview, **Journey.do** includes both a **learner application** and a **champion dashboard**. At this point, our **AI integration is strictly tied to the champion dashboard**, supporting staff in their work to help individuals grow. Specifically, AI is used to create growth and transition plans, generate insights for staff about struggles and strengths, analyze case notes and provide suggestions for improvement, and even offer learning activities that staff can practice with the AI to refine their coaching skills.

From the learner's side, they log into a **safe and secure, mobile-first application** where they complete growth modules assigned by staff, tailored to their criminogenic needs. Each growth module requires them to **connect with real-life examples, complete learning activities, and share a life application story** based on story criteria tied to that module. For example:

- If individual is learning about boundaries as part of improving their family situation, they share how they are creating healthy boundaries using what they learned in the module's activities.
- Or, if they are learning about managing triggers, they will learn what a trigger is and strategies to handle it and then submit a story on how they applied those strategies in their own life.

These **life application stories** are at the heart of our platform. Staff review them in the champion dashboard, using strength-based feedback to connect with the learner's struggles and strengths, while **holding them accountable** by either accepting the story or returning it for resubmission. **Here's where AI comes in:** it offers insights on whether the story meets the criteria and flags any other concerns, helping staff provide useful feedback.

Additionally, at any point, the staff member can click on an **AI insights button** to receive an overview of all the stories shared by the learner, highlighting key themes around strengths, struggles, and offering tips for connection.

- They can also use our **Plan Creator tool**, where they upload notes about the learner and generate a digital growth or transition plan, informed by AI insights but fully editable and approved by the staff member.
- Staff also have access to an **AI notetaker**, where they can drop in notes, observations, and recordings, with the AI producing draft case notes in the desired form, suggesting messages that could be edited and sent to the learner, and even reviewing previous notes to recommend the next contact visit.

Finally, at the end of the program, staff can leverage AI to create a **transition portfolio** for the learner, highlighting both their strengths and any remaining concerns. All plans can be **shared for e-signature**, continually updated, **downloaded as a PDF**, or uploaded into other systems.

In short, our AI is a helpful assistant for staff—enhancing their ability to support learners. Learners never interact directly with the AI; they only connect with their trusted staff members. This ensures we maintain the highest standards of privacy, security, and fairness while using AI to help people grow.

## Generative AI Protections

1. **No Data Retention:** All data, including user stories, is processed securely and is not stored by our AI systems after use.
2. **Restricted Access:** All data remains within our private cloud instance, with **no external sharing** to third-party entities.
3. **Generative AI Protections:** Our AI systems leverage external data sources to refine models, generate insights, and provide solutions. However, **user data is never used to train or enhance AI technologies outside of the platform.**
4. **Human Oversight and Staff Empowerment:** All AI-generated insights and recommendations are first reviewed by staff and treated as **drafts**. Staff have the final word, ensuring that decisions remain **personalized and contextually appropriate**, with AI serving as a **supportive tool** rather than a replacement for professional judgment. Growth and transition plans also undergo further review by local officers to ensure they align with best practices and individual needs.
5. **Bias Prevention and Independent Validation:** Our AI models are designed with fairness in mind, focusing on the specific needs of the populations we serve while **actively monitoring and mitigating bias**. To ensure **accuracy, fairness, and usefulness**, we engaged an independent organization to rigorously compare AI-generated insights to those produced by trained human staff. Across key dimensions, our AI scored **significantly higher** than human staff, reinforcing our commitment to **trustworthy AI** for justice-involved individuals.

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## PRODUCT SECURITY

### Multi-factor Authentication (MFA)

Journey.do provides advanced account protection through MFA using One-Time Passwords (OTP) and Google Authenticator. For environments like detention facilities, innovative Two-Factor Authentication (2FA) allows officers to generate and share authentication codes securely with youth.

### Role-based Access Control (RBAC)

Journey.do is deployed with various defined user roles with respective permissions; however, administrators have control over user roles, permissions, and access. RBAC ensures users can access only data and features relevant to their roles.

### Secure Transmission and Sessions

All data transmissions are encrypted via SSL/TLS, ensuring secure connections. Individual sessions are uniquely tokenized and re-verified for security.

### Encryption

- **Data at Rest:** Encrypted using AES-256, ensuring sensitive information remains secure.
- **Data in Transit:** Encrypted using HTTPS/TLS 1.2 or newer.