# AI & Disability Employment

NILG Board Meeting | April 30, 2024

ODEP — Office of Disability Employment Policy

KEY POINT

# Think before using AI.

# Hello!

I work on ODEP's Technology Initiatives.

ODEP funds the Partnership on Employment & Accessible Technology (PEAT). PEAT helps employers use technology to foster inclusion.



PEAT
Building a future that works

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# What concerns you about AI?

> Although a large majority of researchers feel that AI could soon lead to revolutionary societal change (73%), **36%** feel that AI decisions could cause nuclear-level catastrophe.
>
> —Stanford Institute for Human-Centered AI (HAI)

Source: Artificial Intelligence Index Report 2023, Stanford HAI (2023)

# Questions

1. What is AI?

2. How are employers using AI?

3. Where does ODEP impact AI?

# 1. What is AI?

Artificial intelligence is a machine's ability to do cognitive tasks associated with human minds: perceiving, learning, interacting, problem solving, and being creative.

# AI can assist with job tasks.



### COMMUNICATION

- Cognitive support (writing aids)
- Speech transcription



### COLLABORATION

- Notetaking support and analysis
- Chatbots



### ASSISTIVE TECH

- Computer vision (wayfinding, seeing assistance)
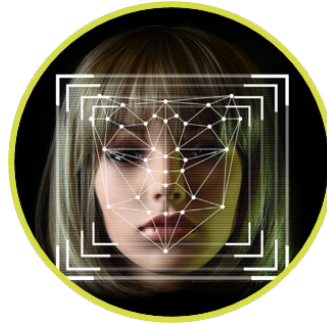- Sign language translators

# AI can make decisions about workers.

### RECRUITING & HIRING

- Job matching
- Resume screening
- Algorithmic interviews and tests

### SURVEILLANCE

- Productivity tracking
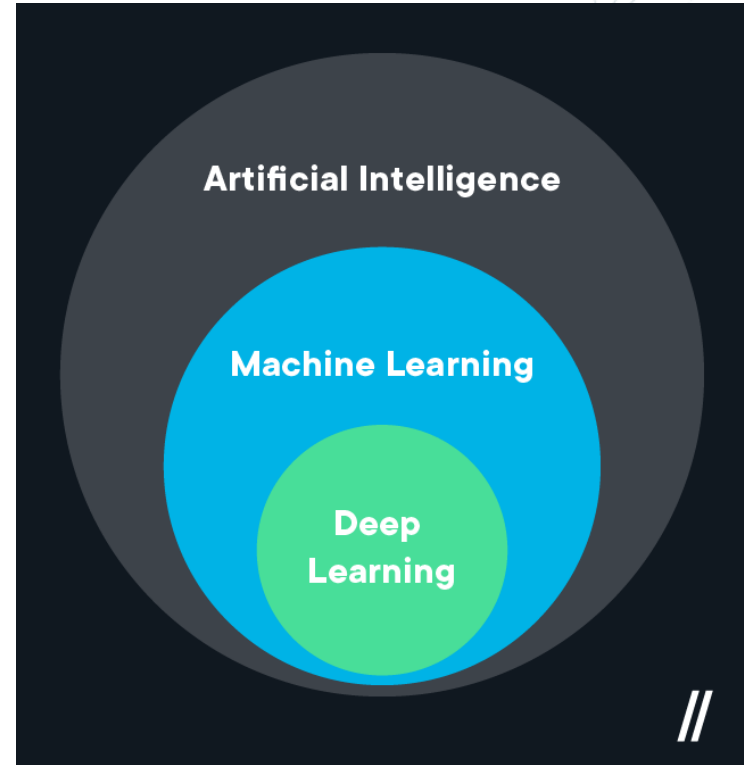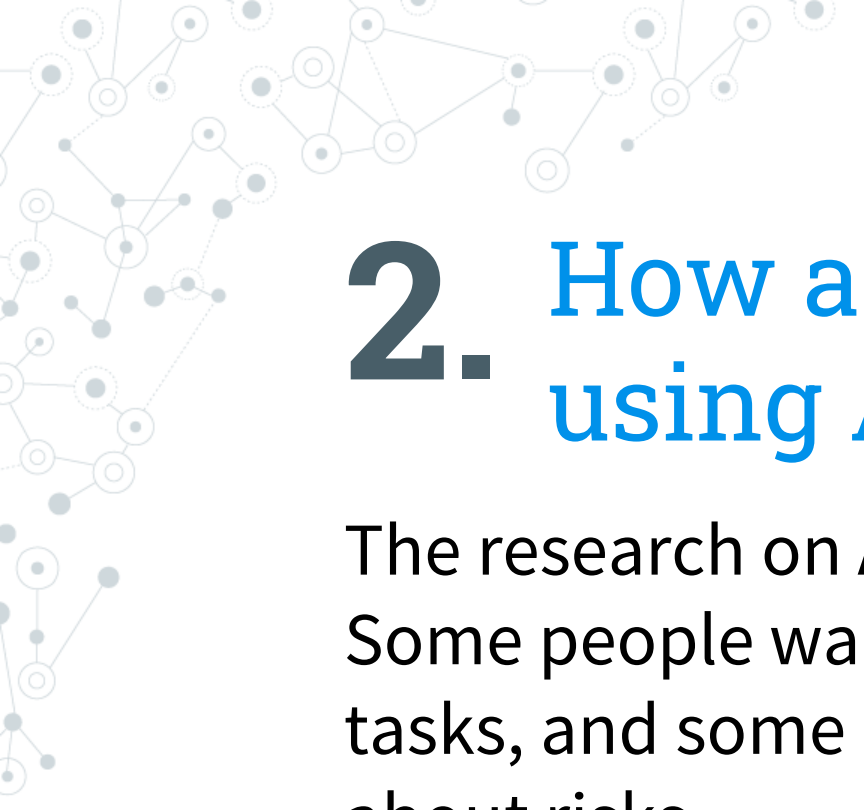- Ability-based monitoring (e.g., keyboard, gaze)

### TRAINING

- Job simulation (virtual reality)
- Career development

# Common AI Terms

**Machine Learning** is when computers take in more structured data and learn to evaluate new data over time (e.g., job matching).

**Deep Learning** is when computers take in vast unstructured data and use neural networks to parse it (e.g., computer vision).



Artificial Intelligence

Machine Learning

Deep Learning

Source: <u>Deep Learning vs. Machine Learning</u>, Flatiron School (2021)

# 2. How are employers using AI?
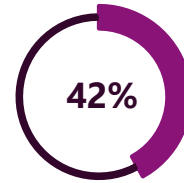
The research on AI adoption is mixed. Some people want to use AI for job tasks, and some people are concerned about risks.
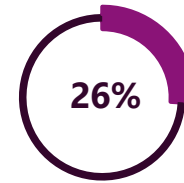
# Research: HR Adoption (1 of 3)

**Nearly 1 in 4**
organizations use AI to support
HR-related activities.

**The largest organizations are more likely to use AI
to support HR-related activities**

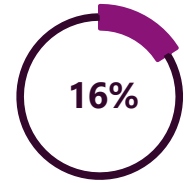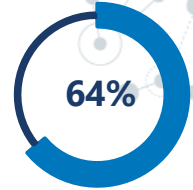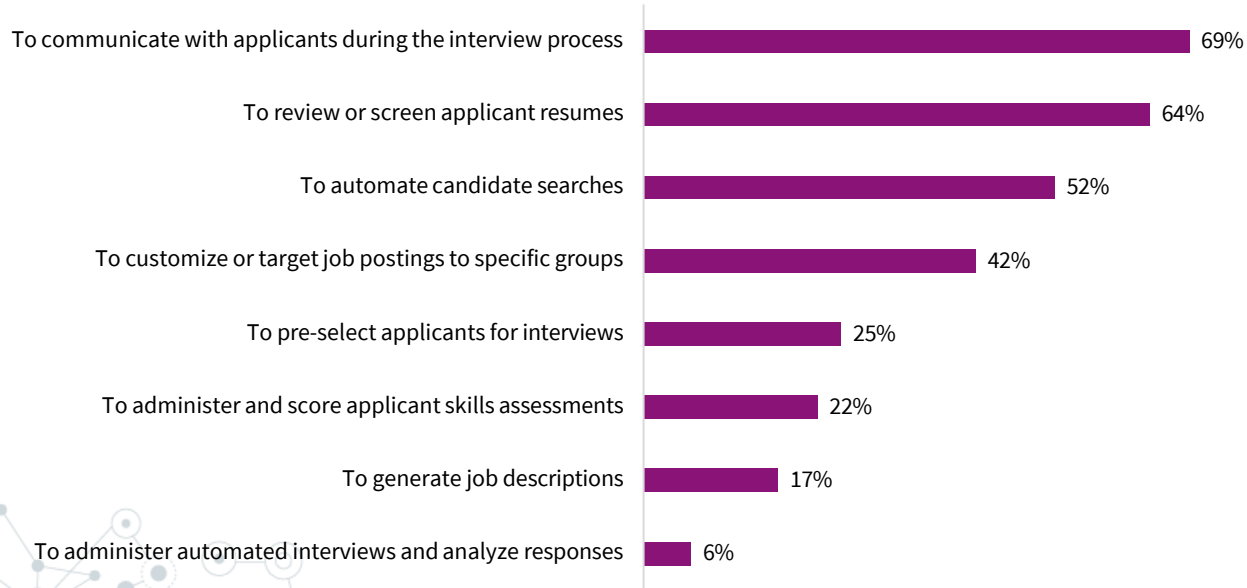| Extra-large organizations (5,000+ employees) | Large organizations (500–4,999 employees) | Medium organizations (100–499 employees) | Small organizations (2–99 employees) |
| --- | --- | --- | --- |
| 42% | 26% | 24% | 16% |
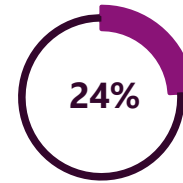
Source: <u>Using Artificial Intelligence for Employment Purposes</u>, Society for Human Resource Management (2022)
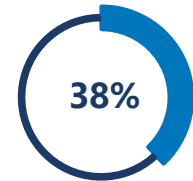
# Research: HR Adoption (2 of 3)

**How organizations use automation or AI to support recruiting and hiring activities**

*Question was select all that apply.*

| Activity | Percentage |
|---|---|
| To communicate with applicants during the interview process | 69% |
| To review or screen applicant resumes | 64% |
| To automate candidate searches | 52% |
| To customize or target job postings to specific groups | 42% |
| To pre-select applicants for interviews | 25% |
| To administer and score applicant skills assessments | 22% |
| To generate job descriptions | 17% |
| To administer automated interviews and analyze responses | 6% |

**64%**

64% of HR professionals say their organization's automation or AI tools **automatically filter out unqualified applicants.**

**38%**

38% of HR professionals say their organization's automation or AI tools **provide a percentage match or ranking for each applicant.**

Source: Using Artificial Intelligence for Employment Purposes, Society for Human Resource Management (2022)

# Research: HR Adoption (3 of 3)

**92%**

of organizations that use automation or AI to support HR-related activities **source some or all of these tools** directly from a vendor.

**Only 2 in 5**

organizations that purchase automation or AI tools from vendors say their vendor(s) are **very transparent** about the steps taken to ensure the tools prevent or protect against discrimination or bias.

Source: Using Artificial Intelligence for Employment Purposes, Society for Human Resource Management (2022)

# 3. Where does ODEP impact AI?

ODEP creates policies that help make AI fair and inclusive for job seekers and workers with disabilities.

# ODEP Strategy

- **Influence federal policies**

- **Engage civil society leaders**

- **Create employer resources and partnerships**

# Influence Federal Policies

- **White House Office of Science & Technology Policy**
  - Blueprint for an AI Bill of Rights & Fact Sheet (Oct. 2022)
  - Executive Order on Safe, Secure, and Trustworthy AI (Oct. 2023)
  - Key Actions 180 Days Following AI Executive Order (April 2024)
- **Federal Authorities**
  - EEOC Guidance on the ADA and AI Hiring Tech (May 2022)
  - Joint Statement on Enforcement Efforts against Discrimination and Bias in Automated Systems (April 2024)
- **National Institute of Standards & Technology (NIST)**
  - SP 1270: Towards a Standard for Identifying and Managing Bias in AI (2021)
  - AI Risk Management Framework (RMF) & Playbook (Jan. 2023)
  - PEAT Think Tank to Apply AI RMF to Hiring (April 2023)
  - **New AI RMF Profile on Inclusive Hiring (in progress)**

# Engage Civil Society Leaders

- **Center for Democracy & Technology (CDT)**
  - Report on Disability Discrimination in Surveillance Tech (May 2022)
  - Collaborative Model Standards for Fairness in AI Hiring Tech (Dec. 2022)
  - New AI Governance Lab (2023)
- **American Association of People with Disabilities (AAPD)**
  - Start Access Initiative on Inclusive Hiring Tech (Ongoing)
- **ForHumanity (AI Ethicists)**
  - Independent Audit of AI Systems (Ongoing)
  - Audit Certification on Disability Inclusion & Accessibility (Mar. 2023)
- **Data & Society**
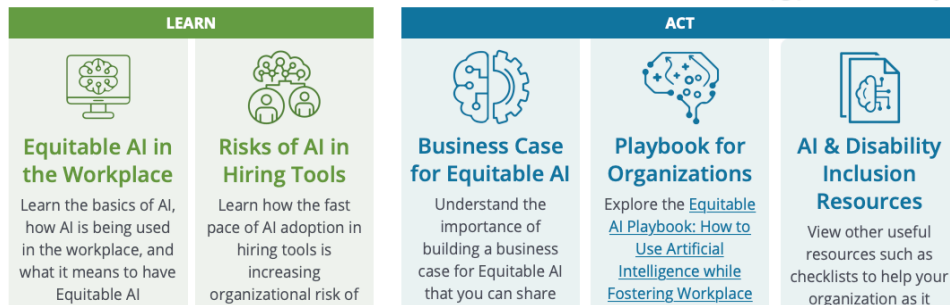  - Public Technology Leadership Collaborative (Ongoing)

# Create Employer Resources

- [AI & Disability Inclusion Toolkit](#) (Oct. 2021)

- [Disability-Led Innovation Report](#) (Nov. 2022)

- [Automated Surveillance Articles](#) (Jan. 2023)

- Presentations at CSUN, SXSW, IAAP, M-Enabling Summit, SHRM, and more

- ODEP tech demos for [Federal Tech Day 2023](#)

# Thank You

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