



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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☒ Policy ☐ Information

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**To:** MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Title I Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Beth Goguen, Director  
MassHire Department of Career Services

**Date:** July 14, 2025

**Subject:** Artificial Intelligence Generated information and AI Recording Tools

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of Executive Office of Labor and Workforce Development (EOLWD) policies pertaining to the use of Artificial Intelligence (AI) generated information and the use of AI recording tools within the workforce system.

**Background:** The unauthorized use of third-party tools, including Read.ai, *does not comply* with the Commonwealth's [Enterprise Information Security Policies and Standards](#) or the [Guidelines on Generative AI Development and Use](#). The use of recording tools requires approval due to the requirements of state law.

**Policy:** Using unauthorized AI-generated tools that record or transcribe a meeting may jeopardize privacy and confidentiality, violate Massachusetts Department of Career Services (MDCS) policy or security standards, or violate law if used without necessary approvals. Personnel should not use any such recording tool without prior written approval from MDCS legal counsel.



Per Commonwealth policy, the MassHire system must adhere to the following:

- The use of AI tools, AI notetaker applications, including Read.ai, Otter.ai and others, are prohibited under the Commonwealth's Gen-AI Guidelines without prior approval by Agency legal counsel. All third-party software must be properly vetted and authorized prior to use.
- Only personnel authorized by MDCS legal counsel may record meetings. Microsoft Teams provides the ability to record meetings and obtain transcriptions without the need to use third-party tools. State staff who have received permission from legal counsel to use AI tools and/or record meetings can request recording and transcription privileges through the EOTSS Product & Service Catalog: [Microsoft Teams Recording and Transcription Privileges | mass.gov](https://mass.gov).
- Please ensure that all staff are aware of and compliant with notification and consent requirements for recording meetings in Massachusetts, including, but not limited to, M.G.L. c. 272, § 99. Prior to any authorized recording being initiated, all participants shall consent to the recording after being provided with the following notice: *"All recordings within any EOLWD platform (including MDCS) are the property of EOLWD and may be subject to disclosure in accordance with applicable law."*
- AI-generated information, including recordings, may be subject to disclosure under the Commonwealth's public records law and must comply with any applicable records retention requirements. If a meeting includes discussion of sensitive information, such as financial or personal information, unauthorized possession of a recording or transcription by a third-party may constitute a reportable breach under the Commonwealth's privacy laws.
- Meeting organizers should check the 'people' or 'attendance' tabs in virtual conference applications (e.g., Microsoft Teams) throughout meetings to ensure that no unauthorized AI or AI recording tools are in use. If any such tools are present, the organizer and/or participants must immediately remove the tool(s) from the virtual meeting.
- All meeting invitations and agendas should include an anti-recording disclaimer:
  - *Please be advised that recording meetings, by any means, including the use of any AI applications, without prior written permission from legal counsel, is strictly prohibited.*



Recognizing that AI recording tools can be useful for those seeking an accommodation, we are working with state partners to actively seek tools that meet those needs while not compromising data privacy.

**Action**

**Required:** Please ensure all managers, staff and partners are notified of this policy and abide by the Information Technology (IT) policies and standards.

**Effective:** Immediately.

**Inquiries:** Please direct all inquiries to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov); please indicate Issuance number and description.