

Northeast Kingdom Human Services

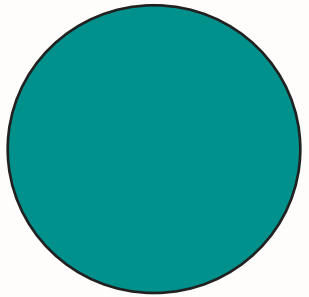
January 15th, 2026
Kelsey Stavseth



NKHS
Northeast Kingdom Human Services

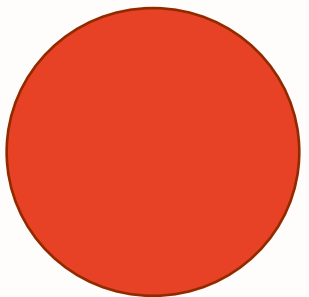
We're
All About
**Being
Human!**

NKHS Core Values



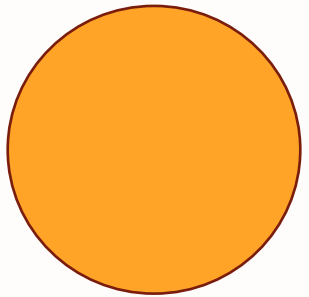
Person-Centered

We engage with the whole person, meeting everyone where they are on their journey. We recognize strengths and embrace diverse identities.



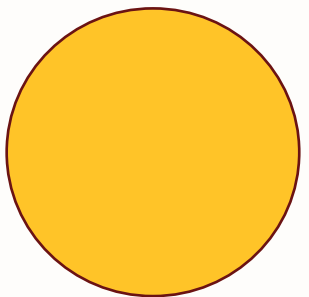
Community

Strong connections and relationships are the foundation of our mission. We advocate for inclusive spaces that honor diversity, knowing that varied lived experiences strengthen our work.



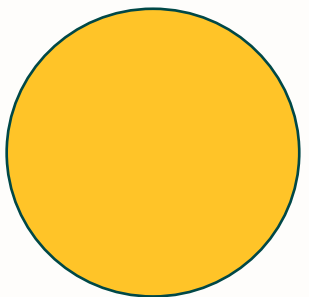
Discovery

We prioritize curiosity and understanding over making assumptions. By seeking understanding and valuing diverse insights, we make thoughtful decisions and foster growth for ourselves and those we serve.



Dignity

Every person has inherent value and the right to belong, regardless of their condition, status, or identity. We advocate for change that destigmatizes mental health, substance use, and developmental disabilities, ensuring equal rights, support, and respect.



Courage

We recognize the bravery it takes to seek help. With compassion and strength, we walk alongside others, celebrating resilience and illuminating the path to healing and growth.



Eleos AI (Augmented Intelligence)

Ambient AI

Policy:

This policy outlines the proper use of the Eleos Augmented Intelligence platform by NKHS staff to assist in developing clinical and service documentation in the NKHS electronic health record. Proper use includes the ethical, secure, and effective use of Eleos and will be used as a supportive technology tool that will not replace clinician judgment, analysis, or direct client interactions.

***NKHS uses Eleos as a documentation tool for both in-clinic therapists and community-based supports



Eleos Data at NKHS

Impact Overview

Notes Generated

10.6k

Hours Saved

1.38k

Time Saved per Note (Minutes)

8.84

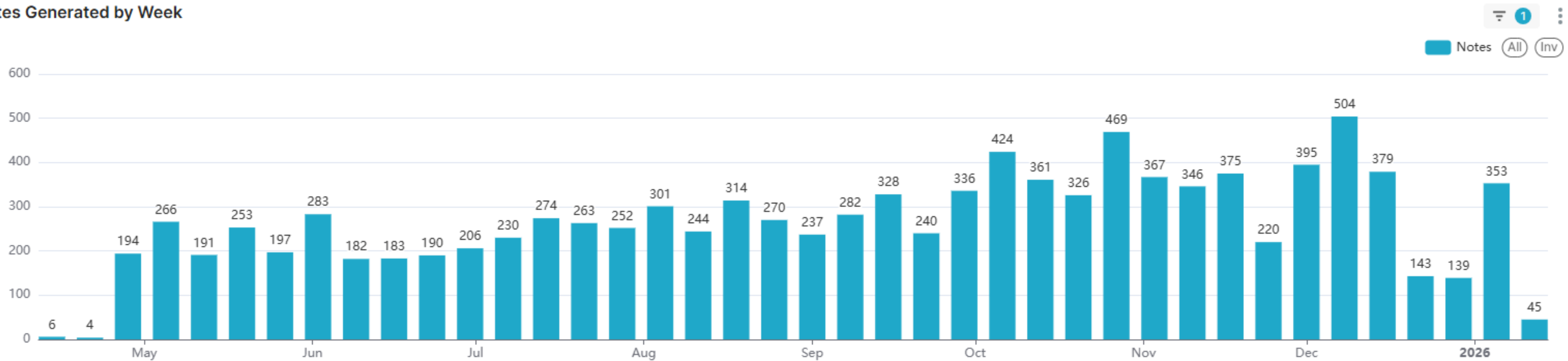
Average Note Rating (Out of 5)

5

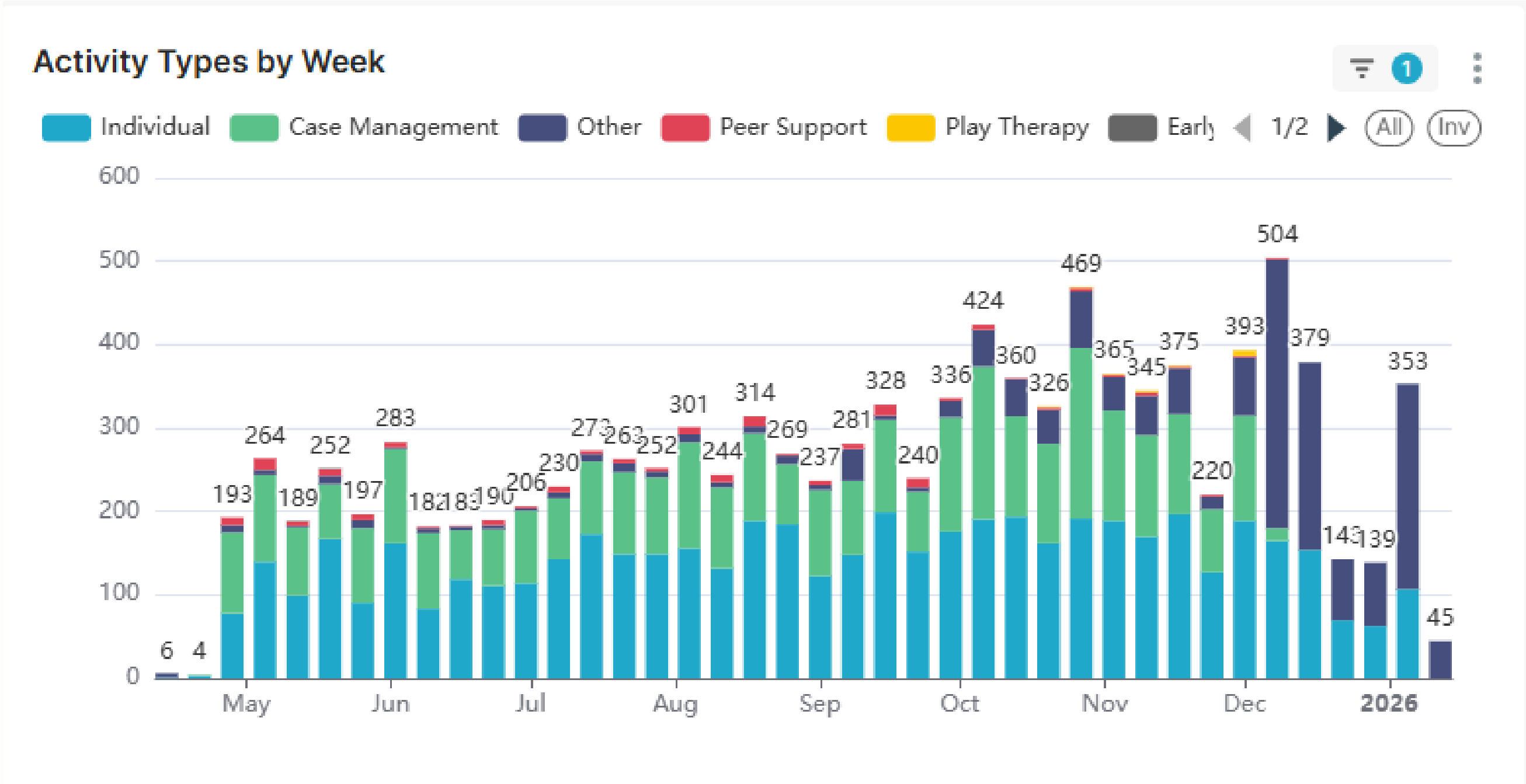


Eleos Data at NKHS

Notes Generated by Week

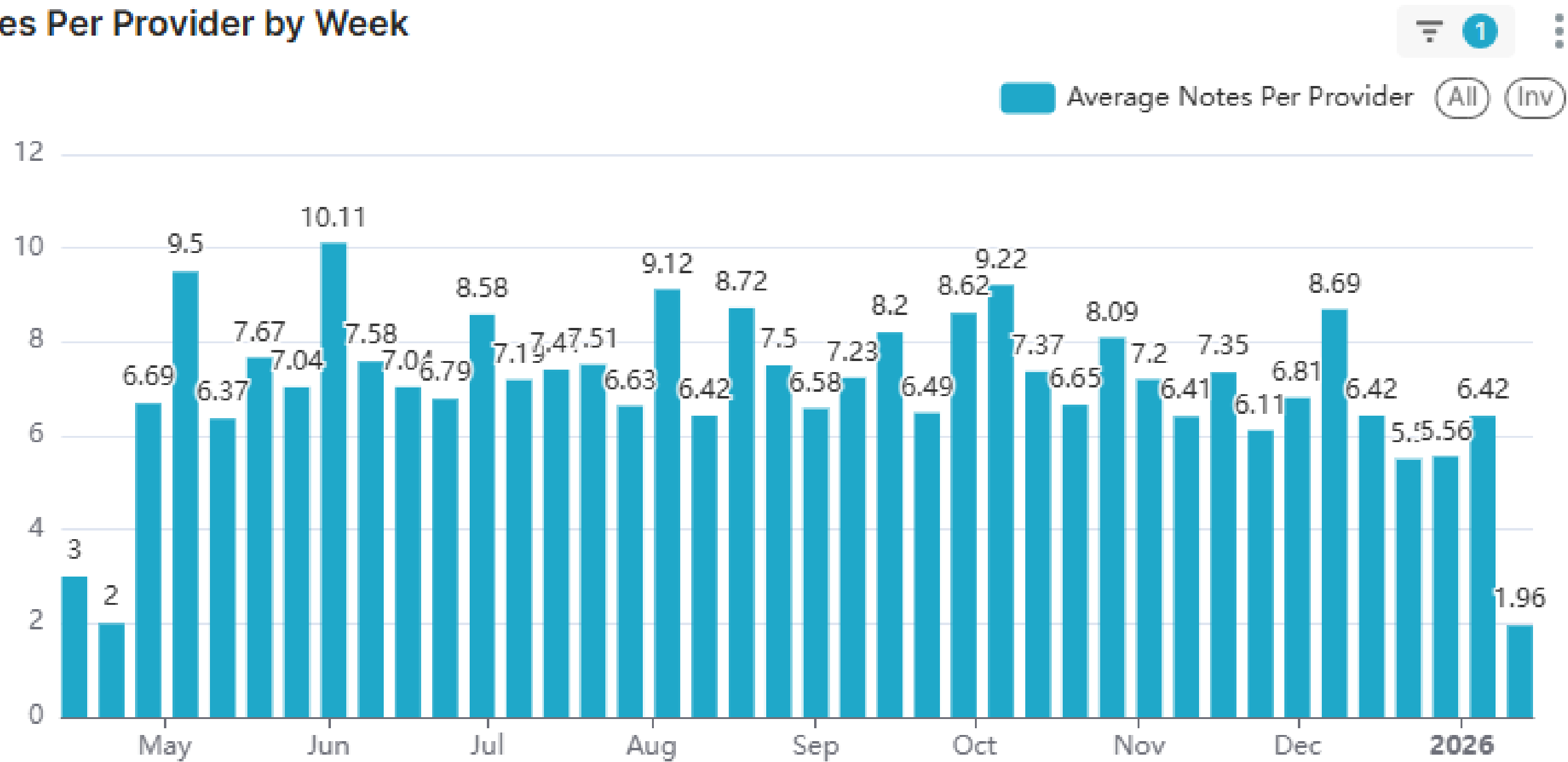


Eleos Data at NKHS



Eleos Data at NKHS

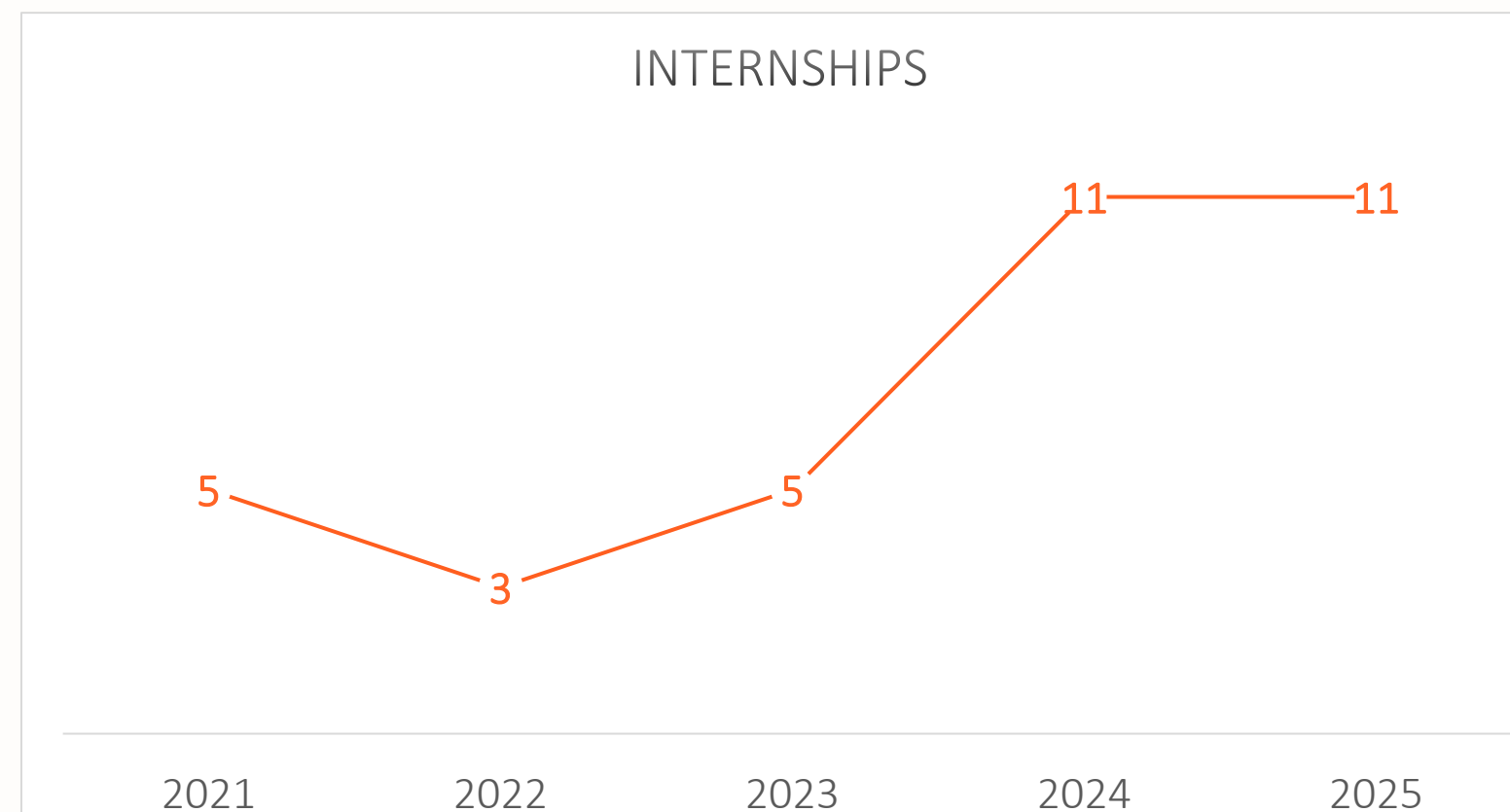
Notes Per Provider by Week



NKHS Employment Data

	Starting Headcount	Ending Headcount	Voluntary Turnover %	Involuntary Turnover %	Total Turnover
FY '26 Q1	516	527	4.4%	2.5%	6.9%
FY '25 Q1	503	508	5.5%	2.8%	8.3%
FY '24 Q1	485	502	4.3%	2.4%	6.7%

- Master's Internships
- Supervision for LADC
- Supervision for LCMHC
- Supervision for PMHNP
- Supervision for LICSW



Privacy – Security - Oversight

Purpose:

To establish clear guidelines for the responsible and ethical use of Artificial Intelligence (AI) tools within NKHS. AI technologies can enhance efficiency, support information discovery, and assist in drafting content. However, to maintain the integrity, accuracy, and human-centered nature of our services, AI must be used as a supportive tool—not as a final decision-maker or authoritative source.

This policy applies to all NKHS employees, interns, volunteers, contractors, and vendors who interact with NKHS data systems or produce work on behalf of the organization.

Policy Statement

NKHS supports the use of AI tools to assist staff in drafting documents, transcribing of meeting minutes, conducting preliminary research, and discovering relevant information. However, AI-generated content must always be reviewed, validated, and finalized by a qualified human professional. AI shall not be used to make final decisions, provide clinical recommendations, or replace human judgment in any aspect of service delivery.

***NKHS has both an Eleos policy and a larger, umbrella AI policy



Privacy – Security - Oversight

IT oversight

- NKHS has a process for reviewing adoption of new technology and its application
- Currently developing a technology governance committee
- All contract language meets HIPPA requirements and is vetted through a thorough due-diligence process (Legal reviews, Senior Leadership Discussion and approval, Board presentations and approvals)
- NKHS does not current record, but plans to in the future for clinical training and learning purposes – leading to improved outcomes.

