

Considerations for Implementing Human-Centered, Accountable AI

With decades of experience supporting pretrial and probation agencies, Tyler designs community supervision tools with a deep understanding of the realities of case management, compliance, and accountability. As the technology landscape evolves, AI-enabled workflows and insights are used to help agencies streamline administrative work and surface meaningful information.

Tyler's approach to AI in community supervision is grounded in human-centered, accountable design — intended to complement and support professional judgment, not replace it, as officers work to improve client outcomes.

Reflecting on widely recognized standards, including principles from APPA's National Standards for Community Supervision, the U.S. Department of Justice's Artificial Intelligence in Criminal Justice report, the U.S. State Courts, and Criminal Justice Information Services (CJIS) where applicable, the following preliminary considerations describe design principles of a technology partner and responsible AI adoption within agencies.



Human Rights and Equity

Respect humanity and foster inclusiveness: Technology partners aim to design AI-enabled systems in a manner that supports agencies as they protect the rights of supervised clients and assess disparate impact.

Champion human-centered design: Agencies may adopt AI tools to enhance supervision officer effectiveness, while preserving the essential human judgement that defines community supervision.



Transparency and Oversight

Define AI competencies: Clear understanding between agencies and technology partners help establish what AI is designed to accomplish (e.g., automated scheduling, data-driven insights, or process efficiency) and what it is not (e.g., final decision-making).

Maintain human oversight: Officers retain final decision-making authority and are responsible for aligning AI-supported insights with agency policies and professional standards.

Explain AI decisions clearly: AI-enabled insights are meant to provide evidence-based outputs that officers can review, validate, and contextualize within established supervision practices.



Privacy and Data Governance

Protect individual privacy: Technology partners aim to build AI systems with data protection controls that align with applicable regulatory and security frameworks, including CJIS.

Establish responsible data governance: Agencies remain responsible for defining policies that include data access, maintenance, retention, and sharing across jurisdictions.

Prioritize data quality: Effective AI implementation depends on agencies maintaining high-quality, accurate client and program data.



System Safety and Integrity

Design for data integrity: Closed AI systems from a technology partner are designed to support data integrity and secure workflows, while agencies validate outputs and exercise oversight in operational use.

Support security safeguards: AI systems are developed by technology partners with security measures intended to align with public safety standards, including CJIS when applicable.

Plan for unintended consequences: Agencies are encouraged to evaluate AI-supported workflows, apply due diligence in responding to outputs, and implement appropriate risk-mitigation strategies.

Accountability and Sustainability

Clarify lines of accountability: Technology partners focus on responsible AI system design, while agencies serve as stewards of oversight and application.

Consider environmental sustainability: Technology partners may consider the environmental impact of infrastructure development and optimization.

Continuous Improvement

Encourage engagement: Open dialogue between technology partners and agencies supports transparency, refinement, and system performance.

Practice responsible evolution: As understanding of AI matures, both partners and agencies may adapt AI-supported practices to align with technological advancements, quality assurance protocols, and established supervision standards.

Tyler's AI-enabled community supervision tools are designed to address measurable agency needs in a way that is secure, responsible, and with officer oversight. While AI is a tool designed to empower officers to work more effectively and efficiently, our foundation rests on the personable touch that is necessary — and deserved — in community supervision.

For more information about AI-driven community supervision solutions or to speak to a Tyler representative, contact info@tylertech.com or call 833.895.3783.

Disclaimer: These inexhaustive considerations are informational and not intended to establish policy, create legal obligations, or replace agency-specific governance frameworks. Agencies should consult legal counsel regarding applicable laws and standards.

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