MN NAHRO PANEL SESSION

AI Is Here!

MINNESOTA NAHRO

What It Can and Can't Do for Your HRA

Sue Speakman-Gomez • Shanika Bumphurs • Alyssa Soderlund

Meet the Panel



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What Is AI — and Where Is It Already?

> Artificial intelligence (AI) is the capability of computer systems to perform tasks that typically require human intelligence, such as reasoning, learning, perception, decision-making, and language understanding

YOU ALREADY USE IT EVERY DAY

- Search engines
- Maps & traffic
- Streaming & shopping picks
- Spam filters
- Predictive text
- Virtual assistants
- Chatbots
- Smart home devices

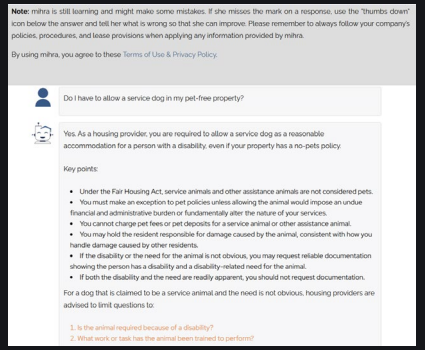
There are four categories of AI not just one. It supports human work — it never replaces human responsibility.

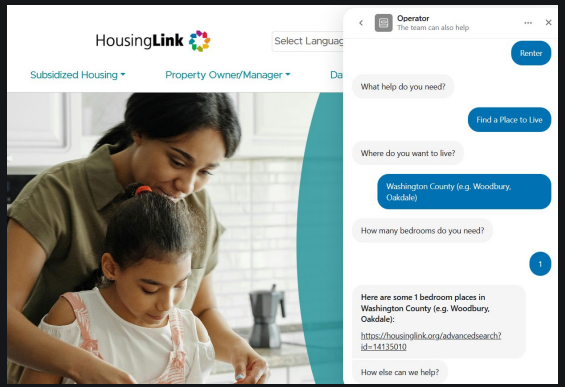
How We're Using AI Today



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Mihra





HousingLink

How We're Using AI Today

01

Tools currently in use

Which platforms and why

02

Day-to-day tasks

The real, recurring work AI now helps

03

Time saved

Where the hours actually come back

04

Where review stays essential

The checkpoint before anything goes out the door

Practical Uses

Policies & procedures

Draft, update, and plain-language rewrites

Staff & resident communications

Notices, newsletters, and translations

Board reports & summaries

Condense long material into clear briefs

Grant writing & data analysis

Outlines, narratives, and quick data reads

Recruitment & training

Job descriptions, interview guides, curricula

Marketing & social media

Campaign copy and content calendars

AI gives you a starting point — not a finished product.

What AI Cannot Do

Guarantee accuracy	It can sound completely confident and still be wrong.
Understand your context	It knows nothing about your programs unless you tell it.
Replace professional judgment	Interpretation and nuance stay with your staff.
Make accountable decisions	No tool can be held responsible for an outcome.
Build relationships	Trust with residents, applicants, and partners is human work.

Keeping People at the Center

The spreadsheet lesson

Spreadsheets didn't eliminate accountants. They cut the manual work and freed people for more complex, higher-value responsibilities. AI works the same way.

Enhance — not replace — staff

Reduce repetitive work



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Keeping People at the Center



AI generated image

The scissors lesson

You don't ban scissors — you teach people how to hold them. The goal is equipping staff to use AI safely, not telling them to run with it.

Create time for higher-value service

Pair technology with empathy

Risks to Keep in View

Data privacy

Resident and applicant data never belongs in a public tool

Confidential information

Personnel, legal, and tenant files stay out

Public records

Assume AI use may be discoverable

Bias & discrimination

Fair housing obligations do not pause for a tool

Intellectual property

Know what you can use and what you own

Overreliance

Unverified output becomes misinformation fast

Responsible Use

1	**Approved tools**	Name which platforms staff may use — and which they may not.
2	**Clear policy & training**	Written expectations, plus training so staff feel confident.
3	**Data classification guidance**	Spell out what information can and cannot be entered.
4	**Required human review**	A person reviews and owns every output before it is used.
5	**Documentation when appropriate**	Note where AI assisted, especially on public-facing work.

Opportunities Ahead

Resident engagement

Standardized communications and prompt responses to common resident questions.



AI generated image

Opportunities Ahead



Multilingual communication

Reach households in the language they use at home

Accessibility improvements

Plain language, alt text, and easier-to-read notices

Data insights & prediction

Spot trends in waitlists, turnover, and demand

Grant & program research

Find opportunities and draft stronger narratives

Knowledge management

Capture institutional knowledge before it walks out

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Key Takeaways

AI is already part of everyday life

It is not new or abstract — it's in the tools you already use.

Start with a policy, then a low-risk task

No AI policy yet? That is step one. Then try drafting, summarizing, or plain language.

Protect data and verify results

Nothing confidential goes in; nothing unverified goes out.

Keep people accountable and in control

The person using AI stays in the driver's seat.

The goal is not to replace people. It is to equip staff with better tools so they can spend more time serving and advancing the mission.

Survey & Resources

1

Complete the session survey

Your feedback shapes future sessions.

2

Take the resource guide

Includes the AI tools we each use and our organizations' AI policies.

3

Continue the conversation

Reach out about implementation, staff reception, board presentations, or governance.

Thank you!

Sue Speakman-Gomez, HousingLink • Shanika Bumphurs, Carver County CDA • Alyssa Soderlund, Washington County CDA

AUDIENCE Q&A

What questions do you have?



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THANK YOU FOR JOINING US

Thank you!



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