



Nonprofit AI Governance Tips

with Nuradeen Aboki





Learning Objectives

- What do you need to know about AI implementation?
- What is AI Literacy?
- What is AI Governance? What are good models to follow for decision making and policies?
- What are AI risks?
- Emerging best practices from case studies: where to start.



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ABOUT US

**Advancing mission
through the effective use
of technology.**

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Mission:

Create value for the nonprofit sector through well-managed IT

Values:

- **Trust:** treat people with respect and fairness
- **Knowledge:** empower staff, clients, and sector to understand and use technology effectively
- **Service:** we seek to be helpful with our talents
- **Balance:** the health of our communities is vital to our well-being; work is only a part of our lives



Poll 1: Do you have AI policies?

1. I don't think so?
2. We are in the process of creating policies.
3. Yes, our organization has created an AI acceptable use policy.
4. Yes, AND staff understand our policy.
5. n/a

<https://communityit.com/template-acceptable-use-of-ai-tools-in-the-nonprofit-workplace/>



AI and Nonprofits

- Match tools to needs
- Freemium tools - beware!
- Human is last editor
- Have a policy - keep training and talking about it
- AI added to tools you already use
- Take training seriously and upskill yourself/your staff

What does this mean for you?

What does it mean for your nonprofit?





U.S. Department of Labor's AI Literacy Framework

Foundational Content Areas of AI Literacy

1

Understand AI Principles

Understanding AI's core concepts, capabilities, and limitations, creating the foundation for effective use

2

Explore AI Uses

Directly exploring different AI tools and relevant use cases, and how AI can complement human expertise

3

Direct AI Effectively

Understanding how to provide the right context to AI and how to create clear prompts that produce effective outputs

4

Evaluate AI Outputs

Assessing AI-generated results for accuracy and relevance, and understanding how to iterate on AI outputs

5

Use AI Responsibly

Using AI in ethical and secure ways, protecting critical information, and ensuring accountability for outcomes



Effective Delivery Principles of AI Literacy

1 Enable Experiential Learning

Delivering AI literacy through practical, hands-on experiences that allow AI skills to be practiced in real-world situations

3 Build Complementary Human Skills

Using AI to augment human skills such as judgment, creativity, communication, and problem-solving

5 Create Pathways for Continued Learning

Providing structured routes to progress to more advanced, specialized AI skills and AI-related occupations

7 Design for Agility

Ensuring there are proactive, built-in mechanisms to rapidly update content and delivery as AI capabilities evolve

2 Embed Learning in Context

Integrating into existing processes and in the context of the industry or characteristics that make it most actionable

4 Address Prerequisites to AI Literacy

Addressing barriers to participation and success with AI literacy, including digital literacy and broadband access

6 Prepare Enabling Roles

Equipping managers, counselors, and others who play a supportive role to a participant's AI learning



What do you need to know about AI Implementation?

- “The risk is not AI adoption. It is unmanaged AI adoption” - Johanny Torrico
- 80% of nonprofits are using AI without an AI Policy



**Case Study:
What do you need to know about
AI Implementation?**



Poll 2: What's your biggest barrier to AI governance?

1. Leadership challenges
2. Don't know where to start
3. Started but stalled because we lack time and capacity
4. We're using so many AI tools already - and we haven't needed governance so far
5. Other (put in chat!)
6. N/A

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AI Implementation Best Practices

- Clear communication and change management
- Take a structured, intentional approach
- Elect/select an “owner” of AI tool
- Decide on metrics, guardrails, and pilots
- Due diligence: score the options using transparent criteria and risk analysis
- Basic training for all staff on selected tool/s
- Second training on internal collaboration using AI



What is AI Governance?

- Who decides what the AI policy is?
- Who decides what tools get used?
- Who purchases and/or "owns" the tools?
- Who decides on AI access to files? How do they monitor that risk?
- Who is responsible when something goes wrong?
- How does your policy stay current?
- How does your staff know what the policy is?



AI Risks Nonprofits Should Know

- Data privacy – what is shared, what is accessible
- Cybersecurity vulnerabilities
- Shadow AI – staff use other tools
- Bias and equity issues
- Vendor commitment and tool churn – what's your investment? How do you migrate if you change your mind? What if the vendor goes out of business?
- Staff confusion, distrust
- Reputational risk from AI-generated errors
- Legal risks – the AI isn't going to jail. The human who approved something is responsible.



What a good AI policy covers

- Acceptable Use
- Data handling rules
- Human review requirements
- Vendor vetting
- Who approves new tools
- Training expectations

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Who is at the decision-making table?

- Leadership
- Board (risk mitigation) - get your Board on board
- IT staff/provider
- HR/Legal/Compliance
- Teams using AI (i.e. everyone!)
- Representation - the more diverse the membership on the "AI committee" the more perspectives you'll be aware of



**Case Study:
What do you need to know about
AI Governance?**



Thought Question

Has your nonprofit had an AI-related problem or close call?

Drop a yes or no in the chat. Tell us about what happened if you feel comfortable sharing.



Next Steps

Just starting

- Audit what tools staff are using
- Start the leadership conversation
- Download our policy template

Building AI

- Identify your governance leads
- Draft and adapt a policy
- Build in training
- Review progress

Need a Reset

- Don't panic - do an assessment
- Identify what happened and why
- Reset your governance accordingly



Making it Stick

- Governance isn't a one and done.
 - IT policies need regular review and updating – all of them, not just your AI policy
- Staff training is also ongoing.
 - Update your onboarding but also build in learning time at the cadence and style that fits your organization.
 - Have regular reviews and check ins to ensure training is working for your people
- Build in check points.
 - Pilot a lot. Build multiple go/no go points into your decision making for big AI decisions
 - Remember that right now, AI tools are being implemented through a lot of little decisions too



Some AI for Nonprofits Resources

- AI Acceptable Use Template: communityit.com/template-acceptable-use-of-ai-tools-in-the-nonprofit-workplace/
- Community IT AI library: communityit.com/ai-artificial-intelligence/
- Community IT Governance library: communityit.com/governance/
- Community IT Nonprofit AI podcast: communityit.com/nonprofit-ai-podcast/
- TAG Framework: tagtech.org/page/AI
- DOL AI literacy link: dol.gov/agencies/eta/advisories/ten-07-25
- Candid No AI Use Policy advice: <https://candid.org/blogs/no-ai-use-policy-what-to-do/>



Q & A



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Securing Google Workspace for Nonprofits

With Steve Longenecker
June 17 at 3pm Eastern, Noon Pacific



Thank You



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