ABOUT NONPROFIT HR

Our Vision:

We are the leading source of innovative talent management, talent acquisition services and knowledges for the social impact sector.

- Total lifecycle solutions for talent management.
- 20+ years serving the social sector as a trusted advisor and thought partner.
- Thousands of missions served.
- Black woman owned.
- National footprint.
- Award-winning and credentialed staff.

"
"Nonprofit HR's experts listen, articulate people-centric solutions and understand the correlation between having high-performing, engaged staff and us being able to support our members' needs. Their team has elevated the importance of and visibility around innovative HR practices. Nonprofit HR is an invaluable strategic partner."

— Cathy Gibney, CPA, Chief Financial Officer, National Hospice & Palliative Care Organization

OUR PRACTICES

Nonprofit HR's suite of solutions are centered around five core service areas.

Strategy & Advisory	HR Outsourcing	Total Rewards	Equity, Diversity, Inclusion & Justice	IMPACT SEARCH ADVISORS by Nonprofit HR	sita by Nonprofit HR
• HR Audits & Assessment • Workforce Planning • Performance Management • Workplace Culture & Employee Engagement • Learning & Development	• Interim Outsourcing • Comprehensive General Outsourcing • Specialty Outsourcing (i.e. strategy, recruitment, benefits)	• Compensation Benchmarking & Program Design • Pay Equity Analysis • Benefits Assessments & Administration • Cost Containment Strategy Design • HR Technology	• Equity Assessments & Implementation Strategies • EDIJ Training • Cultural Transformation • Leadership Development • Interim Chief Equity Officer	• Executive Search • Professional Search • Recruitment Outsourcing • Interim Leadership	We also partner with nonprofit and for-profit social enterprises to help strengthen their people management practices.

Presenters

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Dr. Rachael Forester
Senior Consultant
Equity, Diversity, Inclusion & Justice
Nonprofit HR

Millie Gonzalez
Consultant
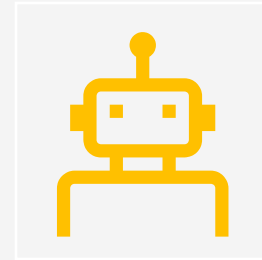Equity, Diversity, Inclusion & Justice
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Learning Objectives

Upsides and downsides of AI within the context of EDIJ

The impact of algorithmic bias on marginalized communities

Real-life consequences and harm that AI can perpetuate when users are unaware of what to look for and minimize

Practical tools and strategies for effectively identifying and addressing bias in AI systems, ultimately contributing to more equitable outcomes

How to partner with leaders of all strategic business units in your organization to recognize and minimize bias

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Personal stances impacting AI usage

WHAT FEELINGS, THOUGHTS OR IMAGES COME UP FOR YOU WHEN YOU HEAR THE LETTERS AI?

HOW MIGHT THIS IMPACT HOW YOU/YOUR ORGANIZATION ENGAGES WITH AI?

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What is AI?

AI is the ability of computers to learn and think without relying on in-the-moment human intelligence.

'Every aspect of learning or any other feature of intelligence can in principle be so precisely described that a machine can be made to simulate it. An attempt will be made to find how to make machines use language, form abstractions, and concepts, solve kinds of problems now reserved for humans, and improve themselves.' –John McCarthy

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WHAT IS ARTIFICIAL INTELLIGENCE?

Machine Learning

Using sample data to train computer programs to recognize patterns based on algorithms.

Neural Networks

Computer systems designed to imitate the neurons in a brain.

Natural Language Processing

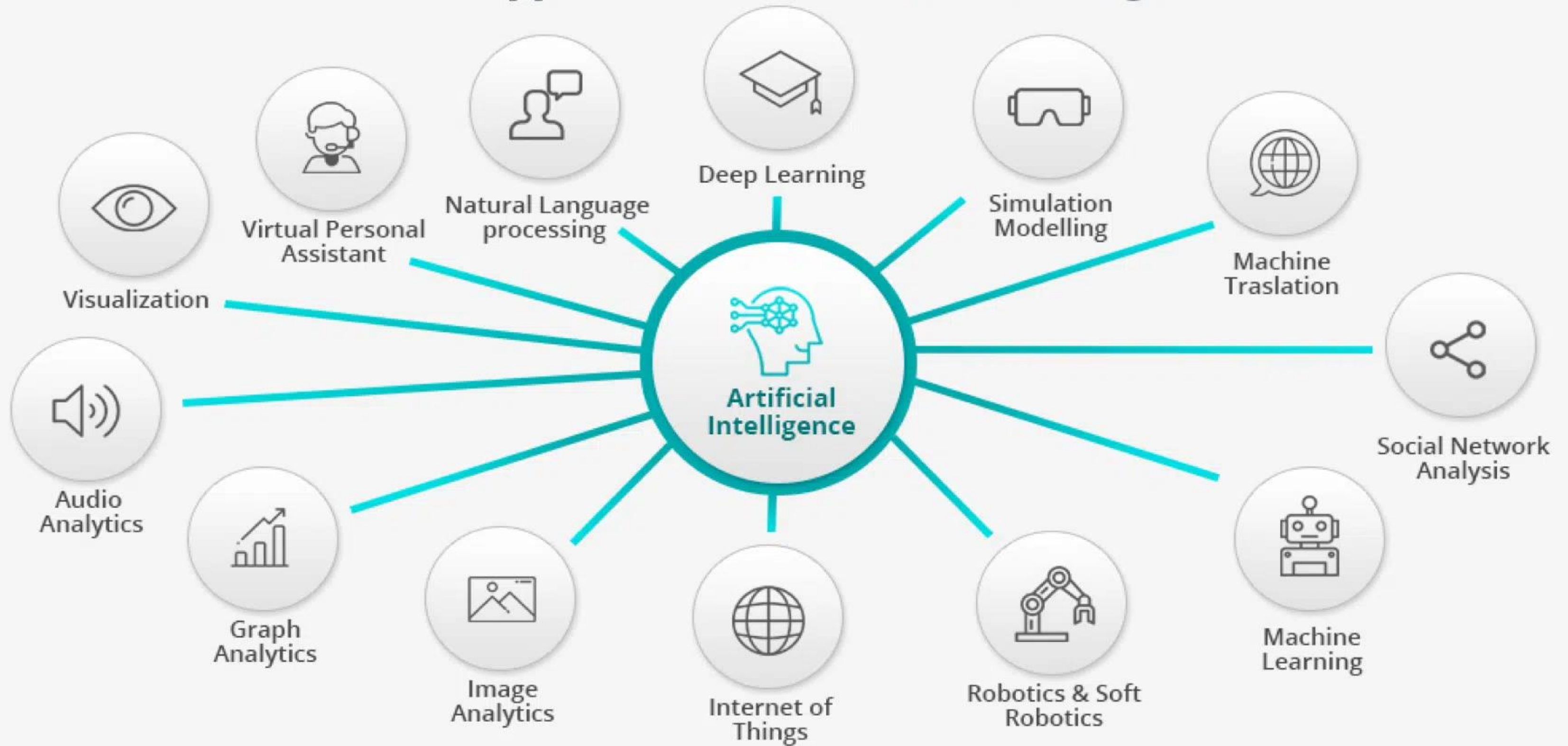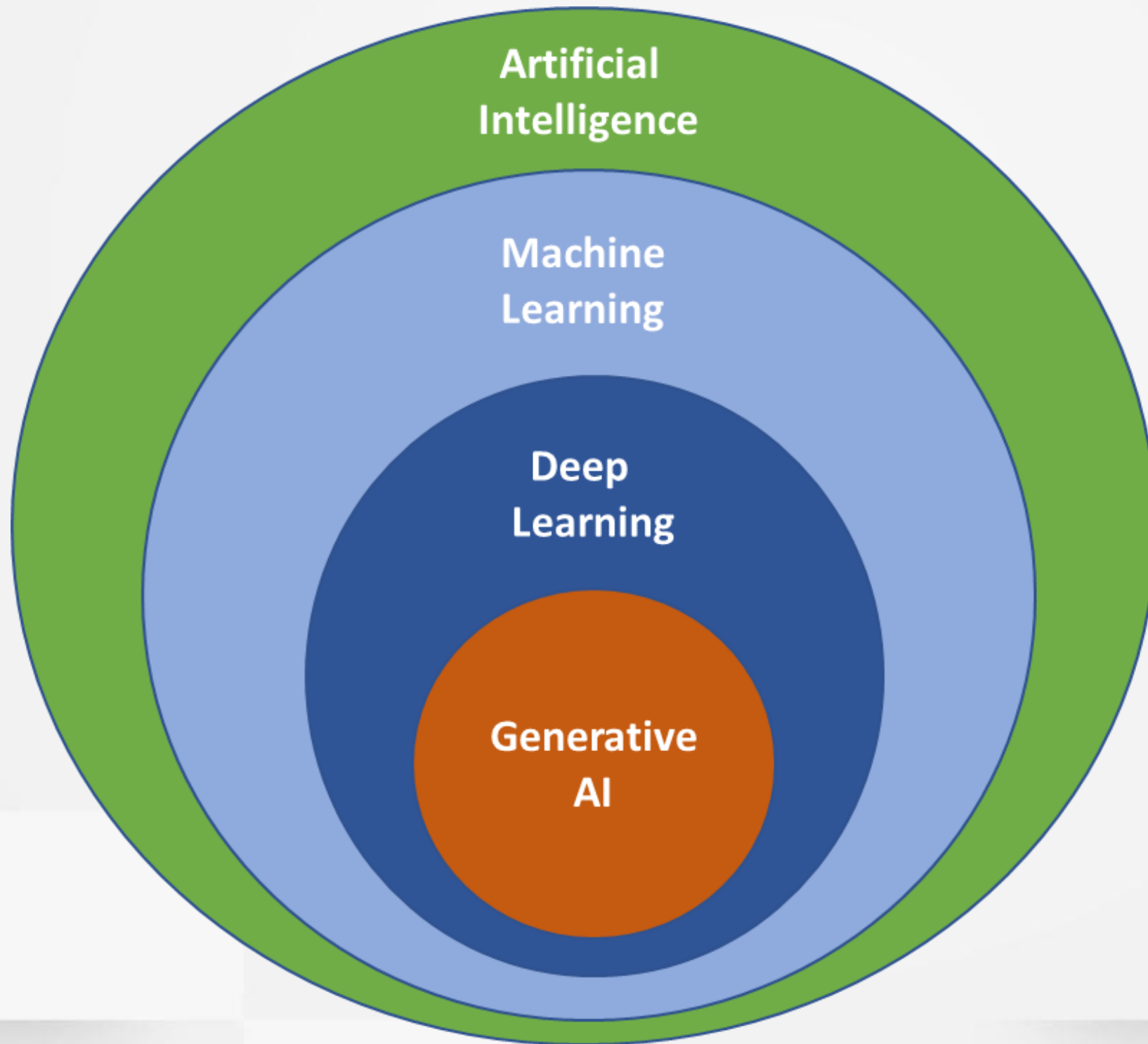The ability to understand speech, as well as understand and analyze documents.

Robotics

Machines that can assist people without actual human involvement.

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The Motley Fool

Possible applications for Artificial Intelligence

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Artificial Intelligence

Visualization

Virtual Personal Assistant

Natural Language processing

Deep Learning

Simulation Modelling

Machine Traslation

Audio Analytics

Graph Analytics

Image Analytics

Internet of Things

Robotics & Soft Robotics

Machine Learning

Social Network Analysis

DeltalogiX

Original creativity: Statista | Infographic redesign by Antonio Grasso

deltalogix.blog

What is Generative AI?

Generative AI refers to deep-learning models that can generate high-quality text, images, and other content based on the data they were trained on.

What are some ways your organization has used or has thought about using AI?

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ANSWER CHOICES	RESPONSES
Taking notes during or summarizing meetings	14%
Researching information	26%
Drafting organizational policy	14%
Writing job descriptions	16%
Writing performance reviews	8%
Analyzing/interpreting data	13%
Creating presentations	16%
Drafting social media posts or articles	14%
Drafting recruitment advertising copy	8%
Helping make better informed decisions	9%
Creating interview questions	12%
Our organization does not current use generative AI	45%
Our organization has not begun using it but are planning to within the next 12 months	14%

2023 AI Pulse Survey Results

FOR SOCIAL IMPACT ORGANIZATIONS

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Pros and Cons of AI in EDIJ

EMBRACING THE BOTH/AND

Pros of AI

24/7 availability

Grounded in trends/patterns

Quick output

Automates processes

Can reduce human error

Eliminates physical risk to humans

Increased productivity with lower costs

Cons of AI

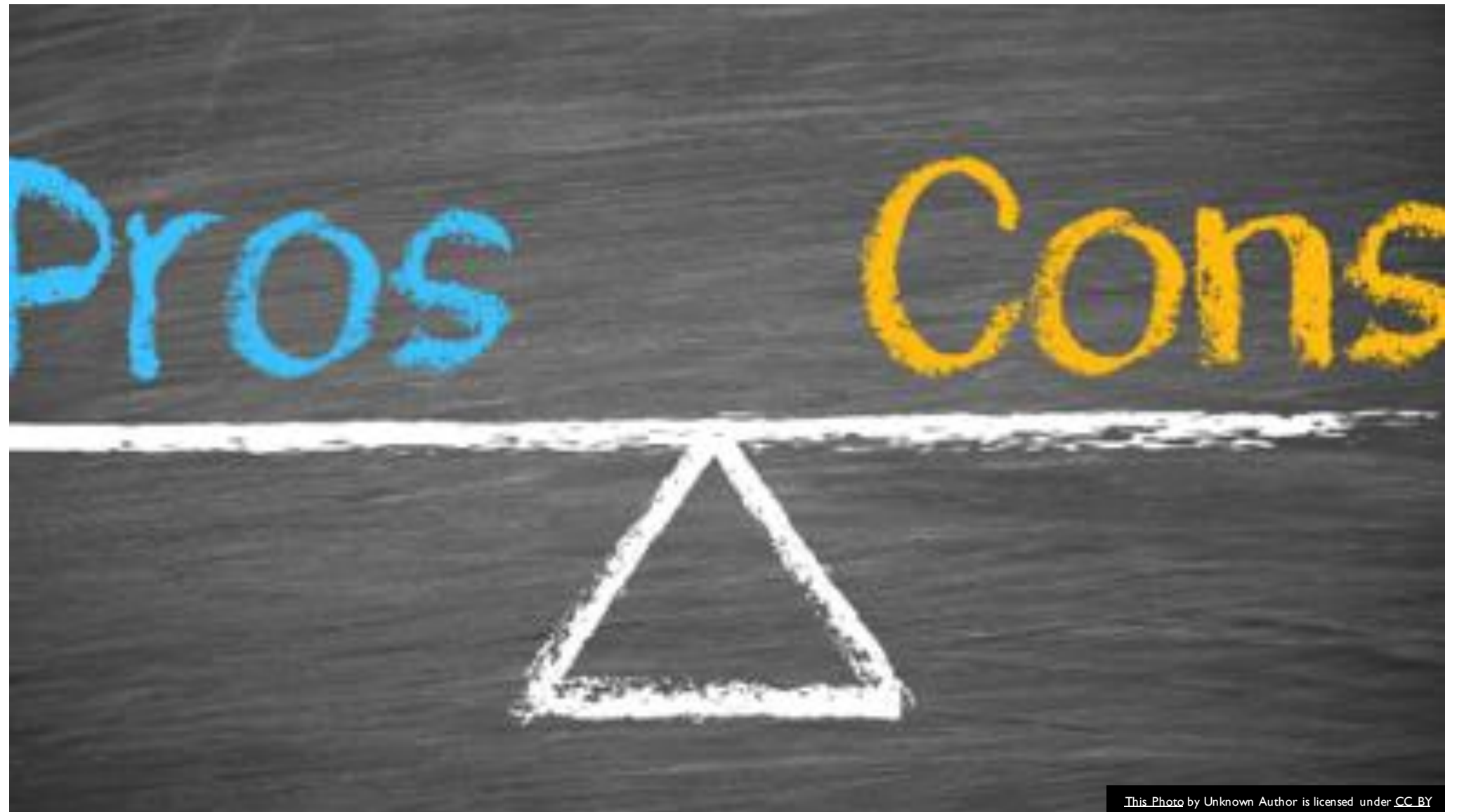|		
Relies on programmed input, often from dominant ideologies	Can only perform as well as they are designed	Lacks empathy and emotion
Displaces people in jobs	Not always up-to-date	Can't create neutral technology when humans are biased

What are some other pros/cons of AI?

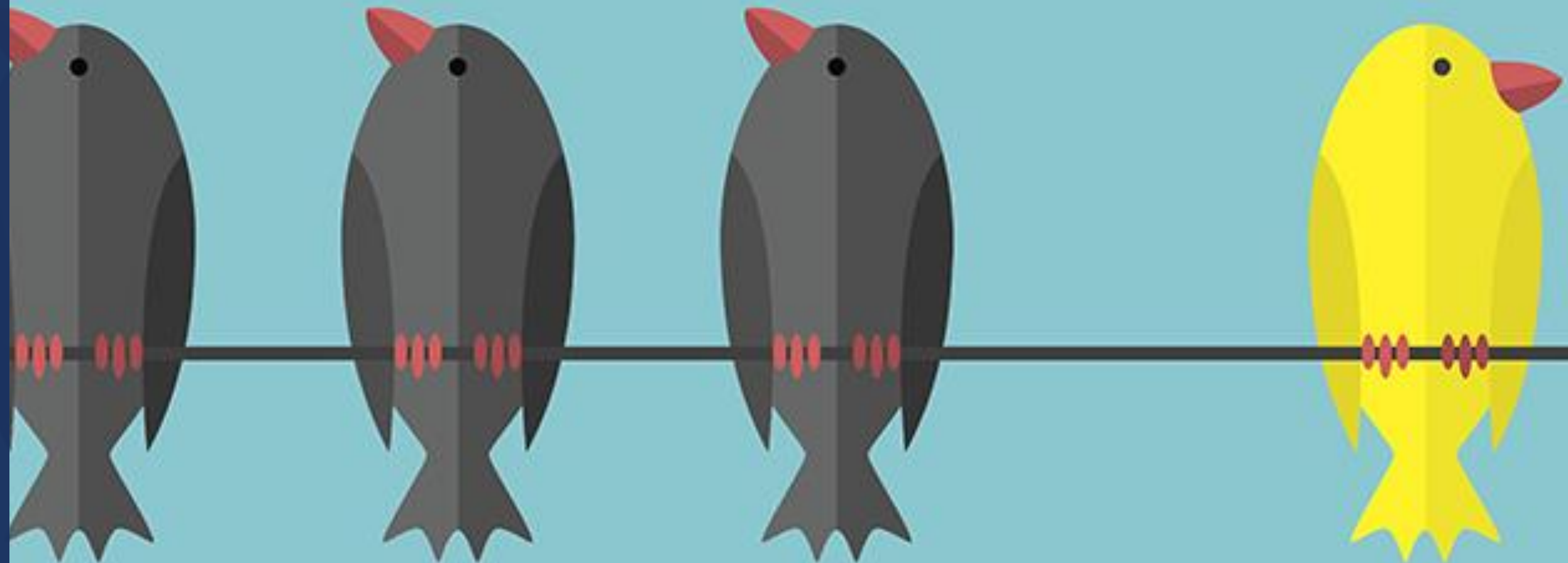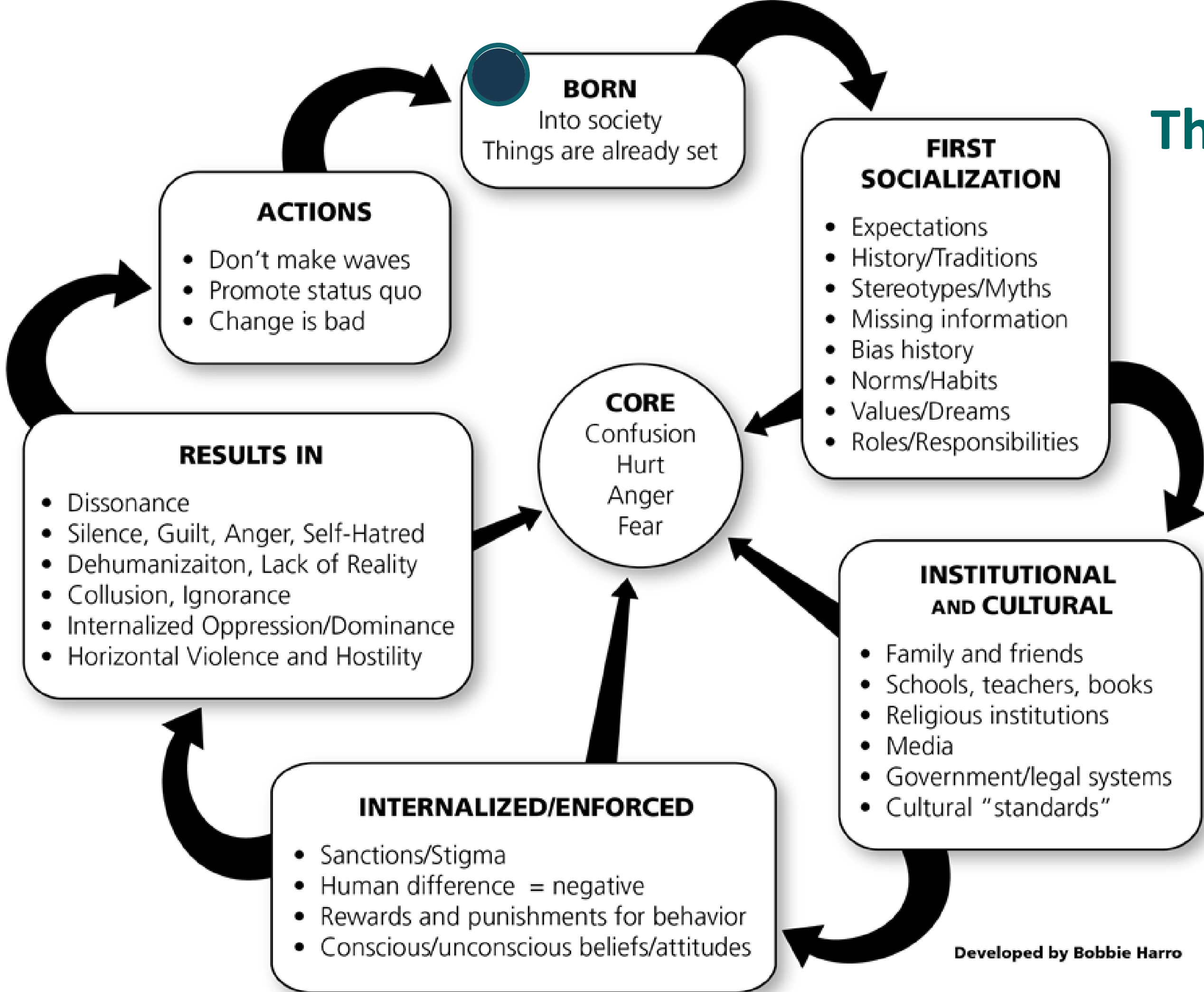This Photo by Unknown Author is licensed under CC BY

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Bias and AI
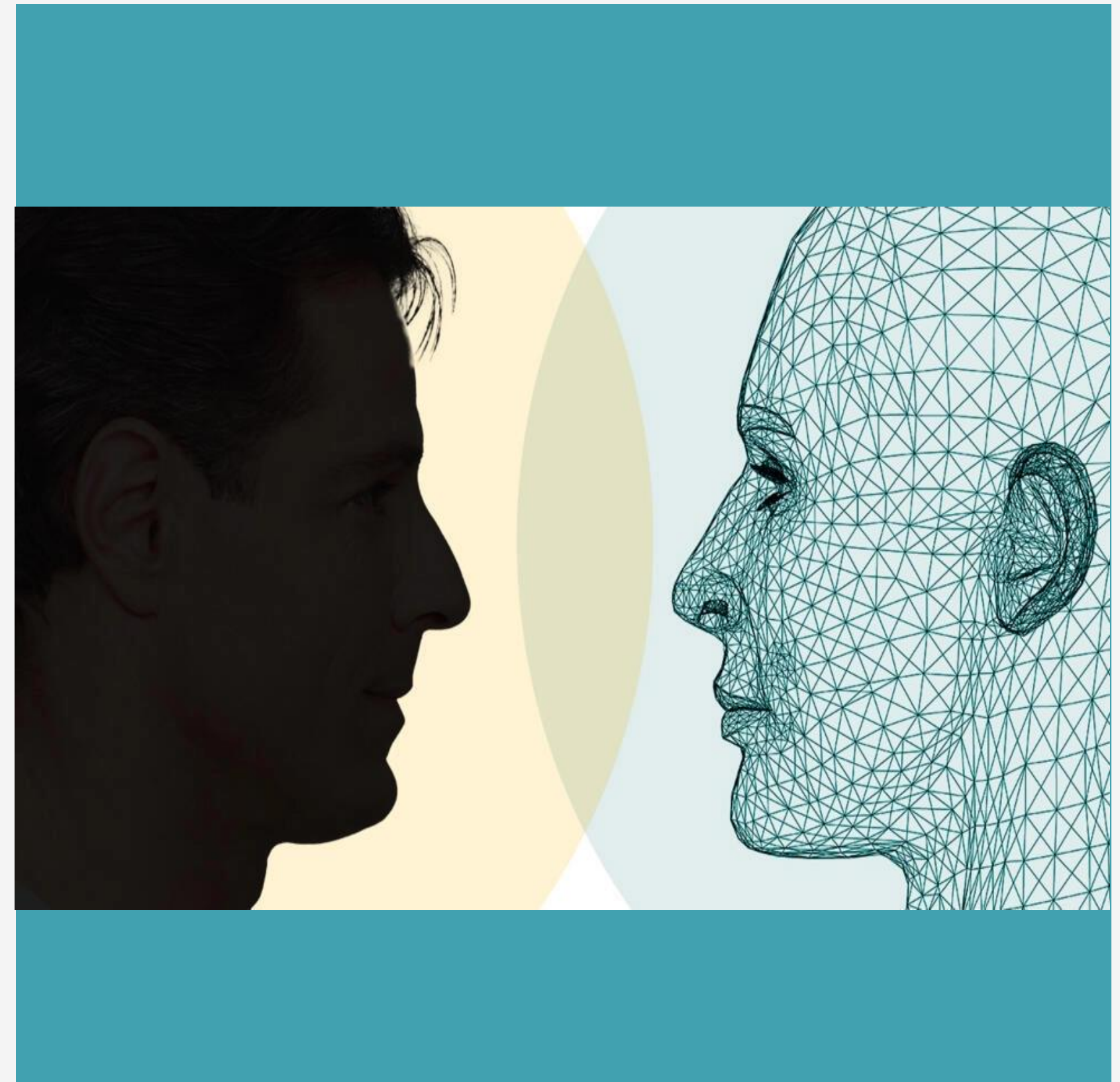
IMPLICIT BIAS

- **Refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.**
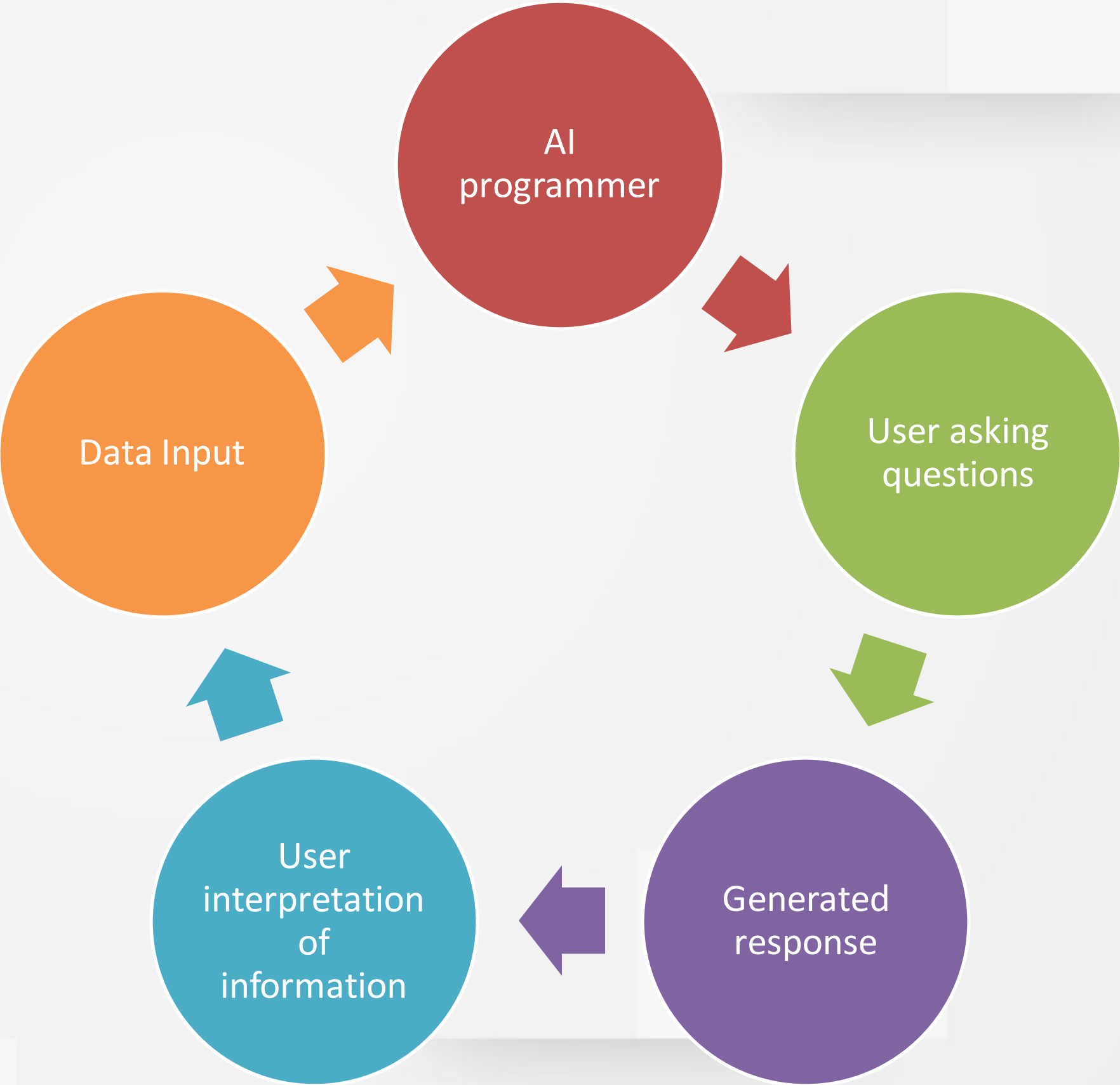
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The Cycle of Socialization

BORN
Into society
Things are already set

ACTIONS
- Don't make waves
- Promote status quo
- Change is bad

FIRST SOCIALIZATION
- Expectations
- History/Traditions
- Stereotypes/Myths
- Missing information
- Bias history
- Norms/Habits
- Values/Dreams
- Roles/Responsibilities

CORE
Confusion
Hurt
Anger
Fear

RESULTS IN
- Dissonance
- Silence, Guilt, Anger, Self-Hatred
- Dehumanizaiton, Lack of Reality
- Collusion, Ignorance
- Internalized Oppression/Dominance
- Horizontal Violence and Hostility

INSTITUTIONAL AND CULTURAL
- Family and friends
- Schools, teachers, books
- Religious institutions
- Media
- Government/legal systems
- Cultural "standards"

INTERNALIZED/ENFORCED
- Sanctions/Stigma
- Human difference = negative
- Rewards and punishments for behavior
- Conscious/unconscious beliefs/attitudes

Developed by Bobbie Harro

HOW MIGHT SOCIALIZATION IMPACT BIAS IN AI?

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Bias in AI

AI programmer

User asking questions

Generated response

User interpretation of information

Data Input

COMMON TYPES OF BIAS IN AI

Algorithm Bias

- Describes systematic/repeatable errors in a computer system that create unfair outcomes, such as privileging one group over another.
  - Facial recognition systems programmed to detect lighter skin tones
  - Automatic faucets

Sample/Exclusion/Selection Bias

- Data that was used to teach the system isn't representative
- Sample size isn't large enough
- Often missing the voices and experiences of the most marginalized

Prejudice Bias

- Data used reflects our socialization, false assumptions, and prejudices. Could perpetuate stereotypes.

Recall Bias

- Bias that emerges based on subjective observations and labeling.
- IT fields are largely represented by white cisgender men

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Real-life consequences and harm

Systemic Racism in AI: How Algorithms Replicate White Supremacy and Injustice

This op-ed argues that the uses for artificial intelligence are not objective or unbiased, but instead mirror white supremacy.

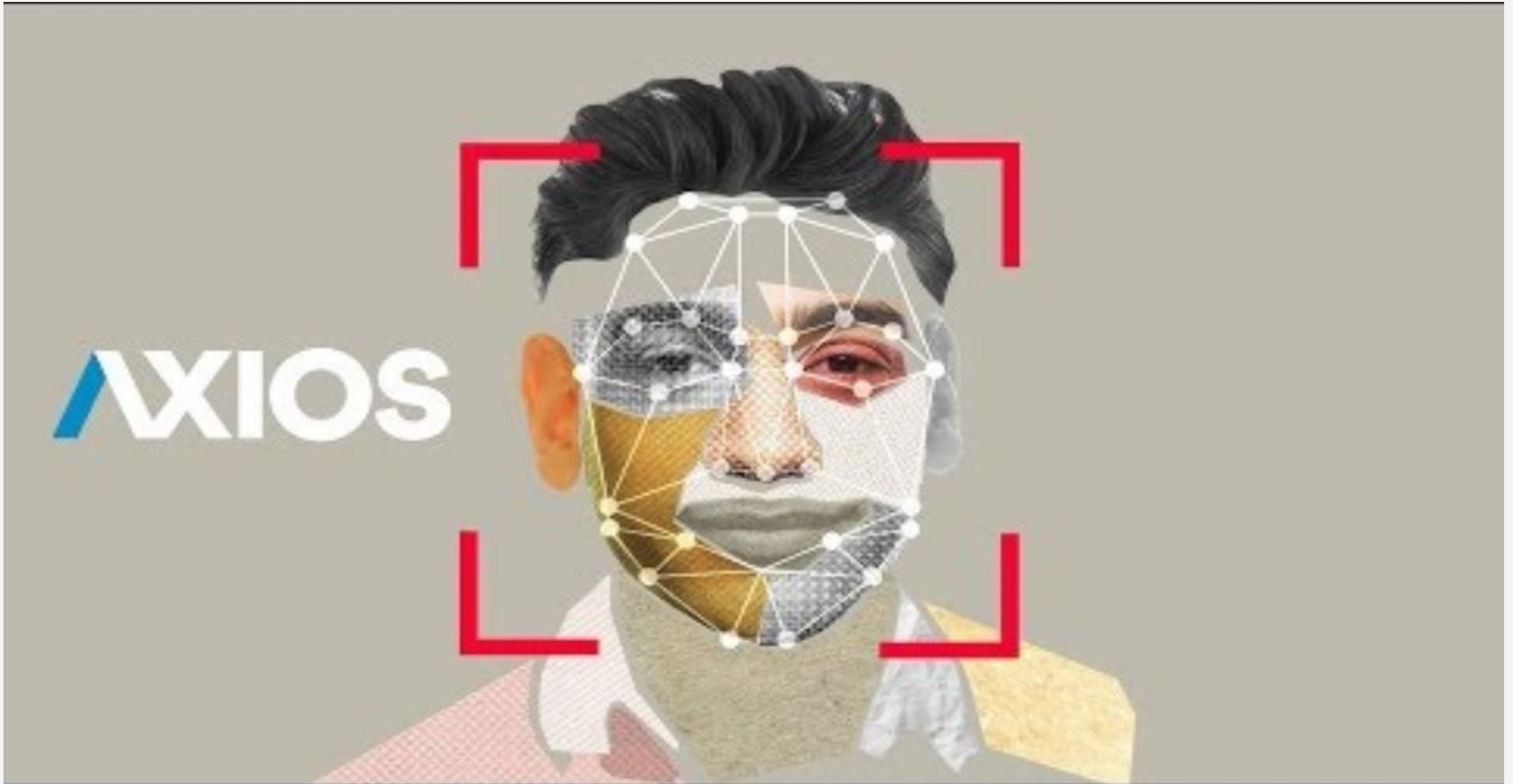## Human judgment is still needed to ensure AI supported decision making is fair

AI Brings Opportunities And Risks To Workplace DEI Efforts

ARTIFICIAL INTELLIGENCE

'Counterfeit people': The dangers posed by Meta's AI celebrity lookalike chatbots

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"Rather than help eliminate discriminatory practices, AI has worsened them — hampering the economic security of marginalized groups that have long dealt with systemic discrimination" (Akselrod, 2021)

"There needs to be a choice. Right now, what's happening is these technologies are being deployed widely without oversight, oftentimes covertly, so that by the time we wake up, it's almost too late." (Buolamwini, 2023)

GOOD AI VS. BAD AI

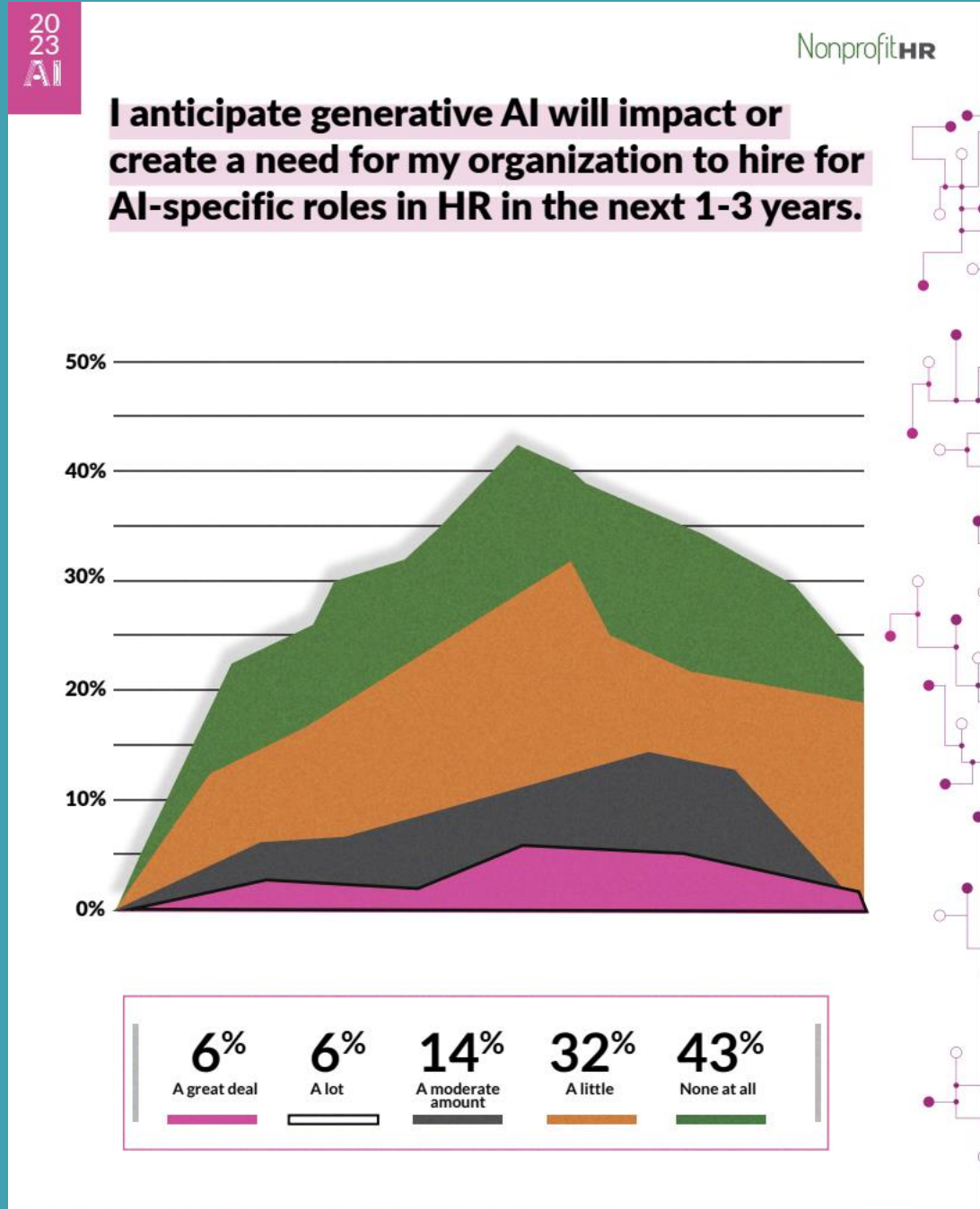|	Bad AI	Good AI
Automation vs. Augmentation	**Automated,** i.e. simply automating human decision-making. For example, if recruiters are more likely to shortlist resumes with male names, the AI will do the same.	**Augmented,** i.e. helping humans do complex tasks that are either beyond human cognition and/or inefficient for humans to do. Plum is classified as Expert Automation & Augmentation Software (EAAS).
Data Quality	**Poor data inputs.** Learns from inputs that have poor predictability and high bias, such as keyword-searching resumes, scraping social media profiles, etc.	**High quality data inputs.** Learns from the expertise of I/O Psychology decision-making, and selection methods proven to predict success, i.e. problem solving ability, social intelligence, personality, talent-based competency models, etc.
Human Intervention	**Black box.** We trust the algorithm's output without "looking under the hood" to understand how the AI came to a particular conclusion. Amazon learned this the hard way when they opened up their hiring AI's black box to discover the algorithm had learned to rank resumes with the word "women" lower.	**Human-in-the-loop.** This involves humans influencing algorithm decision-making and rectifying when the AI replicates human bias. At Plum, we provide detailed visualizations and reporting to explain how our algorithm comes to conclusions about job fit.

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What are the pros and cons of using AI within your organization?

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Tools and Strategies

Mitigating Bias in Your Organization

I anticipate generative AI will impact or create a need for my organization to hire for AI-specific roles in HR in the next 1-3 years.

| 6% | 6% | 14% | 32% | 43% |
| A great deal | A lot | A moderate amount | A little | None at all |

Train staff on implicit bias and bias in AI

Include diverse human touchpoints in AI processes to review information for accuracy, consistency, and to determine potential bias/patterns

Hire an AI professional on your team to assist in ethical considerations

Determine your organizations' stance on adopting AI for practice

Mitigating Bias in Your Organization

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Build out process for AI use within your organization with attention to mitigating bias.

Create a tool book of what platforms individuals in your organization are using and decide which platforms will be organization approved and for which tasks.

Determine if you will be engaging with internal vs open systems (validity).

Continue to foster a trust-based culture- systems/ethics/honesty.

Ensure access to AI education expands across age, role, and identities.

Determine inclusive language that you will use as input.

Create bias assessment teams within your organization.

Assess patterns

- How are you applying AI standards and consequences across identities?
- How are you dismantling white supremacy culture and stereotypes?

Questions to Mitigate Bias

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1. Whose needs are being met?

2. Whose needs are not being met?

3. Who might benefit?

4. Who might be harmed?

TOP CONSIDERATIONS TO REMOVE AI BIAS

Contextual awareness | Test and mitigation practices and processes | Fact-based conversations | Man-machine collaboration | Bias research | Diversifying AI
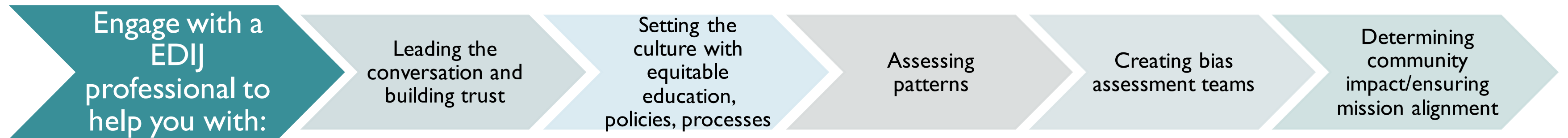
Source: https://www.artiba.org/blog/why-bias-mitigation-should-top-the-priorities-of-an-ai-engineer

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What support will you ultimately have to invest in?

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YOU DON'T HAVE TO DO IT ALONE

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Engage with a EDIJ professional to help you with: → Leading the conversation and building trust → Setting the culture with equitable education, policies, processes → Assessing patterns → Creating bias assessment teams → Determining community impact/ensuring mission alignment

Questions?

Thank You!