

Incorporating AI Into Your Housing Authority's Work Flow



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Dream Big

What's one thing you wish an AI assistant could do for you?

- Answer emails
- Categorize emails (e.g., voucher inquiries, housing availability)
- Assist in scheduling meetings with clients
- Update monthly grant reports
- Transcribe voicemails
- Help prioritize daily schedules and tasks
- Automate compliance checks for policies and forms
- Complete annual recertifications and interim changes
- Review resumes
- Verify applicable building codes in estimates and bids
- Handle automated call responses

Steps You Should Take to Protect Your Data When using AI

- Understand the AI Tool's privacy policy
- Limit the Data you Share with the Tool
- Use Strong Passwords and Multi-Factor Authentication
- Beware of Phishing Scams
- Manage AI Permissions on Your Devices
- Utilize Secure Networks and Devices
- Be Cautious with AI-Generated Content and Deepfakes



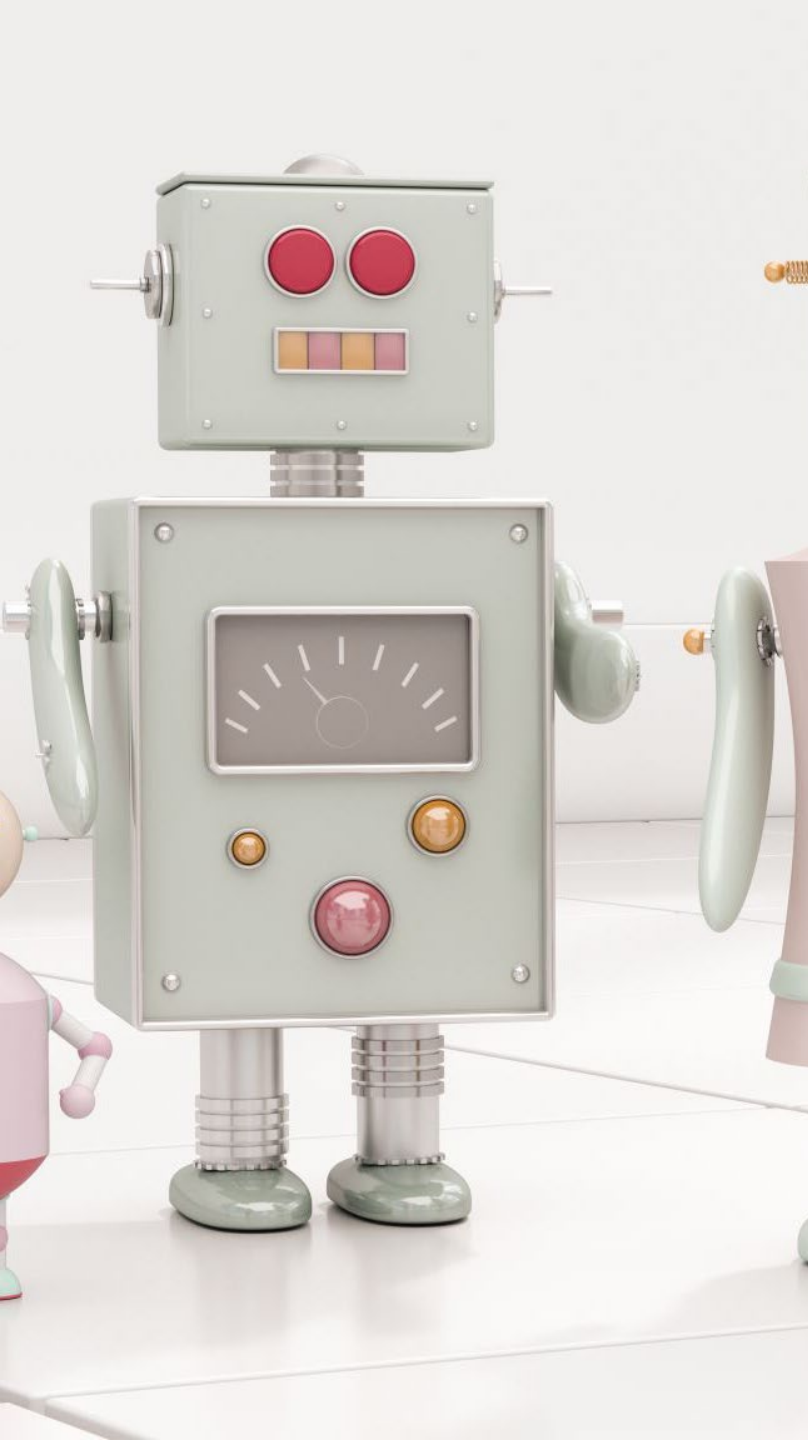
Different AI Tools

- **ChatGPT** is a powerhouse conversational AI designed to understand and generate human-like text based on the input it receives
- **Perplexity AI:** This AI-powered search engine and chatbot excels at providing precise, insightful, and source-backed responses, making it a strong option for research and information gathering.
- **Google Gemini,** Based on the large language model (LLM) of the same name, it was launched in 2023 in response to the rise of OpenAI's ChatGPT.
- **Microsoft Copilot:** Integrated into various Microsoft 365 applications, Copilot leverages large language models to help users find information, create content, and complete quick tasks.
- **Writer: A bundled AI Enterprise Solution** A generative AI tool which can be incorporated into any business process with a secure enterprise platform. This is meant for teams.
- **Grammarly AI:** Grammarly offers AI writing tools for improving emails and documents.
- **Claude AI:** is a next generation AI assistant built by Anthropic and trained to be safe, accurate, and secure to help you do your best work.
- <https://claude.ai/login?returnTo=%2F%3F>

What is an AI powered chatbot

- An **AI-powered chatbot** is a computer program that uses artificial intelligence (AI) to simulate human conversations. These chatbots can understand and respond to user queries through text or voice, often using **natural language processing (NLP)** and **machine learning (ML)** to improve over time.





Examples of AI Chatbot Technologies

- **IBM Watson Assistant**
- **Google Dialogflow**
- **Microsoft Azure Bot Service**
- **ChatGPT (integrated into custom chatbots)**



Examples of AI-Powered Chatbots in Public Housing

- **Application Assistance:** Helps applicants check eligibility, submit forms, and track application status.
- **Maintenance Requests:** Allows tenants to report issues (e.g., broken appliances) and get updates.
- **Rent & Payment Inquiries:** Answers questions about rent due dates, payment methods, and late fees.
- **Emergency Alerts:** Provides instant updates about safety concerns or service disruptions.

Chatbots & Virtual Assistants



- AI-powered chatbots can provide 24/7 support for common tenant inquiries (rent payment, lease terms, maintenance requests).
- Can be integrated into websites, phone systems, or even text-based services for accessibility.
- Example: A tenant asks about income recertification deadlines, and the chatbot provides an instant response.

Automated Notifications



AI can send reminders via SMS, email, or automated calls about rent payments, inspections, lease renewals, and community events.

Helps prevent late payments and ensures compliance with housing policies.

Housing Applications & Eligibility

- **Application Processing:** AI can automate the review of housing applications, reducing wait times and improving accuracy.
- **Fraud Detection:** AI can identify inconsistencies in income reporting or duplicate applications.



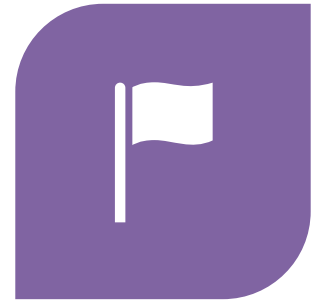
Application Processing



AI CAN SCAN AND ANALYZE APPLICATIONS, CROSS-CHECKING INCOME, EMPLOYMENT, AND HOUSEHOLD SIZE AGAINST ELIGIBILITY CRITERIA.



REDUCES MANUAL WORK AND SPEEDS UP APPROVAL PROCESSES.



EXAMPLE: AI FLAGS MISSING DOCUMENTS IN AN APPLICATION AND NOTIFIES THE APPLICANT AUTOMATICALLY.

Fraud Detection



AI can identify inconsistencies in reported income, detect duplicate applications, and flag potential cases of fraudulent claims.



Machine learning models can analyze historical fraud cases to improve detection accuracy.



Example: AI detects that an applicant has underreported income based on cross-referenced financial data.

Predictive Maintenance & Infrastructure Management

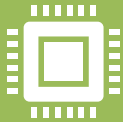
- **Smart Maintenance Scheduling:** AI can predict when repairs are needed before problems occur, reducing costs and improving living conditions.
- **Energy Efficiency Monitoring:** AI can optimize heating, cooling, and lighting in public housing to save energy.



Smart Maintenance Scheduling



AI can predict maintenance needs before problems arise, reducing emergency repairs and extending the life of housing infrastructure.



Uses data from sensors, past maintenance records, and weather conditions.



Example: AI predicts that an HVAC system is about to fail based on performance trends and schedules a preventive repair.

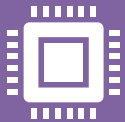
Energy Efficiency Monitoring



AI can analyze energy usage patterns to optimize heating, cooling, and lighting.



Can adjust systems dynamically based on occupancy and weather.



Example: AI reduces heating costs by automatically adjusting thermostat settings during unoccupied hours.

Optimized Budgeting

- AI can analyze spending patterns, historical financial data, and operational costs to recommend efficient budget allocations.
- Example: AI suggests reallocating funds from low-utilized services to more in-demand programs, such as rental assistance



Security & Safety

Crime Prediction & Prevention: AI-powered surveillance can detect suspicious activity and help prevent crime.

Emergency Response Optimization: AI can help PHAs prepare for and respond to natural disasters or emergencies more effectively.



Resident Well-Being & Community Engagement

Health & Social Services Coordination: AI can help connect residents with healthcare, job training, and social services.

Sentiment Analysis: AI can analyze tenant feedback to identify areas for improvement in housing programs.

Health & Social Services Coordination

AI can connect residents with relevant services like healthcare, job training, and food assistance based on their needs.

Can analyze tenant data to identify those at risk (e.g., seniors who need extra care).

Example: AI detects that a tenant has missed multiple medical appointments and sends a wellness check alert.

Sentiment Analysis



AI can analyze tenant feedback from surveys, social media, and complaint systems to identify concerns and areas for improvement.



Helps PHAs proactively address resident dissatisfaction.



Example: AI identifies an increase in tenant complaints about heating issues and prioritizes maintenance work accordingly.

AI tools that PHAs can use

Automated Document Processing

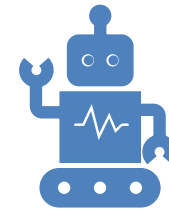
Columbus Metropolitan Housing Authority (CMHA)

CMHA sought an AI-based solution to automate routine tasks such as document classification, data extraction, and processing to accelerate Housing Choice Voucher (HCV) processing. The goal was to offload routine tasks from staff and expedite voucher processing, thereby increasing efficiency and reducing manual workloads.

Generative AI for Data Analysis

U.S. Department of Housing and Urban Development (HUD)

HUD explored the application of generative AI tools, such as ChatGPT, to assist researchers in housing data analysis. By training ChatGPT to generate Python scripts for calculating correlation matrices and analyzing datasets like HUD's Picture of Subsidized Households (POSH), HUD demonstrated AI's potential in expediting data analysis and uncovering deeper insights in housing research.



AI tools that PHAs can use

Ginnie Mae (Government National Mortgage Association)

Ginnie Mae implemented AI to automate the drafting of counterparty credit narrative reports. This application of AI enabled processing efficiency and reduced errors that can occur in manual processes, thereby enhancing the accuracy and speed of credit risk assessments.

Enhancing Resident Services

HOME El Paso and Opportunity Home San Antonio

These housing agencies have been exploring AI innovations to improve resident services. For instance, they have implemented AI-driven chatbots to handle common tenant inquiries, thereby freeing up staff to address more complex issues and improving overall tenant satisfaction.



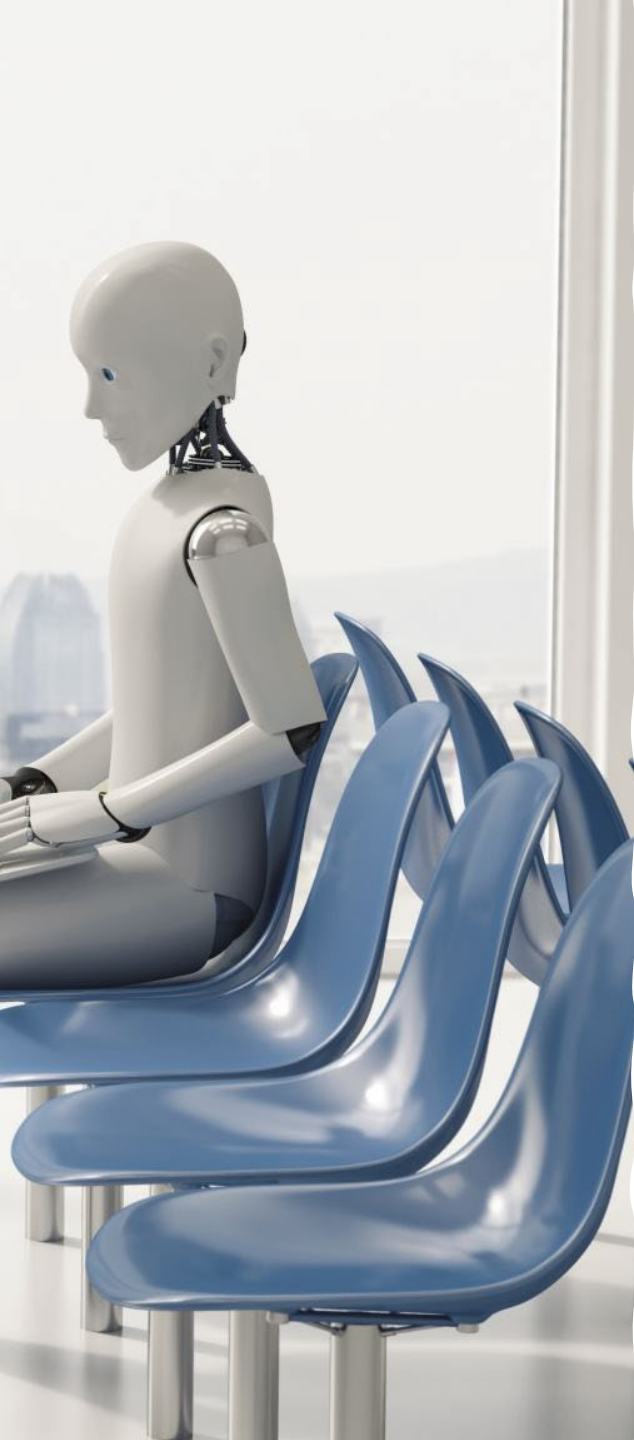
AI tools that PHAs can use

Allegheny County partnered with researchers to develop a machine learning system that uses state and county administrative data to accurately identify individuals at risk of eviction and future homelessness. This proactive allocation approach prioritizes individuals facing eviction based on their risk, thereby improving the effectiveness of rental assistance programs.

PHAs are using AI to analyze data to predict housing demand, assess eligibility for housing programs and optimize resource allocation

The Housing Authority of New Orleans is utilizing AI-driven tools to assist in housing application and management processes, and is working with the community to implement AI-assisted camera technology, which have contributed to improvements in public safety and the reduction of crime in targeted neighborhoods





Has anyone tried Bob.ai?

[Bob.ai | About us](#)

[Housing Authority Of New Orleans - Renters in New Orleans, LA | Bob](#)

A technology startup based out of a co-working space near DFW International Airport partnering with the Dallas Housing Authority The software's is conversational interface in which users ask questions and respond to queries from a virtual boss. Don't imagine robots wandering around apartments checking for broken smoke detectors.

The software optimizes housing inspectors' routes and provides a direct line of communication between inspectors, DHA administrators and landlords.

Leverage cutting-edge AI assistants to automate all your processes and dramatically improve key performance indicators in just weeks. Let your employees focus on what they signed up to do—tasks requiring empathy and a human touch—while AI handles the rest

Bob is available to download on the Google or Apple store as an App

Q&A



PROMPT:



- OPEN THE FLOOR FOR
QUESTIONS AND DISCUSSION.