



RESOLUTION 2025-08-27 (3)

Date: August 27, 2025

To: THA Board of Commissioners

From: April Black
Executive Director

Re: Approval of Policy Outlining Requirements and Prohibitions for Using Artificial Intelligence Tools at Tacoma Housing Authority

This resolution sets and formalizes the standards, requirements, and prohibitions Tacoma Housing Authority (THA) staff must follow when using Artificial Intelligence (AI) tools to conduct business activities.

BACKGROUND

Artificial intelligence (AI) tools are increasingly being used across the public sector to streamline operations, improve service delivery, and support data-informed decision-making. Staff at public housing authorities are beginning to adopt these technologies to enhance efficiency and responsiveness. However, without formal standards, the use of AI poses risks like potential misuse, biased outcomes, and inconsistent practices that could undermine public trust and expose the agency to legal or ethical challenges. Establishing a clear policy framework will ensure that AI tools are used responsibly, transparently, and in alignment with the agency's mission and regulatory obligations.

In March 2025, the Communications and Marketing Manager, Digital Content Specialist, and Director of Strategic Initiatives (then serving as THA's Strategic Advisor) added the Council of Large Public Housing Authority's (CLPHA) Communications Convening. Several presentations and discussions centered on how public housing authorities can ethically use Artificial Intelligence to support their day-to-day work. One message came through consistently and

clearly: agencies who want their staff to use these tools effectively and avoid ethical and legal risk must proactively set standards for using artificial intelligence.

The Director of Strategic Initiatives partnered with the Director of Information Technology/Chief Information Officer and sought input from the Data Governance Committee (DGC), Information Technology Advisory Committee (ITAC), and Leadership Team to develop this policy. This same group also created a resource that provides information about artificial intelligence, the tools that staff are allowed to use to conduct THA business, and other considerations for ethically and successfully deploying AI tools. This resource is provided for reference (see Appendix A, "Artificial Intelligence (AI) Standard Operating Procedures").

This resolution reflects a proactive approach to governance, providing oversight and guidance as the organization integrates emerging technologies into its work. Board adoption of this policy will help safeguard accountability, public records, and integrity in the use of AI.

RECOMMENDATION

I recommend the Tacoma Housing Authority Board of Commissioners approve this policy.



RESOLUTION 2025-08-27 (3)

(THA Artificial Intelligence (AI) Usage Policy)

A **RESOLUTION** of the Board of Commissioners of the Housing Authority of the City of Tacoma

WHEREAS, artificial intelligence is growing rapidly, becoming ubiquitous in many of the tools public housing authorities use to conduct day-to-day business; and

WHEREAS, it has the potential to streamline operations, improve service delivery, and support data-informed decision-making; and

WHEREAS, it also poses risks like potential misuse, biased outcomes, and inconsistent practices that could undermine data security and public trust; and

WHEREAS, these risks expose Tacoma Housing Authority to ethical and legal challenges; and

WHEREAS, a proactive approach to governance will help ensure THA staff who use artificial intelligence to support day-to-day operations do so ethically and securely; now, therefore, be it

Resolved by the Board of Commissioners of the Housing Authority of the City of Tacoma, Washington that:

1. Employees must adhere to the standards, requirements, and prohibitions outlined in the AI Usage Policy when using AI tools to conduct THA business.
2. This resolution supersedes any conflicting policies or resolutions previously adopted by the Board of Commissioners.
3. This resolution shall take effect immediately upon its adoption.

Approved: August 27, 2025


Stanley Rumbaugh, Chair

ARTIFICIAL INTELLIGENCE (AI) USAGE POLICY

PURPOSE

The purpose of this document is to clearly outline how THA employees may use Artificial Intelligence (AI) to support their day-to-day functions. It includes requirements about using AI tools for THA business and prohibited AI uses. A companion document, "Artificial Intelligence (AI) Standard Operating Procedures", describes the different types of Artificial Intelligence staff may encounter in their work, outlines a list of approved tools, provides best practices and suggestions for use, and more.

THA's IT Advisory Committee and Leadership Team will review this policy regularly, as significant advancements continue to change how our approved AI tools operate. If you have questions or comments about this policy and the standard operating procedures, please email the Information Technology (IT) Department at ServiceDesk@tacomahousing.org.

APPROVED AI TOOLS

Employees who want to use AI to aid their work may only use THA-approved AI tools for agency business. Please refer to THA's Artificial Intelligence (AI) Standard Operating Procedures for a complete list of approved tools and a description of the different forms of AI tools.

REQUIRED STANDARDS FOR AI USE

Compliance with Policies

- How you use AI must comply with THA's existing policies, including IT security and employee conduct policies.

Confidentiality and Data Protection

- Use only the AI tools THA approves.
- AI tools that are not approved by THA may process and store what you share with it in ways that could compromise sensitive information.

Review by Human Eyes

- AI is a powerful assistant, but it is not perfect. All content that AI generates **must** be reviewed by a person before use and/or distribution.
- Review includes fact-checking. Staff are best equipped to ensure that AI-generated material is accurate, contextually appropriate, and aligned with organizational standards.

Ethical and Responsible Use

- AI tools should be used ethically and responsibly.

- Employees are prohibited to use these tools to create misleading, harmful, or inappropriate content.

Transcription

- Employees are prohibited from using transcription in any meetings or conversations that discuss confidential personnel matters, or where confidential personnel information is discussed (i.e., during Human Resources meetings, meetings discussing client personal identifying information, and meetings for purposes of obtaining legal advice).
- Microsoft Teams is the only tool approved for AI transcription and notetaking.
- Please refer to the AI Standard Operating Procedures document for information about determining whether you can use AI transcription in a meeting.

Using AI for Creative Projects

- Employees are permitted to use creative AI for operational tasks, like creating graphics or presentations for training materials and internal communications, like staff newsletters.
- THA will not use AI for public-facing art projects, like soliciting art to install in and around THA properties, so that we can continue to engage the community and best reflect the humanity we support in our properties and offices.
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APPENDIX A

ARTIFICIAL INTELLIGENCE (AI)

STANDARD OPERATING PROCEDURES

PURPOSE

The purpose of this document is to clearly outline the approved AI tools for THA employees, how employees can use these tools for agency business, and considerations for deploying AI tools ethically and successfully. A companion document, "Artificial Intelligence (AI) Usage Policy," outlines specific requirements and prohibitions about deploying AI for THA business.

THA's IT Advisory Committee and Leadership Team will review this guide as significant advancements change how our approved AI tools operate. If you have questions or comments about these standard operating procedures, please email the Information Technology (IT) Department at ServiceDesk@tacomahousing.org.

ABOUT THE THREE PRIMARY FORMS OF ARTIFICIAL INTELLIGENCE

Currently, there are three primary forms of Artificial Intelligence: (1) generative, (2) discriminative, and (3) powered search engines.

1. **Generative AI:** a technology that sifts through information on the web or other databases to create new content. For example, text generation, image creation, music composition, etc.
 - There are many types of Generative AI tools. THA employees are only allowed to use those tools that have THA approval.
2. **Discriminative AI:** a type of technology that looks at something and decides what it is or what category it belongs to. For example, a credit card company may use discriminative AI to detect fraud by assessing whether a transaction is legitimate or suspicious.
 - At this time, only optical character recognition (OCR) and image recognition tools embedded in approved software are approved.
3. **Hybrid AI Search Engines:** a smart search tool that combines traditional search (looking for keywords and matching them to documents and websites) with AI-powered understanding (generating answers from the documents a traditional search tool might pull up for you).
 - Search engines that THA employees use may start to develop and launch hybrid AI search systems. THA employees are allowed to use them as they are released, and ITAC will continue to review their security levels.
 - Google and Microsoft Bing are hybrid AI search engines.

THA-APPROVED AI TOOLS

This is a list of AI tools that are approved for use at THA. Employees may not use any other tools for agency business. This list will be reviewed and updated regularly.

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| 1. Microsoft Co-Pilot | 4. Canva |
| 2. Apple Intelligence | 5. Grammarly |
| 3. Yardi AI Tools | 6. Hybrid-AI search engines |

PUBLIC RECORDS

- As with all THA systems, work done in Co-Pilot or other AI systems is subject to public disclosure under federal and state law. This includes meeting transcripts.
- And as with all THA systems, work done in Co-Pilot or other AI systems must be retained per applicable records retention schedules and THA policy.
- **The current retention schedule for work done in Co-Pilot or other AI systems is two years, subject to change.**

BEST PRACTICES AND SUGGESTIONS FOR AI USE

- **Here is some guidance to help you determine what tool to use and when:**
 - Microsoft Copilot: Helps with drafting emails, summarizing documents, analyzing data, and coming up with project plans.
 - Yardi AI Tools: Can support your work in conducting property management, finance, and maintenance tasks.
 - Apple Intelligence: Can make “smart suggestions” and personalize task automation.
 - Canva: Helps you quickly make professional-quality graphics, presentations, or other design materials.
 - Grammarly: Helps you enhance your writing by correcting grammar, improving clarity, and ensuring tone is appropriate and accessible.
- **Ongoing Learning and Adaptation:** Familiarize yourself with the capabilities and limitations of each AI tool. AI technology is constantly evolving, and staying informed ensures optimal use.
 - Share feedback with THA IT if issues arise or additional capabilities are needed. Please send an email to ServiceDesk@tacomahousing.org.
- **Using AI Transcription in Meetings:** If you are not sure whether a conversation should be transcribed by an AI tool, please ask your immediate supervisor.
- **Collaboration Across Teams:** Leverage AI tools to enhance collaboration and efficiency, but maintain open, personal communication among team members to preserve transparency and human connection.