

Harnessing AI to Transform Human Resources at Idaho Housing

Idaho Housing and Finance Association

Management Innovation: Human Resources

HFA Staff Contact

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At Idaho Housing and Finance Association (IHFA), embracing innovation is a core value. Facing a dynamic workforce landscape and growing organizational demands, we identified artificial intelligence (AI) as a strategic enabler to transform Human Resources operations. Through the deliberate integration of AI tools across recruitment, communication, and employee development, Idaho Housing has not only modernized service delivery but also elevated the human connection — achieving measurable operational improvements, expanding strategic capacity, and strengthening our support of employees and the organization at large.

Innovation and Replicability

Idaho Housing’s initiative reflects a groundbreaking yet highly replicable approach to workforce management transformation. Key innovations include:

- **AI-Augmented Talent Acquisition:** Deployment of AI tools to screen resumes, analyze candidate skills and experience, enhance job postings, and craft more inclusive, targeted job descriptions — resulting in faster, better-matched hires from a broader talent pool.
- **Intelligent Communication Development:** Use of AI to draft internal communications, training materials, and class outlines — enabling consistent, high-quality messaging while freeing HR professionals to focus on strategic employee engagement.
- **Adaptive Employee Development:** Streamlining and customizing training experiences using AI-assisted content generation, resulting in greater participation and improved knowledge retention.

These initiatives demonstrate a strategic investment in commercially available, scalable technologies, allowing similar housing finance agencies to replicate Idaho Housing’s success without significant capital outlay or complex system overhauls.

Response to Management Challenges and Achieving Measurable Improvements

Idaho Housing tackled three interrelated challenges: managing increasing HR demands with finite resources, maintaining service quality, and deepening employee engagement. Our AI-driven strategy delivered impressive results:

- **Time-to-Hire Reduction:** Decreased by 35%, accelerating the onboarding of critical talent.
- **Enhanced New Hire Satisfaction:** 28% improvement in onboarding survey results, reflecting stronger early employee engagement.
- **Training Engagement Growth:** Higher participation rates and stronger learning outcomes due to streamlined, targeted training content.
- **Reduced Early Turnover:** A 15% decline in first-year separations, driven by better recruitment precision and onboarding excellence.

The integration of AI into our HR workflows fundamentally elevated the team's strategic contributions — transitioning HR from primarily operational support to a proactive, value-generating partner.

Effective Use of Resources and Strategic Alignment

Cost-effectiveness was a guiding principle. By leveraging subscription-based AI platforms integrated with our existing infrastructure, and upskilling current HR personnel, Idaho Housing maximized returns without significant additional expense. Our estimated ROI is more than **ten times** our annual investment in AI tools.

This initiative directly supports Idaho Housing's strategic pillars of:

- **Operational Excellence:** Optimizing processes for greater speed and quality.
- **Employee Engagement:** Strengthening relationships and enhancing the employee experience.
- **Digital Transformation:** Positioning Idaho Housing as a modern, future-ready organization.

By aligning AI adoption with mission-driven goals, we ensured that technology investments translated into tangible, mission-supportive outcomes.

Human Connection Enhanced by Technology

At Idaho Housing, AI is not about replacing the human side of human resources — it is about amplifying it. By offloading repetitive tasks to intelligent systems, our HR professionals now dedicate more time to what matters most: forging genuine relationships, providing tailored support, and delivering transformative employee experiences.

This balance of digital innovation with personal connection sets Idaho Housing apart as a model for how affordable housing agencies can lead not just with compassion, but with cutting-edge competence.

Exhibit 1: Benefits Open Enrollment Communication using AI

write a training email for Idaho Housing HR team about benefits open enrollment. Idaho Housing holds open enrollment at the end of May/beginning of June to be effective on July 1 each year. Our plan year runs July 1 - June 30. Needs to include information on why there is open enrollment for benefits. We use Paylocity for employees to make their benefits changes.

Sure! Here's a professional and informative training email tailored for Idaho Housing's HR team regarding benefits open enrollment:

Subject:  HR Training: 2025 Benefits Open Enrollment Overview

Hi Team,

It's that time of year again! As we prepare for **Benefits Open Enrollment**, here's the key information you need to support our employees during this important process.

Open Enrollment Period

May 27 – June 7, 2025

Changes made during this period will be **effective July 1, 2025**, marking the start of our new **benefits plan year (July 1, 2025 – June 30, 2026)**.

Why We Have Open Enrollment

Open enrollment is the **annual window** when employees can make changes to their benefit elections. Outside of this period, changes can only be made due to **qualifying life events** (e.g., marriage, birth of a child, loss of coverage).

This period ensures compliance with plan rules and IRS regulations, while giving employees the opportunity to:

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- Enroll in or waive benefits
 - Add or remove dependents
 - Make plan changes that best meet their needs for the coming year
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Making Changes in Paylocity

Employees will use **Paylocity** to review, update, or confirm their benefits selections. We'll send a step-by-step guide and reminders to all staff once the enrollment window opens.

As the HR team, you'll play a key role in:

- Answering questions
 - Guiding employees through the process
 - Directing them to resources and support materials
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Action Items for HR Team

- Review benefits plan updates and FAQs (coming soon)
- Be ready to assist employees with Paylocity navigation
- Encourage all staff to complete their elections by **June 7**

Thank you for being a reliable source of support during open enrollment. Your help makes the process smoother and less stressful for everyone!

Please let me know if you have any questions or need additional materials.

Best,
[Your Name]
Human Resources
Idaho Housing and Finance Association

Exhibit 2: Training Outline using AI

write an outline for a 2 hour training based on the book "Dare to Lead" by Brene Brown

Title: Dare to Lead Training Workshop

I. Introduction

- A. Welcome and Introduction to the Workshop
- B. Overview of "Dare to Lead" by Brene Brown
- C. Objectives of the Training

II. Understanding Vulnerability and Courage

- A. Definition of Vulnerability
- B. Importance of Vulnerability in Leadership
- C. Cultivating Courage to Lead Authentically
- D. Interactive Activity: Sharing Personal Stories of Vulnerability

III. Building Trust and Connection

- A. The Role of Trust in Leadership
- B. Strategies for Building Trust within Teams
- C. Fostering Connection and Belonging
- D. Group Exercise: Trust-building Activities

IV. Embracing the Power of Empathy

- A. Definition and Importance of Empathy in Leadership
- B. Empathy vs. Sympathy
- C. Developing Empathy Skills
- D. Role-playing Exercises: Practicing Empathetic Communication

V. Braving Trust

- A. Overview of the BRAVING Trust Model
- B. Components of Trust: Boundaries, Reliability, Accountability, Vault, Integrity, Nonjudgment, Generosity
- C. Application of BRAVING Trust in Leadership Scenarios
- D. Group Discussion: Identifying Opportunities to Strengthen Trust

VI. Rumbling with Vulnerability

- A. Understanding the Concept of "Rumbling"
- B. Embracing Difficult Conversations

- C. Strategies for Engaging in Productive Conflict
- D. Case Studies: Practicing Rumbling with Vulnerability

VII. Living into Our Values

- A. Identifying Personal and Organizational Values
- B. Aligning Actions with Values
- C. Creating a Culture of Integrity
- D. Values Alignment Exercise

VIII. Learning to Rise

- A. Resilience in the Face of Setbacks
- B. The Role of Failure in Growth
- C. Strategies for Bouncing Back Stronger
- D. Personal Reflection: Identifying Lessons Learned from Failures

IX. Closing and Action Planning

- A. Recap of Key Learnings
- B. Commitment to Applying "Dare to Lead" Principles
- C. Action Planning: Setting Goals for Integrating Learnings into Leadership Practices
- D. Feedback and Evaluation

X. Conclusion

- A. Thank You and Closing Remarks
- B. Resources for Further Learning
- C. Follow-up Support and Coaching Opportunities

Give talking points for this section: II. Understanding Vulnerability and Courage

- A. Definition of Vulnerability
- B. Importance of Vulnerability in Leadership
- C. Cultivating Courage to Lead Authentically
- D. Interactive Activity: Sharing Personal Stories of Vulnerability

II. Understanding Vulnerability and Courage

A. Definition of Vulnerability

1. Vulnerability as the willingness to show up and be seen, even when there are no guarantees.
2. It's about embracing uncertainty, risk, and emotional exposure.

3. Vulnerability is not weakness; it's the birthplace of innovation, creativity, and change.

B. Importance of Vulnerability in Leadership

1. Vulnerability fosters trust and connection within teams and organizations.
2. Leaders who are willing to be vulnerable create environments where others feel safe to do the same.
3. It enables authentic communication, empathy, and collaboration.
4. Research shows that vulnerability is a key component of effective leadership.

C. Cultivating Courage to Lead Authentically

1. Courage is the willingness to show up and be seen, even when it's hard.
2. It involves embracing discomfort, taking risks, and standing up for what's right.
3. Courageous leaders lead with their values and integrity, even when it's challenging.
4. Building courage requires practice and self-awareness.

D. Interactive Activity: Sharing Personal Stories of Vulnerability

1. Encourage participants to reflect on a time when they felt vulnerable in a leadership role.
2. Invite them to share their stories in pairs or small groups.
3. Emphasize the importance of active listening and creating a supportive environment.
4. After sharing, facilitate a group discussion to explore common themes, insights, and lessons learned.
5. Encourage participants to reflect on how they can apply these insights to their own leadership journey.

Exhibit 3: Job Description using AI

what duties should be included in a job description for an HRIS system coordinator with focus on analytics

HRIS System Coordinator (Analytics) – Key Duties

A job description for an **HRIS System Coordinator** with a focus on **analytics** should include the following key responsibilities:

System Management & Optimization

1. Maintain, update, and ensure the optimal functionality of the **Human Resources Information System (HRIS)**.
2. Manage HRIS configurations, permissions, security, and system upgrades.

Data Analytics & Reporting

3. Develop, analyze, and interpret HR data to provide insights for decision-making.
4. Generate **custom reports and dashboards** for HR and leadership, leveraging data visualization tools.
5. Ensure data integrity by conducting regular audits and troubleshooting errors.

Process Improvement & Collaboration

6. Identify opportunities to **streamline HR processes** using data insights and automation.
7. Collaborate with HR, IT, and other departments to improve HRIS functionality and integration with other business systems.
8. Provide **training and support** to HR staff on system usage and best practices.