Harnessing Digital Transformation in Nonprofits: Beyond Fundraising

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81%

Increase in nonprofits since 2000.

IRS.gov

75%

Nonprofits that report vacancies

“Every nonprofit staffer I know is stressed, understaffed, cannot fill open positions, struggling with unrealistic fundraising goals.”

We envisioned a different future.

Kindsight

But First!

Is AI coming for our jobs?

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“I think what makes AI different from other technologies is that it’s going to bring humans and machines closer together. AI is sometimes incorrectly framed as machines replacing humans. It’s not about machines replacing humans, **but machines augmenting humans.** Humans and machines have different relative strengths and weaknesses, and it’s about the combination of these two that will allow human intents and business process to scale 10x, 100x, and beyond that in the coming years.”

—Robin Bordoli, ex-CEO, Figure Eight

May 11, 1997

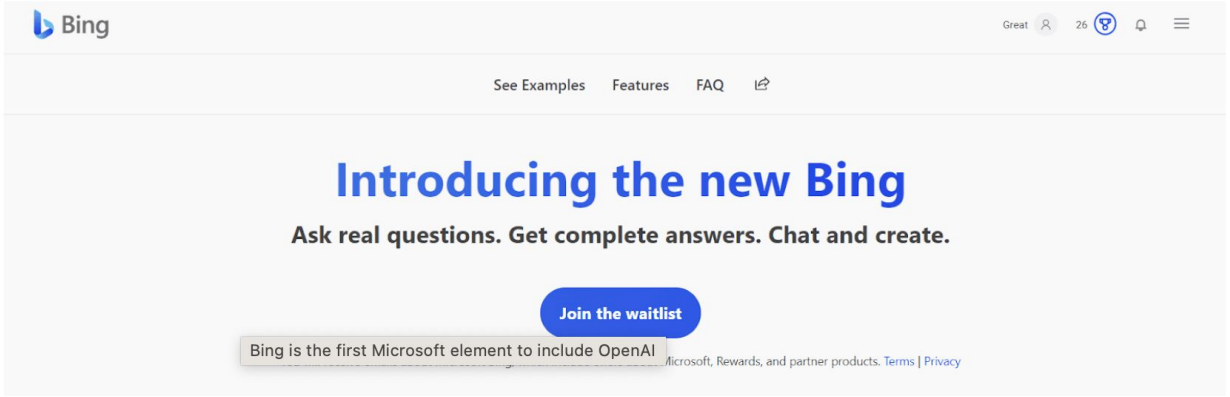
Kindsight

February 16, 2011

Kindsight

February 7, 2023

And on the 7th of February, 2023, Microsoft announced the new and improved Bing as expected.



Microsoft CEO says OpenAI partnership will allow companies to access tools like ChatGPT in workplace emails, slideshows, and spreadsheets

Aidan Pollard Jan 22, 2023, 8:30 AM

Kindsight

ChatGPT 4

How can I help you today?

Write a spreadsheet formula
to convert a date to the weekday

Recommend a dish
to impress a date who's a picky eater

Write an email
expressing your love for your parents

Write a thank-you note
to a guest speaker for my class

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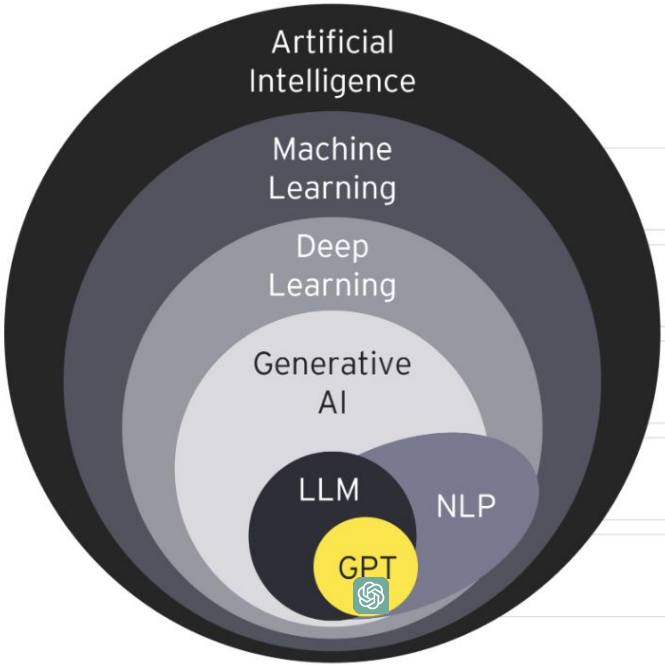
Large Language Models (LLMs) sit at the heart of GenAI, which in itself, can be categorised as a subset of Artificial Intelligence (AI).



GenAI capabilities:

- Summarizing
- Expanding
- Chatbots
- Inferring
- Transforming

Typical applications:

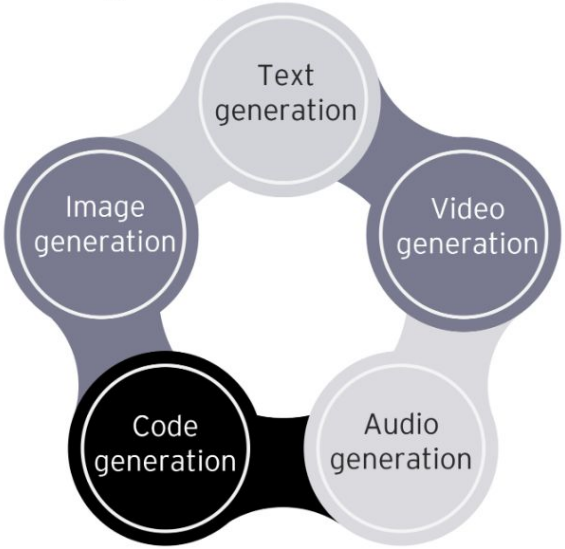


Figure 1. Understanding GenAI

Generative Pre-trained Transformer (GPT) uses a combination of LLM and Natural Language Processing (NLP) capabilities to provide a host of fundamental capabilities which find a host of generative applications.

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“The only real trend may be no trend. What’s best for any given model, dataset, and prompting strategy is likely to be specific to the particular combination at hand.” —Rick Battle & Teja Gollapudi, VMware

»

According to one research team, no human should manually optimize prompts ever again.

https://spectrum-ieee-org.cdn.ampproject.org/c/s/spectrum.ieee.org/amp/prompt-engineering-is-dead-2667410624

Case Study Highlight

St. Jude Children's Research Hospital has been successfully leveraging AI and machine learning techniques. To grow into a new donor audience, St. Jude used preference analysis using AI to determine that patient stories are the most effective mission communication format.

Using additional AI tools, they have reached those new donors through language and audience testing at scale. That has led to a considerable increase in new donors, who now make up **25 percent** of the total YouTube donation revenue for the organization

Case Study Highlight

AKSHAYA PĀTRA
Unlimited food for education

Case Study Highlight

merit AMERICA

Our Supporters

Together, we can help thousands of learners unlock their full potential and secure family-sustaining careers.

Donate Now →

April 16, 2024

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Chatbots

1

Content

2

Communications

3

		Human-alone	Human-assisted	Key benefits
1	**Build Process and Process Documentation**	✗	✓	• Create policies and procedures for functions and process bespoke to the organization and each role. • Create knowledge bases and maintain consistent accessible information
2	**Project Management**	✗	✓	• Ensure resource allocation and timelines are documented • See around corners with AI-insight • Optimize project planning and execution
3	**Data Analytics & Business Intelligence**	✗	✓	• Quickly understand trends, opportunities, and concerns without SQL knowledge. • Provide any user insight into distilling data into decision making

		Human-alone	Human-assisted	Key benefits
1	**Volunteer Management**	✗	✓	• Create role descriptions, onboarding/training documents or videos • Create volunteer recognition and impact reporting.
2	**Team Management**	✗	✓	• Maintaining comprehensive review of team goals, challenges, and professional development • Provide easy access to questions
3	**Marketing Support**	✗	✓	• Post-search preparation to create information, awareness building, and omni channel strategies • Create segmentation and donor journeys

AI in Action

Time for The Robot Petting Zoo!

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Chat Explore

Explore your data

C **Cherian** 10:51 pm

What is the average gift amount?

Akkio AI — Interpretation 10:51 pm

- Calculate the mean of the 'Total Gift Amount' column from the data.

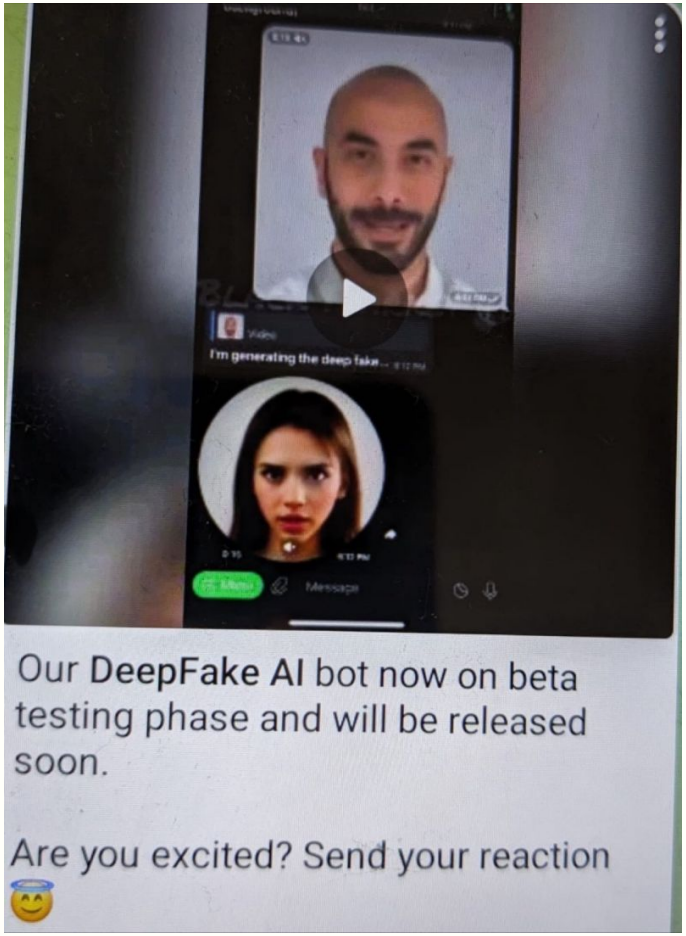
Akkio AI 10:51 pm

The average gift amount is $9,208.09.

Regenerate response

Ask a question about your dataset...

Ethical Considerations and AI



Fake and Explicit Images of Taylor Swift Started on 4chan, Study Says

The people on 4chan who created the images of Ms. Swift thought of it as a sort of game, the researchers said.

Share full article 53

More than two-thirds (67 per cent) of U.S. office workers feel they are constantly doing the same tasks over and over again. On average, respondents say they **waste four-and-a-half hours a week** on tasks they think could be automated.

The top tasks global workers would like to automate include:

- emails (60%)
- inputting data/creating datasets (59%)
- scheduling calls and meetings (57%)

Resources

claude.ai
fireflies.ai
nonprofitoperatingsystem.com
descript.com
durable.co
synthesia.io
speechify.com
whataicandotoday.com
notion.so
heykona.com
anytopic.io
akkio.com

Thank *you!*

Cherian Koshy, CFRE, CAP®

Vice President
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LinkedIn TOP VOICES

2024 OFFICIAL MEMBER Forbes Nonprofit Council

michael scott
struggling with
technology for
almost 10
minutes straight