

AI and the 501(c) Extended Resource Guide

Companion material for the session held September 25, 2026

This guide extends the live session with additional use cases, association examples, and readiness-framework detail that the 60-minute format could not cover on screen. It is organized to match the session's three parts and can be read on its own or alongside the presentation.

More ways associations and nonprofits are using AI today

The session covered two use-case categories live: capacity (saving staff time and improving knowledge access) and member value (service and decision support). Three more categories are summarized below.

Content and knowledge access

- Turning technical research into member-friendly summaries
- Searching trusted internal repositories
- Repurposing a research report into web, email, social, and educational formats
- Creating role-specific explanations
- Supporting editorial ideation while retaining human review
- Making archived knowledge more discoverable

Important distinction: AI can help package and surface authoritative association knowledge, but that does not automatically grant permission to reuse contributed content, publications, speaker materials, or member intellectual property.

An example from the field involved AI supporting public relations strategy, journalist research, and the conversion of lengthy technical reports into more accessible summaries.¹

Insight and decision-making

- Summarizing open-ended survey responses
- Identifying themes in member feedback
- Exploring engagement patterns

- Producing initial data narratives
- Supporting retention or outreach analysis
- Monitoring external developments
- Synthesizing research for staff review

One DelCor client discussion identified a potential Federal Register tracker that would filter and summarize regulatory developments against defined organizational priorities, while preserving human review before executive or public use. Predictive analytics can similarly support understanding of member journeys and more personalized engagement.²

Events, education, and community

- Session-description and promotional-draft support
- Transcript and post-event summary creation
- Personalized program or learning recommendations
- Analysis of attendee feedback
- Speaker and sponsor research
- Learning-content outlines and assessment drafts
- Connecting members with relevant peers, experts, or resources

Applies regardless of AI use: accessibility, instructional quality, certification integrity, continuing-education rules, copyright, and subject-matter-expert validation.

Two more association examples

Governed experimentation

The American Academy of Ophthalmology's approach uses short, plain-language "rules of the road," safe environments for experimentation, increased oversight for sensitive uses, and attention to data hygiene and intellectual property.³

Lesson: governance should enable informed experimentation, not simply prohibit it.

Productivity plus member value

The Brewers Association's two-pronged focus on staff productivity and increased member value, alongside attention to proprietary-data security and internal adoption, illustrates a balanced strategy.⁴

Lesson: a credible AI strategy should connect internal efficiency to outward mission or member impact.

The DelCor AI readiness model

The session's overview slide names all six readiness dimensions and elaborates on **governance** and **security**. The remaining four are detailed below.

Dimension	What it covers
Strategy and mission	Start with mission, member value, and organizational priorities. Identify problems before selecting tools. Define desired outcomes and acceptable risk. Create an AI use-case portfolio rather than a collection of disconnected experiments. Assign an accountable business owner to every production use case.
Data and knowledge	Identify authoritative sources. Clarify who owns or stewards major data domains. Improve data quality and definitions. Review information architecture and retention. Separate content the organization possesses from content it has the right to repurpose. Establish approved knowledge locations for AI use. Document lineage where AI-generated decisions or externally authoritative content require it.
People, learning, and adoption	Establish baseline AI literacy. Train by role and risk, not only by product. Create safe opportunities for experimentation. Form cross-functional cohorts or learning circles. Collect reusable prompts and use cases. Share failures as well as successes. Train managers to recognize AI-supported work and review it appropriately. Reinforce that accountability remains with the human and the organization.
Measurement and continuous improvement	Measure beyond license counts and logins: staff or cycle time, output quality and correction rate, member response time, engagement or satisfaction, cost avoided, new or protected revenue, adoption of approved workflows, policy exceptions or incidents, and the percentage of outputs requiring substantial human revision.

For a walk-through of any of this material, or to discuss what a readiness assessment would look like for your organization, contact your DelCor account team.

1. DelCor **Reboot IT Podcast**, "AI as Your Thought Partner: Lessons from the Field."
2. DelCor, **Reboot IT Podcast**, "The Impact of AI and Automation on Associations and Member Engagement."
3. DelCor, **Reboot IT Podcast**, "An Entrepreneurial Approach to AI and the IT-Supported Sandbox."
4. DelCor, **Reboot IT Podcast**, "From Hops to Bots: Brewing an AI Strategy."