

Dylan Hayden, DPA

Fels Institute of Government
University of Pennsylvania
3814 Walnut St.
Philadelphia, PA 19104
Email: dyhayden@upenn.edu

Education

D.P.A.	University of Baltimore 2021
M.P.A.	University of Pennsylvania, Fels Institute of Government 2012
B.A., Political Science	State University of New York at New Paltz 2004
A.A., Arabic	Defense Language Institute, Foreign Language Center 2004

Professional Appointments

Associate Professor of Practice <i>University of Pennsylvania, Fels Institute of Government</i>	2025–Present Philadelphia, PA
Capstone Advisor <i>University of Pennsylvania, Fels Institute of Government</i>	2024–Present Philadelphia, PA
Social Science Analyst, Enterprise Open Data Team Lead <i>Office of Policy Development & Research, U.S. Dept. of HUD</i>	2022–2025 Washington, DC
Program Analyst, Policy Research Liaison <i>Office of Public & Indian Housing, U.S. Dept. of HUD</i>	2022 Washington, DC
Program Analyst, Data Analytics Team Lead <i>Office of Fair Housing & Equal Opportunity, U.S. Dept. of HUD</i>	2020–2022 Washington, DC
Program Analyst <i>Office of Public & Indian Housing, U.S. Dept. of HUD</i>	2015–2020 Baltimore, MD
Administrative Officer, Lean Transformation Director <i>Prosthetic & Sensory Aids Service, U.S. Dept. of Veterans Affairs</i>	2014–2015 Palo Alto, CA
Special Assistant/Empire State Fellow <i>Office of the Governor of New York</i>	2012–2014 Albany, NY
Cryptologist/Arabic & Pashto-Afghan Linguist <i>U.S. Navy/National Security Agency</i>	2004–2010 Global

Publications

Self-Published Books

Hayden, D. (2023). The Public Administrator's Guide to ChatGPT.

Peer-Reviewed Journal Articles

Hayden, D. (2023). Generative AI: Mining Housing Data with a Higher-Powered Shovel. *Cityscape*, 23(3), 199–205.

Government Publications

Hayden, D., et al. (2023). Progress on the Implementation of the Recommendations of the Equitable Data Working Group. The White House.

Hayden, D., et al. (2022). Addressing Discrimination Based on One's Source of Income. U.S. Department of Housing and Urban Development

Hayden, D. (2021) The Struggle for Fair Housing: A Timeline of America's Housing History Leading to the Fair Housing Act and the Continuous Work for Civil Rights. U.S. Department of Housing and Urban Development (Esri StoryMap)

Other Publications

Hayden, D. (2021). The Social Determinants of Public Housing Performance. [Doctoral dissertation, University of Baltimore].

Hayden, D. (2009, September 10). In Real Fear. *The East Hampton Star*, p. B3.

Selected Citations of Work

Dissertation, *The Social Determinants of Public Housing Performance*, cited in Princeton University Journal of Public Affairs article, "Community Living for People with Disabilities in Public Housing" (2024).

Journal article, "Generative AI: Mining Housing Data with a Higher-Powered Shovel," *Cityscape*, cited in *Cities: The International Journal of Urban Policy and Planning*, "Advancements in the application of large language models in urban studies: A systematic review" by Xia, Tong, and Long (Tsinghua University, 2024).

Awards and Honors

2024 Edward T. Conroy Memorial Scholarship

2024 Graduate Merit Scholarship, University of Baltimore, Merrick School of Business

2024 Inclusion, Diversity, Equity, and Accessibility (IDEA) Coin of Excellence, U.S. Department of Housing and Urban Development

2021 Service to the Citizen™ Award, "Voice of the Customer" pilot program, Public Service Leadership Academy

2018 GenerationHAND Scholarship, Housing Association of Nonprofit Developers

2018 Graduate Merit Scholarship, The Universities at Shady Grove

2017 Graduate Merit Scholarship, The Universities at Shady Grove

2017 Graduate Merit Scholarship, University of Baltimore, College of Public Affairs

2012 Institutional Service Award, University of Pennsylvania, Fels Institute of Government

2010 Academic Scholarship, University of Pennsylvania, Fels Institute of Government

Invited Talks

- 2025 "Unlocking AI's Potential in Delaware County," Upper Darby, PA, March 19
- 2024 "Generative AI for Local Government," Bucks County, PA, March 1
- 2024 "ChatGPT Municipal Use Cases," Montgomery County, PA, February 1
- 2023 Panel discussion, Fels Institute of Government, University of Pennsylvania, October 20
- 2020 "Career Talk," Fels Institute of Government, University of Pennsylvania, October 21
- 2017 "Preparing for a Career in Public Service," State University of New York at New Paltz, April 6
- 2016 "Reflections on Performance Management Implementation in State Government," Fels Institute of Government, University of Pennsylvania, September 26

Conference Presentations

- 2025 "AI Across the Curriculum: Preparing Public Administrators for an AI-Saturated Policy Landscape," National Academy of Public Administration Social Equity Leadership Conference, Rockville, MD, June 5
- 2024 "AI And RPA in Fair Housing," National Fair Housing Training Academy Forum, Washington, DC, November 13
- 2024 "Effective Uses of AI in Government," William Donald Schaefer Memorial Conference and Award Ceremony, Annapolis, MD, May 7
- 2024 "Artificial Intelligence in Local Government Communications," Association of Pennsylvania Municipal Managers Leadership Development Conference, Bedford, PA, February 8
- 2023 "Automating Open Data with Generative AI," Northeast Conference on Public Administration (NECoPA), November 2
- 2023 "Artificial Intelligence (AI) and the Future of Technology in Housing," Fair Housing Leadership: Building an Equitable Future conference, Denver, CO, August 31
- 2022 "Addressing the Needs of Marginalized Youth Through a Commitment to Multi-Tiered Systems of Support," 7th International Academic Forum (IAFOR) Conference on Education, Honolulu, HI, January 9
- 2018 "Structural Inequality and Affordable Housing," Northeast Conference on Public Administration (NECoPA), Baltimore, MD, November 4
- 2012 "Bringing Bike Sharing to Philadelphia," White House Community Partnership Summit, Philadelphia, PA, March 2

Teaching Experience

University of Pennsylvania, Fels Institute of Government

Associate Professor of Practice (2025–Present)

Capstone Advisor (2024–Present)

University of Baltimore

PUAD 832 Quantitative Methods (Fall 2023)

Professional Training and Development

Generative AI for Housing Research (July 2023)

Data Analytics for Fair Housing Policy (November 2021)

Cost-Benefit Analysis for Public Housing Administrators (December 2019)

Service to Profession

National Academy of Public Administration, Tech Leadership Panel Advisory Group Member (2023–Present)

National Science & Technology Council Subcommittee on Equitable Data Member (2022–2025)

Association for Public Policy Analysis and Management (APPAM) Mentor (2023)

Fels Institute of Government, University of Pennsylvania, Student Mentor (2021–Present)

Editor, Data Shop section, Cityscape journal (2022–Present)

Boards, Commissions, and Community Service

HUD Veterans Affinity Group, Board Member (2023–2025)

HUD AI Governance Board Advisory Committee (2023–2024)

Federal Improvement Team, Board Member (2019–2021)

Baltimore Regional Transportation Board, Public Advisory Committee Member (2016)

San Mateo County Commission on Disabilities, Commissioner (2015)

Professional Certifications

Executive Branch Artificial Intelligence Lab, Wilson Center

Generative AI for Everyone, DeepLearning.AI

Artificial Intelligence Training Series, Stanford Human-Centered AI (HAI)

Maryland Equity and Inclusion Leadership Program, Schaefer Center for Public Policy

Lean Six-Sigma Green Belt, VA Center for Applied Systems Engineering

Professional Affiliations

American Society for Public Administration (ASPA)

American Association for Budget and Program Analysis (AABPA)

Association for Public Policy Analysis and Management (APPAM)

National Housing Conference (NHC)