

High Tech Meets High Touch: The Future of AI in Older Americans Act Information and Referral

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Agenda

- Welcome & Opening
- Context for our discussion
- Discussion



AI Experience in the Room

- Which statement best describes where your organization is with AI today?
 - Not using AI at all
 - Not using, but actively evaluating AI options
 - Piloting/experimenting with AI tools
 - Using AI for a few specific tasks
 - AI is used broadly across our operations



Context for our discussion today



Question 1: Issues and Challenges

What are the key issues and challenges your team would most like to solve for?

- Contact volume increasing
- Staff/workforce capacity
- Complexity of client needs
- Limited funding
- Other



Question 2: Perspectives on AI

What are staff and consumers worried about with AI?



Question 3: Unintended Results

What are some unintended results of AI implementation (positive and negative)?



Question 4: Guidance

What guidance do you think programs need to bring AI into the I&R workflow?

- Policies for human review
- Ethical considerations
- Customer safety/protection
- Technical support/infrastructure
- Other



Question 5: Strengthening Services

What are the ways that AI can strengthen high-touch services?



Take-Aways

What is one key insight you will take home with you from this session?

Thank you!
