DIRECT CARE WORKFORCE STRATEGIES CENTER

ncoa national council on aging

A New Era of Care:

Reimagining Home Care Work with Artificial Intelligence

APRIL 2026 | REPORT 2

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This report is one of three from the National Council on Aging's Direct Care Workforce Strategies Center examining the role of AI in home care. The first report introduces AI and its relevance to home- and community-based services, grounded in the realities of the direct care workforce. The second maps current AI use cases across 40 core responsibilities spanning both frontline workers and agencies. The third brings forward stakeholder perspectives, including direct support professionals, to assess current impacts and identify needed guardrails for the future.

A Note on Word Choice and Consistency

We've aimed to use clear and consistent language throughout this report so that key ideas are easy to follow. At the same time, we recognize that terminology in the long-term care and workforce fields is deeply felt and often debated. Where appropriate, we introduce alternative terms with corresponding definitions to reflect this range of perspectives. Our hope is that the core ideas remain clear, while honoring the distinct voices and sensitivities that shape how this work is described. In this report, and throughout the series, the term "home care worker" refers to members of the direct care workforce — including personal care aides, home health aides, and direct support professionals — who provide support in home- and community-based settings.

INTRODUCTION

In homes and communities throughout the country, home care workers make it possible for older adults and people with disabilities to live vibrant, engaged lives in a range of community and care settings. These workers support their clients through their daily living, from helping them move safely around their homes to attending medical appointments and taking part in social activities, and through a wide range of additional needs. They monitor and assist their clients' physical and emotional well-being, and like the agencies that employ them, they are critical to the lives of millions and central to their communities and the economy.

However, delivering this vital care is complex and requires intricate resources and coordination. As demand for long-term care at home surges and workforce shortages persist, employers have increasingly introduced AI-powered tools to improve and streamline care. This trend has the potential to transform how providers deliver care, how workers perform their jobs, and how agencies operate. While AI will evolve and continue to shape the sector regardless, ensuring that care recipients and direct care workers are meaningfully included in every stage of development and integration is essential to maximizing its benefits and to ensuring that its use aligns with the values and realities of home care.

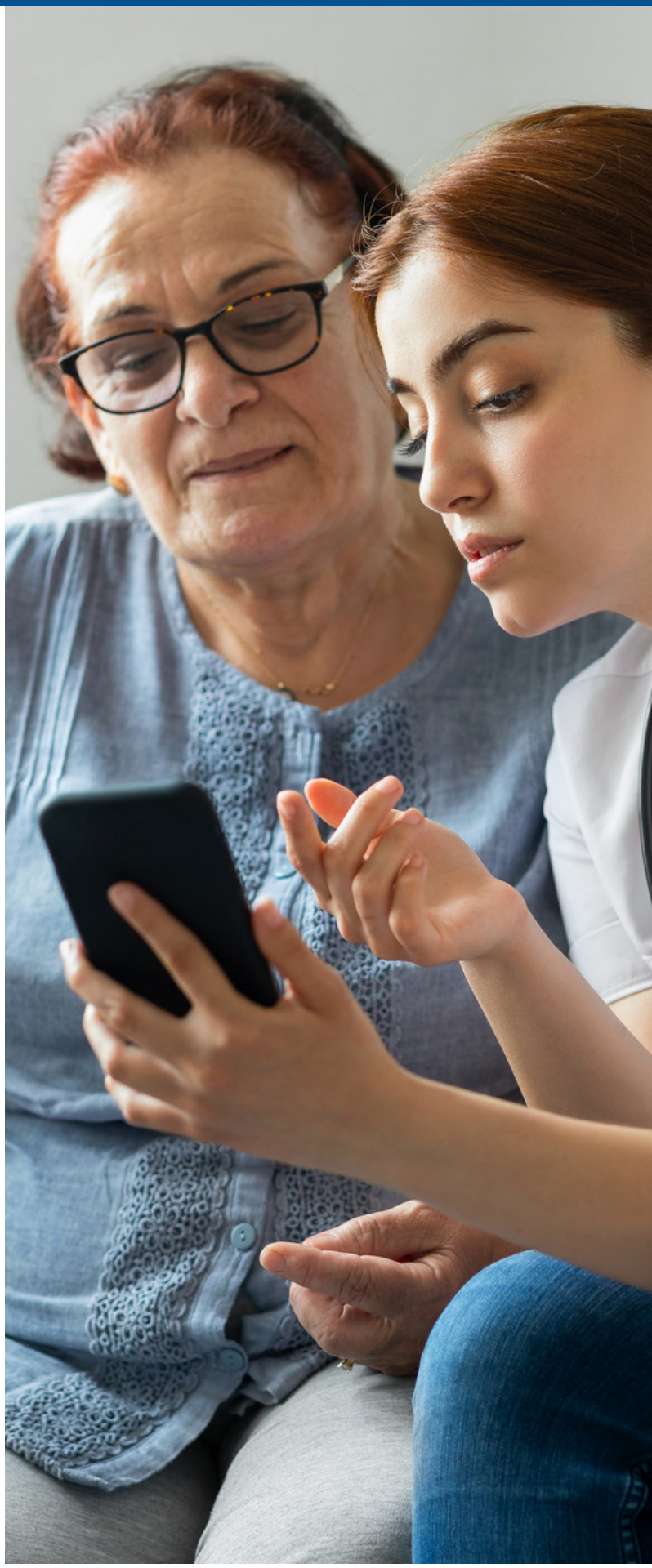
In Report I of this 3-part series, we established the foundational concept of AI—what it is, how it evolved, and why it matters for home and community-based services (or "home care"). We also introduced a framework describing the range of technologies used in this sector, including assistive technologies that increasingly incorporate AI features, as well as broader AI applications used across home care settings.

Report 2 builds on that foundation by examining how AI is being implemented across 40 core responsibilities: 20 at the worker level and 20 at the agency level. Through concrete examples and expert insights, we explore both the promise and the precautions needed as these technologies reshape home care work.

Report 3 turns to the voices of direct support professionals (DSPs) and other stakeholders who participated in the focus groups informing this series, examining user experiences, perspectives, and needs regarding AI in home care. Only by centering these stakeholders—and ensuring adequate resources, protective safeguards, and meaningful input into the design and deployment of AI tools—can we realize AI's promise to strengthen both jobs and care.

The future of home care work and AI is still being written, and together we can create a dynamic future that keeps the needs of workers, clients, and agencies at its center. When adopted thoughtfully, AI can help strengthen the humanity of care rather than undermine it.

Methodology: To illustrate AI's potential in home care, this report examines vendor platforms, desk research, and real-world implementations across worker and agency responsibilities. Importantly, these examples do not constitute endorsements of specific companies or products; detailed methodology is available in Appendix A.



Early Examples of AI's Potential Across Workers and Agencies

To illustrate how AI can support the wide range of responsibilities carried out by home care workers, this report examines eight key areas common to both core components of the direct care workforce: workers who provide care and the agencies that employ and support them. In many states—particularly those that rely primarily on agency-based service delivery rather than self-direction—these two groups shape much of day-to-day home operations.

Both care recipients and the direct care workforce—including workers and the agencies that support them—should be at the center of planning and implementation efforts related to AI in the caregiving sector. For home care workers, this report focuses on four core areas: personal care and mobility assistance; health monitoring and clinical support; emotional, behavioral and social support; and coordination and safety preparedness. For home care agencies, this report examines four parallel areas: recruitment, training, and staffing; workforce engagement and retention; operations and care coordination; and quality and administrative management.

As each section below underscores, with proper guardrails and careful integration, AI has the potential to improve both the quality of care and its efficient use among agencies and workers grappling with limited staffing.

Importantly, the examples and cases below do not constitute an endorsement of the company or its product in any form.

In this context, our research review found very few examples of rigorous, independent evaluations of these tools that would validate their benefits beyond what the company implies or states. While we hope these examples inspire leaders in the home care sector to adopt AI thoughtfully across the field, because the implementation of these tools is still early and independent evaluations remain limited, the risks and benefits of many applications are not yet fully understood.

The select home care worker and agency-level responsibilities described below—and the complete list of 40 worker and agency-level responsibilities detailed in appendices A and B—build on what we introduced in Report 1 and illustrate how AI intersects with core aspects of home care work. Additionally, these examples at times focus more on workers or clients, partly because AI innovation in home care continues to evolve, and partly because the realities of workers, older adults, and people with disabilities are intertwined. When home care clients receive better care, workers are more likely to succeed in their roles, and vice versa.

Note: Through an interconnected network of payment streams and waivers, states support a range of levels of care delivered in community settings, involving multidisciplinary care teams that include medical professionals alongside home care workers. This report highlights several areas where the direct care workforce intersects with the broader health care system. While these intersections may not apply uniformly across all states, they are important to consider, as they offer opportunities for deeper alignment with health systems and care teams and can strengthen coordination, quality, and workforce integration.

WORKER RESPONSIBILITIES

Personal Care: Nutrition and Mobility Assistance

For many older adults and people with disabilities, home care workers are lifelines. They support individuals with essential activities such as eating, bathing, dressing, and moving safely throughout their homes and communities. As demand for home care continues to outpace supply, ensuring workers can focus on the most critical, human-touch aspects of care is increasingly important. With thoughtful integration and appropriate safeguards, AI can support workers by helping streamline certain tasks, such as meal planning or monitoring for fall risks, while strengthening autonomy and safety for clients.

NUTRITION

AI can support home care workers by helping older adults and people with disabilities eat nutritiously and safely, making meal planning easier and tailoring suggestions to each person. Home care workers play a vital role in helping clients maintain proper nutrition—shopping for groceries, preparing meals, and assisting with eating, when needed. A client's dietary requirements and personal preferences guide these choices. Workers ensure pantries are stocked with appropriate foods and prepare meals that meet specific dietary needs and personal preferences. For clients who need assistance with eating, workers provide support in ways that respect individual preferences, routines, and independence. Yet balancing nutritional requirements, client preferences, meal preparation, and feeding assistance requires significant time, which workers lack given their often-heavy caseloads.

AI-based nutrition apps can help address these challenges. AI-based meal planning applications like Ollie and Maple help workers and clients collaborate on creating personalized, nutritious meal plans tailored to clients' needs.[1] These tools can generate shopping lists tailored to dietary restrictions, identify nearby stores with quality options, suggest recipes based on available ingredients, and track nutritional intake over time.[2] These tools can also be adapted to support a range of physical, cognitive, and sensory needs, helping tailor nutrition support in more personalized and accessible ways.

Because AI-powered meal planning handles complex nutritional calculations, dietary restriction management, and ingredient tracking automatically, workers can redirect their time and expertise toward the aspects of nutrition support that require human insight—understanding clients' cultural food preferences and cooking traditions, building trust and enjoyment during mealtimes, identifying subtle changes in appetite or eating patterns that might signal underlying health concerns, and addressing the emotional and social dimensions of food that no algorithm can assess.

With proper oversight and validation, AI-supported meal planning can streamline daily routines while ensuring clients' nutritional needs are met. Currently, uneven access, affordability barriers, and limited availability in home care settings restrict their widespread use.

WHAT TO WATCH FOR – NUTRITION

- **AI-powered meal planning** tools rely on nutritional databases that may be outdated, incomplete, or insufficiently reflective of cultural food practices or regional ingredient availability. Recommendations should be reviewed against trusted sources such as USDA dietary guidelines or guidance from registered dietitians.
- **Digital access barriers persist.** Many older adults and people with disabilities lack reliable internet access, accessible technology, or the digital literacy needed to use these tools independently.
- **AI tools also may not be designed with accessibility** in mind—for example, they may not work well with screen readers, voice navigation, or other assistive technologies, and may not fully reflect the needs and preferences of people with disabilities. To be effective, AI tools must be designed with and for people with disabilities—not simply adapted after the fact.
- **Privacy also must be protected,** as these apps may collect sensitive health and dietary information.
- **Cost can limit adoption.** While some meal planning apps are free, many charge subscription fees that may be prohibitive for workers and clients financially constrained.

MOBILITY ASSISTANCE

AI can assist with home care clients who have physical disabilities that require help with mobility and transfers—work that home care workers perform daily. Workers help clients move from a chair to the shower to bathe, or from the bathroom to the dining room table to eat, attend social activities or medical appointments. While workers perform this essential physical work, AI—and emerging robotic supports—can provide an additional layer of safety through smart monitoring tools that learn a client's typical movement patterns and identify deviations.

In addition to smart watches, a wide range of AI-enabled sensors—including fall detection cameras, wall-mounted motion sensors, bed- and floor-pressure sensors, and ambient in-home monitoring systems—can track movement patterns during transfers, identify potential fall risks in real-time, and alert workers to unsafe situations. This monitoring capability allows workers to focus their full attention on the transfer itself, knowing that AI provides continuous safety oversight they cannot maintain alone while actively assisting with a client. In parallel, robotic technologies are beginning to reduce the physical strain of lifting and repositioning, helping make transfers safer for both clients and workers.

Because AI handles continuous fall risk monitoring, workers can dedicate their complete focus to the physical transfer work—proper body mechanics, client comfort, and responsive adjustments—rather than trying to simultaneously assess environmental hazards and movement safety.

Without assistance, many home care clients would not be able to complete critical daily activities—and at worst, could fall and injure themselves. One in four older adults, or more than 14 million people, report falling every year.[3] Frighteningly, a single fall can lead to life-altering injuries, reduced mobility and independence, anxiety and depression, and even mortality. In fact, for people age 65 and older, unintentional falls are the leading cause of both injury and death from injury.[4]

Technology innovators are stepping in—including both AI monitoring tools and robotic mobility supports—to reduce the risk of falling for home care clients. Kami Vision's Fall Detect Camera monitors clients in their homes for falls and then alerts their loved ones. The camera provides an 87-degree view, rotates 360 degrees, and relies on AI to detect a fall when the client cannot be seen entirely, with Kami Vision claiming a 99.5 percent accuracy score.[5] Likewise, Apple Watch and Google Pixel Watch have fall detection features that allow users to call for help when falling. These technologies analyze visual cues and built-in sensors to identify a shift in movements — such as a client falling, losing balance, or remaining on the ground — to determine whether a fall might have occurred. They can also prompt users to call for help.

WHAT TO WATCH FOR – MOBILITY ASSISTANCE

- **AI-enabled monitoring tools** may generate false positives or miss subtle movements, which can lead to unnecessary alarms or missed events.
- **In-home sensors can raise privacy concerns,** particularly for clients uncomfortable with cameras or continuous monitoring. Privacy protection is essential. Users must understand what personal data is collected, how it is stored, and who can access it, with explicit consent procedures in place
- **The digital divide remains a significant barrier.** Many older adults and people with disabilities lack reliable internet access, smartphones, or digital literacy to navigate these applications effectively. Agencies must provide training and support to ensure equitable access.

Health Monitoring and Clinical Oversight

A growing number of older adults and people with disabilities are living at home with increasingly complex health needs. Many manage multiple chronic conditions (such as diabetes, heart disease, hypertension, kidney disease) simultaneously, and acuity levels continually rise. The prevalence of Alzheimer's disease and related dementia, for example, has grown dramatically over the past two decades, with cases in the U.S. expected to triple from 2005 to 2050. This increasing complexity demands more tailored and skilled care. Properly implemented AI tools can help home care workers deliver it by equipping clients with wearables that closely monitor vital signs and AI-enabled medication management systems that help people take their medications and stay on track with their treatment plans.

AI can support home care workers by helping them monitor vital signs by using smart watches that track vascular strain, detect irregular heartbeats, and alert users to early signs of heart problems. One person dies every 34 seconds from cardiovascular disease.[6] Yet research shows that 45% of heart attacks are "silent" or undetected, leading to a 34% higher risk of dying from any cause, such as cancer or infection, than people who have not had an attack.[7]

> "People with intellectual and developmental disabilities are often surrounded by authority figures—parents, case managers, job coaches. The robot can feel more neutral, which may make it easier for individuals to engage on their own terms."
>
> **Karen Herman**
>
> Executive Director, Udac, Inc.

The stakes are particularly high for cardiovascular health, which has become increasingly urgent as chronic disease rates have climbed. One in three U.S. adults—or 82.6 million people—have some form of cardiovascular disease, which is the leading cause of death for men, women, and people of most racial and ethnic groups.[8]

Home care workers routinely monitor their clients' vital signs—from heart rate and blood pressure to oxygen levels, temperatures, and more. Health monitoring is critical. If a client's condition worsens and goes untreated, the level of danger escalates quickly.

AI-powered wearables can help detect these hidden risks. Samsung's Galaxy Watch 9 uses AI-powered features to determine vascular load—described by Samsung as "strain on your heart," by tracking blood flow and vascular stiffness, particularly during sleep when changes might otherwise go unnoticed. The company is also developing an unreleased Ectopic Beat Detection feature that uses AI algorithms to identify irregular heartbeats ("ectopic beats") that can signal arrhythmia and potentially lead to heart failure.[9] While still forthcoming, such predictive capabilities represent the direction of AI-enabled health monitoring.

Because AI powered wearables provide continuous, automated vital sign monitoring 24/7, tracking patterns that would be impossible for workers to observe manually, workers can focus their expertise on what requires human judgment, such as interpreting concerning patterns within the context of each clients' unique health history, coordinating with medical providers about appropriate interventions, and noticing subtle behavioral or physical changes that wearables cannot detect but that may indicate a client's overall well-being.

Remote monitoring and wearable devices can also support more coordinated care by enabling bi-directional communication between clinicians and direct care workers when data signals a change in a client's health status. This connection can help ensure timely clinical action while also giving agencies better information to assess care needs and make informed staffing decisions.

AI can support home care workers by helping clients stay on track with their medications through smart pill systems and apps that dispense doses, send reminders, and flag incorrect or missed usage. Home care workers routinely help organize, administer, and track their clients' medications. More than 4 in 10 adults age 65 and older take five or more prescription medications, and each may require different dosing schedules, food interactions, and monitoring for side effects. A client may take diabetes medication before breakfast, blood pressure pills at lunch, and multiple other prescriptions throughout the day, all while workers juggle numerous other care responsibilities.

The challenge intensifies when doctors adjust medications over time, which complicates adherence and can create dangerous risks. Such errors are a leading cause of harm for older adults and people with disabilities.[10]

AI can play a role here. SPEC 2.04 is an innovative pill system that relies on IoT (Internet of Things) to generate data that AI analyzes to enhance medication management. The system dispenses recommended medication dosages at scheduled times, sends alerts and SMS notifications when pills need to be taken, and prevents overdoses by tracking what has already been dispensed. A peer-reviewed study of SPEC 2.04 found that it significantly improved medication adherence rates and reduced adverse events related to improper medication dosing.[11] In addition, AI apps can review medication schedules, flag incorrect usage, and monitor adherence over time.

Because AI-based medication systems handle routine adherence tracking, scheduled reminders, and dosage monitoring, workers gain capacity for the complex medication management work that requires human insight and relationship-building—understanding why a client might be hesitant to take a particular medication, addressing concerns about side effects or cost, coordinating with pharmacists about potential interactions, troubleshooting barriers like difficulty opening containers or remembering schedules, and building the trust relationships that ultimately improve long-term adherence far more than any automated reminder system.

WHAT TO WATCH FOR – HEALTH MONITORING

- **AI-based health tools like smart watches** and smart pill systems risk producing inaccurate or misleading results, leading to false alarms that waste medical resources or, more dangerously, false negatives that miss genuine health crises.
- **These devices remain financially out** of reach for many people and face reimbursement hurdles, limiting accessibility to those who might benefit most.
- **Given the highly sensitive health information** these tools collect (including heart rate patterns, medication adherence, and daily activity data), home care companies must establish and enforce strict consent and privacy protocols, ensuring clients understand what data is collected, how it's used, and who has access.
- **Most critically,** these tools are meant to complement a worker's hands-on engagement with their client rather than replace hands-on engagement, supporting professional experience and client preferences, rather than supplanting it. In this context, AI serves as an additional information source, not the final authority.

Emotional, Behavioral, and Social Support

Many home care clients are at risk of loneliness, which can be fatal if left untreated, and may struggle with depression, anxiety, and traumatic histories.[12] Clients with behavioral and neurological needs may experience agitation, restlessness, mood swings, social withdrawal, and more—all of which can affect their daily lives. AI tools can help workers address these challenges through therapeutic chatbots, speech recognition tools, and technologies that assess early signs of agitation and report this information to workers, along with coaching advice.

AI can support home care workers by enhancing companionship and connection through friend-like chatbots that ease anxiety and speech-recognition apps that support enhanced communication tools. Many home care clients experience various forms of mental health challenges that affect their daily well-being. At the same time, home care workers routinely support individuals with complex care needs, experience client loss, and manage demanding workloads, all of which can affect their own mental health. AI-powered tools can offer support to both groups by fostering connection, reducing isolation, and providing accessible emotional support.

Several AI companion chatbots have emerged that may offer emotional support. AI companion chatbots like Replika.ai—with estimates of more than a billion users globally[13] —provide comfort and reassurance through conversational AI that simulates friends, therapists, and even romantic partners.[14] While these tools were designed for general consumer use rather than clinical or social care, research suggests that AI-based companionship can reduce anxiety. A 2025 randomized control trial found that a "friend" chatbot led to significant reductions in anxiety among the study's participants, with reductions lower than those in the traditional therapy group—30% to 35% compared to 45% to 50%.[15] These findings indicate that while chatbots are not replacements for care and support, they can provide meaningful engagement, particularly when a person's access to therapy is limited.

AI-powered speech-recognition tools like Voiceitt translate nonstandard speech patterns into clear audio or text output, which allows workers to comprehend clients with dysarthria or other speech impairments.[16] Agencies considering such tools for home care settings should evaluate whether consumer-grade apps are appropriate for their clients' needs.

AI can support home care workers by helping identify and respond to non-verbal communication, indicating agitation and distress. Many home care workers support people with a broad array of cognitive, developmental, and mental health needs, including people with dementia, intellectual and developmental disabilities, autism, and mental health conditions. Differences in communication styles or access to communication supports may contribute to moments of frustration, agitation, or distress. AI can support home care workers by helping identify and respond to non-verbal communication, indicating agitation and distress. AI can assist by analyzing speech and movement patterns and sending real-time coaching to the home care worker on how to respond. Enabling communication through movement and detecting early signs of agitation with appropriate interventions are essential for building a trusting relationship that leads to quality care.

AI can boost these approaches. Sensi.AI relies on audio analysis to detect early signs of agitation in people with dementia in their homes or in residential care settings.[17] It then sends prompts to the home care workers' phones, along with coaching guidance on how to manage the situation. Such tools can monitor heart rates, movement patterns, and sleep disruption, as well as assess speech, facial expressions, and vocal tones for signs of stress, anxiety, or aggression. They can also evaluate aggregate data over time to understand patterns of a specific client.

Because AI provides continuous monitoring for early behavioral warning signs and pattern recognition across time, workers can shift from reactive crisis management to proactive, relationship-centered care—intervening before situations escalate, dedicating their emotional labor to de-escalation and comfort rather than crisis response, developing deeper understanding of each client's unique behavioral triggers and communication patterns, and preserving the dignity and calm environment that benefits both clients and workers.

WHAT TO WATCH FOR – EMOTIONAL, BEHAVIORAL, AND SOCIAL SUPPORT

- **AI companion chatbots** must be closely monitored and complemented with professional in-person guidance. These safeguards can ensure that workers and clients are not led down a troublesome path, including inappropriate responses, boundary violations, or emotional harm.
- **AI tools for detecting agitation** might produce false positives or negatives that lead to unnecessary interventions or overlook genuine concerns. AI alerts can be a prompt for further assessment, not definitive guidance.
- **These tools might miss critical** vocal tones, speech patterns, and facial expressions, and could oversimplify a client's environmental and cultural contexts affecting their behavior.
- **As with all AI tools in home care,** agencies must establish strong privacy and consent standards, ensuring clients understand what data is collected and how it will be used.
- **Throughout, the human touch and professional judgment** of home care workers must remain central, since AI should support, not replace, the close, professional relationships between worker and client.

Coordination and Safety Preparedness

Given rising demand and the complexity of home care clients, it can be difficult for home care workers to dedicate enough time to the administrative aspects of their jobs, such as documentation. Additionally, a crisis can emerge quickly, spurring home care workers to divert their attention to protecting their clients' immediate safety. AI tools that help workers record their notes and promptly identify and respond to emergencies—personal or environmental—can ease their workloads and redirect their attention to other critical matters.

AI can support home care workers by helping them keep track of the care they deliver, using voice dictation and ambient listening to record notes, organizing information, and reducing paperwork burden. Home care workers must perform their tasks on time and accurately, ensuring that their supervisors and employers know they are complying with care plans, Medicaid and Medicare billing, and government regulations. It's a significant responsibility with multiple workflows and various checks and balances.

When used in home care settings, AI-enabled documentation tools can streamline this process, freeing up workers' time to focus on direct care while providing information needed to satisfy supervisors, payors, and regulators. In broader health care settings, ambient "scribe" technologies represent one of the most widely adopted uses of AI to date. Microsoft's Dragon Copilot, launched in March 2025, combines voice dictation and ambient listening technology to help medical providers document patient encounters. The system captures clinician-patient conversations and converts them into clinical notes, while assisting with medical information searches and post-visit summaries. Early implementations have shown that the system reduces clinician paperwork, leaving more time for medical interactions and reducing burnout.[18] While Dragon Copilot is currently designed for physicians and nurses in clinical settings, similar AI documentation tools could be adapted for home care environments.

Because these AI systems can reduce documentation burden by capturing care notes in real-time as workers speak during care delivery, workers reclaim that time for the work that drew them to this profession—genuine client interaction, relationship building, the careful observational care that requires their full presence and attention, and the small moments of human connection that define quality care but that too often get squeezed out by paperwork demands.

AI can support home care workers by helping them respond to emergencies through wearables and sensors that detect critical events, contact emergency services, and forecast high-risk situations in advance. When emergencies arise—falls, fires, medical crises, and natural disasters—home care workers help clients navigate these life-or-death experiences. They create emergency plans, help clients collect their essentials, and guide them to safety. Such high-pressure moments must be navigated quickly and comprehensively.

AI-powered wearables can help streamline these situations. In February 2025, the Google Pixel Watch 3 received FDA clearance for its Loss of Pulse detection feature, the first of its kind for a consumer smart watch. The feature uses an optical heart rate sensor to continuously monitor the wearer's pulse. If the watch detects a complete absence of pulse that might go unwitnessed—which can result from cardiac arrest, respiratory failure, an overdose, or other health events—it vibrates and displays an alert.[19] If no response or movement is detected after approximately 15 seconds, the watch sounds an alarm and begins a countdown. If there is still no response, it automatically contacts emergency services with the user's location.

These alert systems—powered by wearables, smart home sensors, and care platforms—can also detect falls, fires, smoke, health concerns, and more, transmitting data to caregivers, emergency services, and others. Predictive AI has also been used to forecast severe weather warnings and other high-risk situations in advance, giving workers and clients additional time to prepare.

> "There's a tendency to assume AI solutions are fully autonomous and making decisions on their own. People forget that these systems are just tools trained on data—they're not as capable as the hype makes them seem."
>
> **René Quashie**
>
> Vice President, Digital Health, Consumer Technology Association

Because AI-powered emergency response systems provide continuous monitoring and can automatically initiate emergency protocols, workers are freed from the exhausting weight of constant vigilant anxiety. They can be fully present with clients during care delivery, knowing that critical situations will be identified and addressed even when they're attending to another client, in transit between visits, or focused on a complex care task that requires their undivided attention.

WHAT TO WATCH FOR – COORDINATION AND SAFETY PREPAREDNESS

- **Inaccuracies in data or automated glitches**—without proper oversight and a method for double-checking data—can waste resources and frustrate staff, first responders, and various members of the care team. Worse, they can lead to harmful mistakes. Effective oversight often includes clear protocols—workers review AI-generated documentation before submission, and emergency alerts trigger human follow-up rather than replace professional assessment.
- **These technologies depend on reliable connectivity.** In homes without stable internet or cellular service, AI-powered tools may fail precisely when they are needed most.
- **Establishing robust privacy protections and obtaining informed consent** before deploying these technologies is important. AI documentation and monitoring tools collect highly sensitive information, and a data breach could expose personal health details, location data, and daily routines.

AGENCY RESPONSIBILITIES

Recruitment, Training, and Staffing

As demand for home care multiples in the coming years, the staffing shortages common in this sector will only intensify. For various reasons, today's home care agencies struggle to recruit, hire, and train home care workers. AI tools can help with these various needs—recruiting, screening, and training home care worker candidates—while understanding where their interventions can support staffing challenges.

AI can support home care agencies by strengthening recruitment efforts, analyzing interviews, matching applicants to roles, and engaging candidates through chatbots and virtual assistants. Many home care agencies struggle to recruit and retain home care workers. Recruiting is costly and time-consuming for any employer, yet it is pronounced in a job sector with notoriously high turnover rates.

Many companies have begun using HireVue, which uses AI to streamline the hiring of nurses, nursing assistants, and home health aides.[20] Its platform automates candidate screening by analyzing video interviews and resumes, evaluating communication skills, role fit, and more. Tools in this context can also draw on algorithms to pair workers with job openings based on their skills, location, and availability—and analytics identify candidates with higher retention rates. Additionally, chatbots and virtual assistants can engage applicants with common questions and needs. These tools can reach a wider pool of applicants than traditional recruitment methods, while yielding data-driven insights into the local recruitment and job candidate landscape.

Because AI handles the time-intensive logistics of initial resume screening, interview scheduling, preliminary candidate assessment, and responding to routine applicant questions, HR staff and hiring managers can dedicate substantially more of their time and expertise to the work that truly predicts success in care roles, conducting meaningful conversations about values and motivation, assessing interpersonal skills and cultural fit through extended dialogue, building authentic relationships with promising candidates, and using their professional judgment to identify the hard-to-quantify qualities that make excellent caregivers.

AI can support home care agencies by improving staff training, creating tailored lessons, monitoring progress, and delivering quick, on-demand learning when workers need it. Quality training equips home care workers with the skills, knowledge, and confidence to succeed in their roles, ensuring they can meet the needs of today's more acute and complex clientele, including older adults and people with disabilities. Unfortunately, the training landscape has not kept pace with these needs—it is largely outdated and under-resourced, varies significantly across states and settings, and struggles to meet the scale of a surging population of home care clients, as well as the impact of high turnover among home care workers on training needs.[21] In this context, efficient and effective ways to train large numbers of workers are critical.

AI can help close these gaps. As an online training and support company for home care workers, CareAcademy relies on AI to create accessible and engaging training modules that meet state needs—for example, by automating the assignment of courses based on state regulatory requirements and centralizing training tracking and reporting to support caregivers and agencies in meeting those standards.[22] Workers receive mobile-device friendly lessons while their agencies receive data on performance and compliance. AI in training can adjust its pace based on the learner's needs; create microlearning modules for immediate training, such as infection control; track how knowledge is retained over time; and provide training "refreshers" to workers as needed.[23]

Because AI-powered training platforms handle personalized content delivery, adaptive pacing, progress tracking, knowledge gap identification, and compliance documentation, trainers and supervisors can redirect their expertise toward the dimensions of worker development that require human mentorship—providing hands-on coaching for complex clinical skills, facilitating discussions about challenging ethical scenarios, offering emotional support for workers, processing difficult care situations, building the confidence and professional identity that comes from experienced practitioners investing personally in newer workers' growth, and creating the sense of belonging and community that improves retention.

AI can support home care agencies by helping them keep staffing levels steady, predicting when more workers are needed, considering their skills and preferences, and offering managers ready-made schedules. In a sector with high turnover among home care workers, successful staffing approaches are essential. An understaffed environment will increase workload burden on existing workers and limit access to care. Short staffing can also affect staff morale and other parts of an organization's culture and operations.

AI-powered scheduling and staffing tools have gained traction across health care settings in recent years, particularly in hospitals and large health systems seeking to manage complex shift patterns and fluctuating patient volumes. These tools draw from existing data—such as patient census patterns and employee availability—and rely on algorithms that forecast when employers will need more or fewer staff.[24] Software from companies like Shyft examines the skill sets and preferences of an agency's staff, among other factors, to create such a forecast and then produce a proposed schedule for managers.[25] Such tools aim to reduce scheduling conflicts, minimize overtime costs, and improve worker satisfaction by accounting for individual preferences.

WHAT TO WATCH FOR – RECRUITMENT, TRAINING, AND STAFFING

- **Relying on AI-based tools to screen job candidates** poses some challenges. Students and learners with non-traditional career paths might be disadvantaged or screened out by strict algorithms built on narrow assumptions about educational trajectories and relevant careers.
- **AI-based learning cannot replace hands-on learning** for many home care responsibilities. Training recommendations generated by AI also might overlook unpublished, proprietary insights from expert training designers in home care and reflect an AI builder's narrow assumptions and limited training expertise.
- **Attention must be paid to ensuring the safety of data,** protecting privacy, and addressing the digital divide that leaves many without technology or the know-how to use these tools.
- **Inaccuracies in data can corrupt AI outputs,** while trust and surveillance concerns among new and existing users persist as constant concerns.

Workforce Engagement and Retention

It's one thing to hire a home care worker, and it's another to retain them. Turnover in the home care sector is untenably high, as many home care workers leave for other sectors with more modestly better-paying jobs. AI can assist supervisors and agencies with retention by easily analyzing data related to attendance and performance, as two factors, and then identifying workers who could benefit from attention. While retention relies on many factors, deeply understanding one's employees is a critical one.

AI can support home care agencies by strengthening retention and engagement efforts, reviewing attendance, performance, and survey data to predict turnover and encourage proactive outreach to at-risk employees. Turnover is disproportionately high among home care workers, primarily because of poor job quality, wages that cannot compete with other sectors like fast food and retail, inadequate supervision, and burnout and emotional stress.[26] When home care workers leave their roles prematurely, this can disrupt the continuity of care and increase costs for employers.[27]

AI can help identify and address early signs of worker turnover. Many businesses have been using IBM Watson Talent to predict employees who are likely to leave their jobs, which can prompt supervisors to have proactive conversations with those employees to understand their feelings and intervene with coaching or incentives. IBM claims that this AI tool has improved retention by 25% and can predict turnover with 95% accuracy, though these figures represent company-reported outcomes rather than independently validated research.[28] These types of tools function by analyzing HR data such as absenteeism, performance trends, engagement surveys, and scheduling patterns.

WHAT TO WATCH FOR – WORKFORCE ENGAGEMENT AND RETENTION

- **Workforce engagement and retention tools** could pose privacy concerns for both workers and clients. Individuals might distrust such approaches and have valid questions about how agencies and technology developers capture, store, and report their personal data. They also might feel negatively about a culture of over-surveillance—one that might record and report any slight mistake or questionable move.
- **AI tools might also be hindered by data inaccuracies,** errors, or algorithmic bias that could inadvertently deem the wrong worker a "flight risk" and overlook others who merit special attention.

Operations and Care Coordination

Central to quality care delivery is the ability for agencies to align a worker with a specific client based on their availability, needs, and preferences. Person-centered care also acknowledges that every client has a unique profile—including their health needs, preferences, cultural background, and daily routines—and agency over their care plans. In this spirit, agencies facilitate the development of care plans led by clients and shaped in coordination with their care team, including workers, family members, health care professionals, and others. AI can support both functions—improving how workers are matched with clients and helping develop individualized care plans that reflect these shared inputs.

AI can support home care agencies by managing complex scheduling needs, matching workers to clients, and improving satisfaction for both. Scheduling in home care can be highly complicated—workers support individuals with differing complexity and need, and in many situations deal with last-minute rescheduling, long travel times between clients, emergencies, and other needs and requests. Inadequate scheduling approaches frustrate supervisors, workers, and clients and can lead to administrative burden, staff turnover, and compromised client care.

This is an area where AI adds value. Honor, a large and extensive home care network, relies on AI to schedule workers (Care Pros) with clients based on their availability, skills, and preferences.[29] According to Honor, its system reduces scheduling gaps and improves matches between workers and clients based on factors like language and care needs. The company also reports that its AI-based system has improved worker retention and client satisfaction, though these outcomes have not been independently verified and published. When integrated with a worker's preferred shifts, commute times, and other factors, these tools can ease frustration among employers, supervisors, and workers.

Because AI-driven scheduling systems handle the intricate logistics of matching workers to clients while simultaneously optimizing for preferences, skills, geography, availability, and continuity of care, agency coordinators and supervisors can redirect their time and relationship-building capacity toward the human elements that algorithms cannot assess, understanding why a particular worker-client match isn't working despite appearing compatible on paper, mediating interpersonal conflicts with nuance and empathy, supporting workers through emotionally challenging situations, recognizing when someone needs a schedule adjustment for personal reasons, and investing in the authentic relationships with workers that research consistently shows improved retention far more than optimized algorithms alone.

AI can support home care agencies by managing individualized care plans, tracking daily activity patterns, detecting subtle changes, and recommending timely adjustments to keep clients safe. At the center of effective care delivery is a simple truth: Every client has a unique story, and their needs, preferences, and aspirations should be reflected in every aspect of care and planning. Yet in many settings, limited staffing stretches capacity,

> "What keeps me up at night is this false expectation that there's some all-knowing computer system that's always right. The more success we have with AI, the more I find myself reminding people: This is just a calculator—and you have to check the math. AI can only work with the information you give it. If the data are incomplete, biased, or poorly understood, the output will be wrong, even if it looks polished and convincing."
>
> **Sayard Evans, PhD**
>
> Chief Executive Officer, Arkansas Support Network

leaving little time to thoughtfully develop and refine care plans. This is where AI, if used thoughtfully, holds real promise. Not to replace the human relationships and judgment at the heart of care planning, but to create the space for them to thrive.

AI tools can streamline this process by drawing on real-time data to inform care plans and helping clients and their care teams identify what is working well for the individual. The digital health company CarePredict offers wearable devices powered by AI to monitor the daily activities of its users.[30] Their system flags client changes that might be undetectable to others, such as reduced walking speed, changes in eating habits, nighttime movements, or increased bathroom trips. It then recommends changes to the client's personalized care plan.

A peer-reviewed study of CarePredict analyzed data from 490 residents across size assisted living communities over 24 months and found that communities using CarePredict exhibited a 40% lower hospitalization rate and 69% lower fall rate among users in six assisted living communities.[31] Such AI tools can efficiently analyze client data over time, highlighting risk factors and needs, while tailoring care plans.

WHAT TO WATCH FOR – OPERATIONS AND CARE COORDINATION

- **As agencies introduce AI into their worker** scheduling systems, they might benefit from collecting insights into its use from workers and clients. Otherwise, this technology could diminish trust, hinder effective implementation, or raise concerns that AI is dictating care delivery and business operations with limited human involvement.
- **An overly rigid algorithm might ignore the complexity of human needs**–for example, failing to account for a worker's caregiving responsibilities at home, a client's preference for continuity with a familiar worker, or a family's request for scheduling flexibility during a health crisis.
- **Overreliance on AI for scheduling** may lead to reduced judgment from clinicians and workers.
- **Data privacy and consent must** be intentionally safeguarded.

Quality and Administrative Management

The evolving landscape for home care makes it difficult for many agencies to stay current and requires them to regularly update their policies and practices. Moreover, new technologies are routinely introduced into home care environments to manage billing, medical coding, and other needs. With proper safeguards, AI tools can automate and streamline many of these tasks, ensuring that agency staff devote more time to creating systems that deliver quality care than to compliance and paperwork.

AI can support home care agencies by helping them stay compliant with regulations, monitoring new rules, flagging overdue training, and identifying risks before external reviewers respond. The legal and regulatory landscape for health and long-term care—including federal, state, and accreditation standards—shifts frequently, with agencies like the Centers for Medicare and Medicaid Services (CMS) issuing dozens of updates, guidance documents, and rule changes each year. In turn, home care agencies adapt and comply with how they operate, deliver care, and manage staff, among other responses. However, staying on top of these changes and quickly understanding their implications is challenging, especially to avoid lags between a policy change and the organization's compliance.

AI can enhance how agencies approach this. The AI-powered RLD360 platform enables hospitals and long-term care providers to efficiently track government regulations by continuously scanning federal and state regulatory databases, flagging relevant changes, and alerting compliance teams to required actions. The system also monitors staff certifications and training requirements, automatically notifying managers when credentials are due for renewal and identifying compliance gaps before they become violations. AI can also assist agencies by scanning regulatory bulletins, monitoring agency guidance, tracking evolving labor laws, and alerting compliance officers to potential issues.

AI can support home care agencies by implementing effective technology systems, integrating platforms that monitor training, identify operational risks in real time, and track compliance. Home care agencies might struggle to connect and unify the data they collect across their systems. As a result, agencies can experience service disruptions and inaccuracies in their records, as well as noncompliance with Medicare and Medicaid requirements. An aggregated, more efficient data approach could reduce administrative burdens, billing errors, missed visits, and more—but such ideal systems are not currently the norm in home care.

AI can help mitigate this challenge. Omega Health Management, a company that helps hundreds of health care companies manage their finances, contracted with UiPath, an AI-based company, to automate tasks such as billing, medical coding, and communications with insurance companies.[32] Their approach automatically extracts data from electronic health records, cross-references it with insurance requirements, generates billing codes, and flags denials for follow-up—tasks that previously required hours of manual staff time. Additionally, AI can unify data from multiple sources, including scheduling, payroll, billing, and HR systems, making agencies more efficient and helping administrators obtain a complete view of their operations.

WHAT TO WATCH FOR – QUALITY AND ADMINISTRATIVE MANAGEMENT

- **While AI tools can assist agencies in tracking,** explaining, and adapting to the ongoing shift in laws and regulations, technologies are always susceptible to errors and might overlook important policy nuance. Overreliance on AI could lead to false assurances or alarms.
- **Technology systems in home care** must carefully manage highly sensitive data and protect its security from cyberattacks and other security breaches, especially when it involves personal records that fall under HIPAA, labor law, and occupational safety standards.

NEXT STEPS

Throughout this report and the examination of eight critical areas, we've seen AI's potential to address long-standing challenges in this sector, including insufficient staffing, heavy administrative burden, and the need for more personalized, responsive care. It is clear that AI is no longer theoretical in home care and is already impacting the direct care workforce. As underscored throughout the "What to Watch For" sections, realizing AI's benefits requires sustained attention to risk. Privacy protections, algorithmic bias, data accuracy, access and the preservation of human connection are not abstract concerns. They are practical considerations that shape implementation decisions. The professional judgment, relationships, and human touch that define home care are central, with AI supporting workers and agencies—not a substitute for them.

Building on the foundation established in Report 1—which explored what AI is, how it evolved, and why it matters for home care—this report has shown how AI is being applied in practice. But a critical item of exploration remains understanding how the people most affected by these technologies experience them. How do older adults and people with disabilities view these technologies in their homes? What do workers think about AI tools in their daily work? What do experts recommend for responsible adoption? Those questions are answered in Report 3.

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ABOUT US

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The National Council on Aging (NCOA) is the national voice for every person's right to age well. Working with thousands of national and local partners, we provide resources, best practices, and advocacy to create the conditions for everyone to age with health and economic well-being. Founded in 1950, we are the oldest national organization focused on older adults.

DIRECT CARE WORKFORCE STRATEGIES CENTER

Created by the Administration for Community Living in 2022, the Direct Care Workforce Strategies Center provides technical assistance to states and service providers and facilitates collaboration with stakeholders to improve the recruitment, retention, training, and professional development of members of the direct care workforce.

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APPENDICES

Appendix A: Detailed Methodologies

Research Approach	Description
Individual interviews	We interviewed eight leading experts in AI, home care, and disability who provided technical grounding to clarify what's real and possible with these technologies, as well as the risks and opportunities most relevant to the field. These 30-minute conversations gave us the high-level foundation to interpret other feedback and frame this report.
Online questionnaire	We administered a 10-question online questionnaire composed of both single-choice and multiple-choice items to the full group of subject-matter experts and partner organizations engaged with the Direct Care Workforce Strategies Center. The questionnaire captured broader perspectives on how artificial intelligence is currently being experienced and anticipated emergence in the field. These perspectives helped validate key themes identified through interviews and online desk research.
Desk Research	We identified and drew on an extensive range of published resources, including peer-reviewed studies, government reports, policy analyses, technical briefs, and news stories to illuminate this topic. This review supported the identification of 40 critical, core responsibilities in the care sector—20 for home care workers and 20 for home care agencies. These responsibilities serve to frame use cases, benefits, and risk considerations associated with AI in home care functions, helping to address the report's guiding questions; they are not meant to be exhaustive.

Appendix B: AI Impacts on Common Home Care Worker Responsibilities

	Area	Responsibility	AI Benefit	AI Risk
1	Personal Care and Daily Living Support	Assisting with Activities of Daily Living (ADLs), such as helping clients with bathing, dressing, eating, toileting, and grooming	Can help workers focus on essential tasks that require human touch and hands-on support	Privacy and security concerns with sensitive data; potential errors in AI outputs; possible overreliance on AI and reduced human touch
2	Personal Care and Daily Living Support	Supporting Instrumental Activities of Daily Living (IADLs), such as meal preparation, shopping, housekeeping, and financial organization	Can help workers focus on essential tasks that require human touch and hands-on support	Privacy and security concerns with sensitive data; potential errors in AI outputs; possible overreliance on AI and reduced human touch
3	Personal Care and Daily Living Support	Assisting with nutrition and feeding, such as helping clients prepare, consume, and maintain diets that optimize health	Can help workers and clients collaborate to quickly generate customized groceries and meal/diet plans	Privacy and security concerns with sensitive data; potential data bias on nutrition and culture-specific diets
4	Personal Care and Daily Living Support	Positioning and turning clients	AI alerts can prevent injuries particularly in the understaffed context	False alerts could be costly; affordability issues with AI tools
5	Personal Care and Daily Living Support	Education, skill development, and employment assistance	AI-based workforce development tools can streamline scalable skill development approaches	Privacy and security concerns with sensitive data; overreliance on AI; algorithmic bias can create preferences for some workers
6	Personal Care and Daily Living Support	Assisting with personal hygiene devices	AI-powered hygiene tools can prevent unnecessary complications and optimize worker hours	Privacy and security concerns with sensitive data; device errors and false alerts could be harmful

	Area	Responsibility	AI Benefit	AI Risk
7	Mobility and Physical Function Support	Providing mobility and transfer support, including assisting clients to move safely, transfer between positions, walk, and maintain physical independence	AI tool related to mobility can maximize client independence and reduce high injury rates among workers	Privacy and security concerns with sensitive data; surveillance fears among clients and workers
8	Mobility and Physical Function Support	Assisting with rehabilitation exercises	Can complement a worker's role by ensuring exercises are done correctly	AI mistakes could lead to unsafe feedback; privacy and security concerns with sensitive data; potential overreliance on AI
9	Health Monitoring and Clinical Support	Monitoring vital signs such as heart rate, blood pressure, oxygen levels, temperature, and more to ensure safety and inform care decisions	Wearables that measure heart performance, as one example, could help clients and workers intervene early	Inaccurate data could raise costly false alarms; privacy and security concerns with sensitive data
10	Health Monitoring and Clinical Support	Performing basic health-related tasks, such as wound care, blood sugar checks, medication administration, or using medical devices	Photo-based AI apps, for example, can help workers assess what they are observing, recording, and reporting	Inaccurate or incomplete data could create hassles; privacy and security concerns with sensitive data
11	Health Monitoring and Clinical Support	Following infection control protocols, such as hand hygiene, use of PPE, cleaning/disinfection, and safe disposal of waste	AI-based tools that monitor clients for sepsis infection, as one example, could save lives	Workers might feel surveilled; privacy and security concerns with data; potential overreliance on AI
12	Health Monitoring and Clinical Support	Assisting with end-of-life or hospice care	AI-tools can help detect fear and pain in non-verbal, end-of-life individuals and predict hospice-related needs	False or incomplete predictions and data; overreliance on AI could reduce human touch
13	Health Monitoring and Clinical Support	Helping clients manage medications	AI tools could help both clients and workers manage complex medication schedules	Technical glitches could lead to harmful errors; data privacy and security issues

	Area	Responsibility	AI Benefit	AI Risk
14	**Emotional, Behavioral, and Social Support**	Providing companionship, communication, and emotional guidance; helping clients reduce loneliness, engage socially, and maintain emotional well-being	AI companion chatbots can provide comfort and connection and reduce anxiety	Overreliance on data; mixed research results on efficacy of companion chatbots, including potential AI harms
15	**Emotional, Behavioral, and Social Support**	Observing and reporting changes in condition or behavior, monitoring clients for changes in health, mood, and more during routine care	AI-based transcription allows workers to dedicate more time to human-touch tasks and less on paperwork	Overreliance on AI and missed human observations; transcription errors could lead to the wrong intervention
16	**Emotional, Behavioral, and Social Support**	Advocating with and for client needs, rights, and empowerment	AI tools can help transmit data on a client's health, such as sleep disruption, and coach workers on how to intervene	Data could be wrong, misunderstood, or misapplied; surveillance, privacy, and security concerns
17	**Emotional, Behavioral, and Social Support**	Providing behavioral and neurological assistance	Audio-based tools, for example, can help workers detect early signs of agitation in people with dementia	False positives or negatives could lead to wrong intervention; privacy, security, and surveillance issues
18	**Coordination and Safety Preparedness**	Documenting care provided and work accomplished	AI can help streamline documentation and reduce paperwork for workers, while meeting various interests and regulations	Accuracy concerns; overreliance on AI that overlooks essential personal observations; privacy and security and issues
19	**Coordination and Safety Preparedness**	Escorting clients to medical appointments or outings	AI-based tools that help schedule and plan trips, for example, could save time for workers and safety for clients	Navigation errors could lead to missed appointments and heightened stress; privacy, security, and surveillance concerns
20	**Coordination and Safety Preparedness**	Assisting with emergency preparedness and response	AI-based tools that detect when a user has lost their heart rate, for example, can compel early, life-saving interventions	False alerts create complications, frustrating workers, clients, and first responders; privacy and security concerns

Appendix C: AI Impacts on Common Home Care Agency Responsibilities

	Area	Responsibility	AI Benefit	AI Risk
1	**Recruitment and Onboarding**	Recruiting qualified staff	AI-based hiring tools can address understaffed environments quickly to find the right candidate	Biased algorithms could disadvantage certain types of backgrounds; overfiltering; overreliance on AI omits the human touch of hiring
2	**Recruitment and Onboarding**	Providing initial and ongoing training	AI can help training organizations develop and deliver training modules that are compliant, reflect best practice, and are tailored	Virtual training does not always replace the need for in-person training; digital divide limits efficacy; specific legal contexts may prevent implementation
3	**Recruitment and Onboarding**	Maintaining adequate staffing levels	AI forecasting tools, for example, can help agencies predict when they will need more or fewer staff	Inaccurate data could impact an agency's workflow and reputation, as well as workers and clients
4	**Workforce Development and Retention**	Retention and workforce engagement efforts	AI-based tools can help predict when a worker might leave their job, allowing supervisors to intervene	Inaccurate data that mislabels one a "flight risk"; privacy, security, and surveillance concerns
5	**Workforce Development and Retention**	Providing mentorship programs	AI could be used to better match workers in need of mentorship, based on needs, preference, and skills	Interpersonal connection is key in the right mentorship relationship, which AI could miss; potential mistakes and bias
6	**Workforce Development and Retention**	Developing career pathways	AI tools can help an agency assess its workforce's skills and identify gaps that can be filled with targeted skills training and career supports	Employment data could be missing vital skills data such as empathy and problem solving; data bias and concerns over surveillance

	Area	Responsibility	AI Benefit	AI Risk
7	Operations and Quality Management	Scheduling and assignment management	AI scheduling tools can help supervisors and agencies better schedule workers with clients	Privacy, security, and surveillance concerns; could reduce the ability of workers to determine their own schedules
8	Operations and Quality Management	Ensuring compliance with regulations	AI tools can help agencies stay on top of the constantly evolving and complex legal and regulatory landscape of long-term care	Overreliance on AI could overlook key legal issues or nuances; data security issues; false alarms and assurances
9	Operations and Quality Management	Supervising and supporting staff	AI tools can help efficiently monitor a worker's performance, including hours worked, attendance, training status, shift details, and more	Surveillance concerns; mislabeling "failures" without enough personal context (including barriers such as transportation, childcare, etc.)
10	Operations and Quality Management	Managing the client care plan	AI-powered wearable devices can track client changes in condition that are less detectable such as reduced walking speed, nighttime movements, and more	Privacy, security, and surveillance issues with sensitive data; overreliance on AI to shape care and reduce the professional influence of others
11	Operations and Quality Management	Quality assurance and performance improvement	AI can help agencies track compliance with quality assurance programs, assessing client outcomes, staff performance, and more	Quantitative data alone will miss nuance and human-observed context; privacy and security issues
12	Operations and Quality Management	Handling grievances and complaints	AI technologies can help agencies analyze and manage complaints from clients and workers	AI can miss essential nuances; overreliance on AI might reduce staff involvement; privacy and trust issues
13	Operations and Quality Management	Ensuring workplace safety	AI-based tools can help agencies identify where safety risks are more likely to occur (i.e., in specific homes, during certain worker shifts)	False positives that overwhelm staff; privacy, security, and surveillance issues

	Area	Responsibility	AI Benefit	AI Risk
14	Administration and Resource Management	Implementing technology systems	AI can help automate tasks such as billings, medical coding, and interactions with insurance companies	Data security issues with highly sensitive information; data mistakes could be costly
15	Administration and Resource Management	Payroll and benefits administration	AI can help an agency's payroll administrators identify anomalies and uphold proper accounting compliance	Privacy and security concerns with highly sensitive data
16	Administration and Resource Management	Managing contracts and relationships	AI can help agencies quickly scan contracts at any volume, flagging risks, missing clauses, or noncompliant terms	Overreliance on AI can miss nuance, especially in less-standard contract language; data sensitivity and privacy issues
17	Community Engagement and Policy Advocacy	Community outreach and marketing	AI can help agencies identify targeted groups (i.e., potential job candidates) to better reach them with targeted information	Biased data that misses important context; targeted campaigns could feel intrusive to users
18	Community Engagement and Policy Advocacy	Coordinating with health care providers	AI can help agencies facilitate care coordination through notetaking that enhances tasks and workflows, follow-up visits, and more	Interpersonal relationships might feel or be diminished by AI; incomplete or inaccurate data; privacy and security concerns
19	Community Engagement and Policy Advocacy	Conducting market and needs assessments	AI can support agencies in better understanding the needs and realities of their communities	Incomplete, misleading, or oversimplified data; societal context and nuance might be overlooked
20	Community Engagement and Policy Advocacy	Advocating for workforce policy changes	AI can help agencies in their government interactions through microsimulation models, quick analyses, and policy impact predictions	Quantitative data has limitations and could be incomplete or misread; data bias could overlook critical groups or issues

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