



Key Takeaways: Leveraging Technology to Strengthen Caregiver Capacity

July 30, 2026, 1:00-2:00 PM ET

The Administration for Community Living (ACL) National Caregiver Support Collaborative (NCSC) hosted a webinar focused on leveraging technology to strengthen caregiver capacity on July 30, 2026. This document summarizes key content presented during the event. Additional information on this webinar and the NCSC can be found on the [NCSC website](#).

Welcome

Jonathan Westin, Aging Services Program Specialist, ACL

- The NCSC strengthens recognition and support for family, kin, and tribal caregivers nationwide, building the aging network's capacity to assess caregiving needs, provide supportive services, collect data, and promote caregiver and care recipient well-being.
- The webinar's technology focus aligns with the [2022 National Strategy to Support Family Caregivers](#) (National Strategy), which guides support for family, tribal, and kin caregivers and cross-sector collaboration. The focus also reflects ACL's operational driver of "Scaling: Expanding What Works" and its emphasis on innovation and collaboration, highlighting field-tested examples and implementation considerations that aging network organizations can adapt, replicate, or expand.
- The webinar features the National Alliance for Caregiving (NAC), an NCSC grantee advancing data, research, and evidence-based practices for family caregivers, along with aging network organizations sharing practical experience with technology-supported caregiver solutions.

Overview of the Evolving Technology Landscape

George Kueppers, Senior Research Manager, NAC

- NAC, which leads NCSC grant activities focused on Goal 5 of the National Strategy, shared caregiver technology data from its [Technology Use Among Family Caregivers brief](#), drawing on findings from the Caregiving in the U.S. 2025 report published by NAC and AARP.
- Technology use among family caregivers has grown since 2020, including increased use of remote monitoring and digital tools to track care recipients' personal health records.
- Caregivers use technology across caregiving tasks, including managing finances, supporting care recipients' independence, and coordinating care through digital task lists and schedules.
- Technology adoption varies across demographics, creating opportunities for targeted outreach, digital literacy support, and tailored program design.
- Key implications for the aging network include:

- Area agencies on aging and local providers can strengthen digital literacy through training, device lending, and hands-on support.
- Organizations can help caregivers navigate trusted remote monitoring tools while ensuring technology complements, rather than replaces, human connection.
- Adoption data can guide program design, outreach, and prioritization of technology-based solutions for caregivers who may need additional support.

Exploring Technology Solutions: Insights From the Field

Senior Connection's Rooted Care Pilot

Claudia Bejarano Zambrano, *Chief of Staff and Compliance Officer, Senior Connection, Inc.*

- Senior Connection implemented Rooted Care, a 90-day pilot to assess the feasibility of artificial intelligence (AI)-supported caregiver engagement through daily text message check-ins that identified emerging concerns and supported ongoing engagement.
- The pilot responded to growing caregiver challenges, including navigating fragmented health care systems, managing medications, finding respite care, and balancing work and caregiving responsibilities.
- Across 16 pilot users, caregivers most often raised concerns about navigating the health care system and managing medications, followed by finding respite care and balancing work and caregiving responsibilities.
- Key lessons for aging network organizations include starting small to test feasibility, using AI to enhance staff capacity rather than replace human-centered services, integrating technology into existing workflows, maintaining personalized outreach, prioritizing accessibility, and assessing sustainability and funding needs early.

Land of Sky Regional Council Area Agency on Aging's (AAA) SkyNav Platform

Edward Jones, *Family Caregiver Specialist, Land of Sky Regional Council AAA*

- Land of Sky Regional Council AAA partnered with four Morehead-Cain Scholars from the University of North Carolina at Chapel Hill to explore how AI could support caregivers. Interviews with caregivers, support groups, AI professionals, and agency staff identified two key needs: 24/7 access to caregiving resources and a stronger system for responding to caregiver inquiries.
- The team developed SkyNav, an AI-supported phone and text messaging platform that provides 24/7 access to caregiving resources, uses tools caregivers already know, and creates interaction records that staff can use for follow-up support.
- SkyNav asks clarifying questions, recommends resources from a curated database, remembers prior interactions to tailor future responses, and generates staff-reviewed tickets for follow-up assistance and referrals when needed.
- Key innovations included a closed AI platform designed to protect user privacy, a community-informed resource database that caregivers could help expand through staff-reviewed submissions, and workflows that paired AI-supported interactions with human follow-up.
- Implementation challenges included platform development and maintenance costs, trust-building around AI, and the prompt and resource infrastructure needed to deliver accurate recommendations, with staff and caregiver education serving as an important strategy for supporting adoption.

- Key lessons included that many caregivers are interested in AI when it simplifies access to support, but sustaining these tools requires investments in technology, staffing, maintenance, and funder education about how AI can support caregivers and aging network organizations.

Questions and Answers

Speakers addressed questions from aging network participants on the following topics:

- **Sustaining and tailoring AI-supported caregiver outreach**
 - Senior Connection identified a potential one-year extension of the 90-day Rooted Care pilot as a sustainability strategy, paired with early planning for budget and feasibility. Rooted Care also adjusted text message frequency based on caregiver engagement, increasing check-ins during active conversations and reducing outreach when caregivers declined continued engagement.
- **Maintaining comprehensive resource databases**
 - SkyNav relied on a dedicated part-time staff member to keep its resource database current, including hours, contact information, service categories, costs, and website links.
- **Understanding technology adoption and comfort among caregivers**
 - NAC shared data suggesting that older caregivers may adopt technology later rather than opt out altogether. NAC also noted caregiver comfort with specific platforms, such as Zoom for support groups, as an area for future research.
- **Addressing financial and language accessibility barriers**
 - Senior Connection covered pilot costs so caregivers could participate at no charge. Rooted Care operated in English and Spanish and could add other languages as needed.
- **Pairing AI tools with human support**
 - SkyNav asked users whether they wanted a call from a caregiver specialist and generated a ticket for staff follow-up. Rooted Care similarly used human monitoring to identify distress signals and alert Senior Connection staff when caregivers needed additional support.
- **Managing costs as AI platforms scale**
 - SkyNav costs increase with interaction volume, but organizations could reduce costs by sharing the platform across agencies. The tool could also support caregivers outside business hours while staff provide direct assistance during the day.