



National Caregiver Support Collaborative

Building our capacity to support family, kinship, and tribal caregivers

Leveraging Technology to Strengthen Caregiver Capacity

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



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Welcome

Logistics

Use the Zoom Q&A function to submit comments or questions to speakers during the session:



To access the CART transcription, click the Show Captions icon:



The session slides and recording will be available on the [NCSC website](#) soon.

Agenda

1

Welcome

2

Overview of the Evolving Technology Landscape

3

Exploring Technology Solutions: Insights From the Field

4

Questions and Answers Session

5

Closing

Learning Objectives

At the conclusion of this session, participants will be able to:

- 1 Describe the evolving technology landscape shaping caregiver support that complements the essential human component of caregiving.
- 2 Identify key considerations for aging network organizations exploring or adopting new technology platforms.
- 3 Apply strategies from aging network organizations to strengthen your organization's approach to implementing technology-based solutions.



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Overview of the Evolving Technology Landscape

Technology Use Among Family Caregivers

Speaker



**George Kueppers,
PhD**

*Senior Research Manager,
National Alliance for Caregiving*

Technology Adoption Among Caregivers is Growing

- Technology adoption among family caregivers has grown significantly, with caregivers increasingly turning to digital tools to manage care responsibilities.
- Remote monitoring usage has **nearly doubled since 2020**, jumping from 13% to 25%.
- **4 in 10 caregivers** now track their recipient's personal health records digitally, up from 30% in 2020.
- Younger and female caregivers are leading this technological integration, using apps, video platforms, wearables, and other digital solutions to coordinate care and manage daily tasks from a distance.

13% → 25%

Remote monitoring use since 2020

30% → 41%

Digital health records tracking since 2020

Tracking Health and Monitoring from a Distance

41%

use technology or software to
track their recipient's
personal health records

Up from 30% in 2020

25%

use remote monitoring technologies
apps, video platforms,
wearables, and other
monitoring systems

Up from 13% in 2020

Managing Finances, Independence, and Daily Tasks

39%

use digital tools to
manage care recipients' finances

20%

use assistive devices to
support their recipient's
independence

19%

use electronic task lists
and schedules for
care management

Younger and Female Caregivers Lead Adoption

43% vs. **38%**

Female vs. **Male**
track health records digitally

30% vs. **22%**

Younger vs. **Older (50+)**
use remote monitoring

22% vs. **17%**

Younger vs. **Older (50+)**
use digital organizational tools

What This Means for the Aging Network

Digital literacy support is essential. Older caregivers lag behind younger ones—area agencies on aging and providers can offer training and support.

Remote monitoring is a growth area. Near doubling since 2020 signals growing demand; programs should explore integration of monitoring tools.

There is a need to address access barriers. Technology gaps indicate the need for targeted outreach, especially for older and male caregivers.

Technology complements—not replaces—human connection. Digital tools extend reach but must be integrated alongside the empathy and judgment of caregiving relationships.

Data informs program design. These findings from the Caregiving in the U.S. 2025 report help aging network organizations prioritize technology investments, identify populations with lower adoption rates, and tailor outreach to meet caregivers where they are.

The CARE Research Agenda: Technology as a Priority

What is the CARE Agenda?

The Creating and Advancing Caregiving Research and Evidence (CARE) Agenda is a call to action for researchers, providers, and policymakers to advance caregiving research.

It identifies **8 research priorities** and **6 cross-cutting considerations** aligned with the National Strategy to Support Family Caregivers.

“Sharing Information and Caregiving Technologies” is one of the 8 priorities—directly building on what the data shows us today.

Key Research Questions on Caregiving Technology

01 How can artificial intelligence (AI) and digital tools enhance caregiving support and coordination?

02 What are the barriers to technology adoption among caregivers, and how can they be addressed?

03 How can technology improve access to caregiving resources across different caregiver populations?

04 What are potential unintended consequences of technology on caregiver well-being and social connection?



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Thank You and Questions

George Kueppers | gkueppers@caregiving.org | National Alliance for Caregiving

[NAC's Project Page](#) on the NCSC website

[Caregiving in the U.S. 2025](#) – Technology Use Among Family Caregivers brief



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Exploring Technology Solutions: Insights From the Field

Speaker



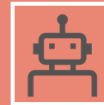
**Claudia Bejarano
Zambrano, MD,
MMSc**

*Chief of Staff & Compliance Officer,
Senior Connection, Inc.*

Exploring Technology Solutions in Practice



- Senior Connection's experience exploring technology to support caregivers
- Focus on **Rooted Care pilot**



AI as a **complement to human care**



Practical implementation insights



Lessons learned and challenges

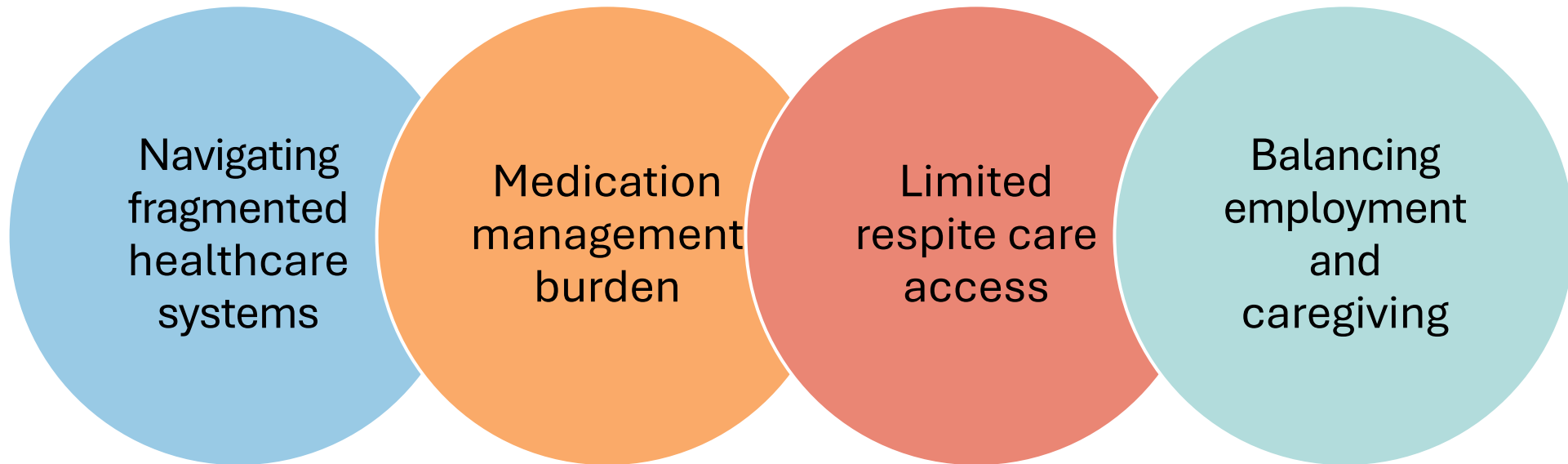


Implications for aging network organizations

The Need



Caregivers face increasing challenges:



The Need: Scalable tools that strengthen, **not replace, human support systems**

Rooted Care Pilot Overview



- 90-day pilot



16 ACTIVE USERS



29 CONVERSATION
TURNS



131 TOTAL
MESSAGES



\$125
MICROGRANTS
DISTRIBUTED (2)

- Purpose:
 - Explore feasibility of AI-supported caregiver engagement
 - Test daily check-ins and issue identification

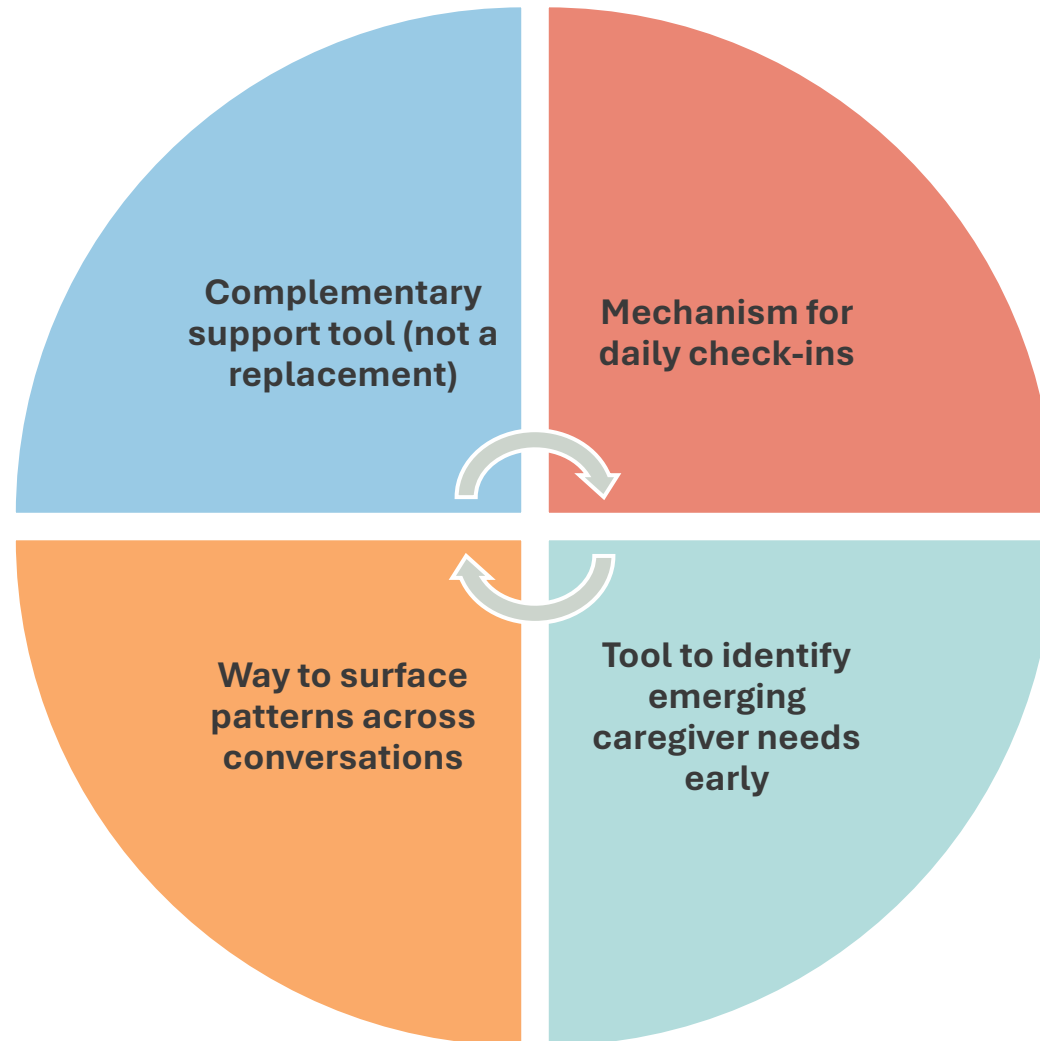
Key Caregiver Concerns Identified



Concern Category	Count	% of Conversations*
Navigating the healthcare system	57	43.2%
Medication management	56	42.4%
Finding respite care	31	23.5%
Balancing work & caregiving	28	21.2%

*Concerns were collected directly from the 16 pilot users via text messages during the pilot period.

Role of AI

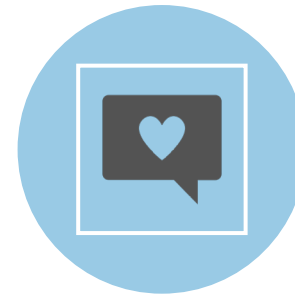


Core insight: **AI supports outreach, but trust is built through human connection**

What Worked Well



Achieved strong engagement in a small pilot



Identified caregiver needs rapidly



Surfaced themes in real time

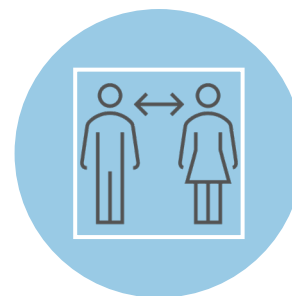


Informed program priorities and service design

Challenges and Limitations



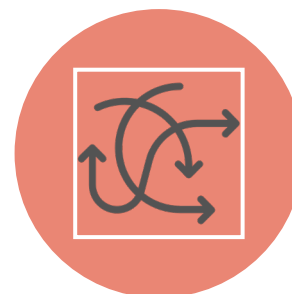
**Budget constraints
limited scalability**



One-on-one outreach
and trust-building
remained essential



Existing program
capacity misaligned
with innovation



Sustainability remained
a challenge

What We Learned



Small pilots can generate meaningful, actionable insights

AI is most effective as a support tool that enhances staff capacity

Human connection remains essential in caregiver support

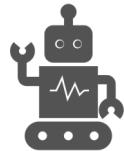
Technology works best when integrated into existing services and workflows

Sustainability and funding should be considered early in implementation

Implications for Aging Network Organizations



Start small and
test feasibility
before scaling



Use AI to
complement, not
replace, human-
centered services



Maintain direct
outreach and
personalized
support



Prioritize
accessibility in
technology
adoption



Align innovation
with
organizational
capacity and
long-term
sustainability

Speaker



**Edward
Jones, MSW**

*Family Caregiver Specialist, Land
of Sky Regional Council Area
Agency on Aging*

Approach



Four Morehead-Cain Scholars from the University of North Carolina at Chapel Hill wanted to help family caregivers using AI technology.

Interviewed

- Aging professionals at Land of Sky
- Caregiver support groups
- AI professionals

Identified Problems

- Caregivers: Lack of a supportive 24/7 resource
- Administration: Lack of a comprehensive calling system

Solution



Create a 24/7 AI-powered phone and text line for caregivers

- Uses device caregivers are already using
- Leverages texting as a familiar communication channel for caregivers

Create a centralized database for tickets and resources

- Effective compilation of caregiving resources to share
- Faster and easier way of getting back in touch with caregivers with appropriate resources

SkyNav
Your 24/7 Compass for Care

How SkyNav Works



1. Caregiver calls Caregiver Support Number
2. If no one picks up, message asks caregiver to text “HELP” if they want to be directed to resources
3. Caregiver is asked their name, county, and what resources they are looking for
4. SkyNav pulls resources from database and asks clarifying questions
5. SkyNav remembers past interactions and uses that memory to better tailor responses
6. Ticket is created with summary of interaction and if caregiver wants a return call
7. Staff reviews tickets, returns calls, forwards calls (if needed)

Key Innovations



- Interactive, closed AI platform using devices caregivers are already using
- 24/7 access to resources specifically targeted to caregiver needs
- Extensive database of resources public can contribute to
- Easy way of recording interactions for staff to help with follow-up calls and referrals

Implementation Challenges



- Maintaining high cost of closed AI platform
 - Multiple subscriptions are needed for the tech services that make SkyNav work
 - Twilio, Open AI API, Fly.io, and Airtable
- Building trust with AI
- Training staff
 - Designers were brilliant college students who use this technology all the time
 - Staff is only now beginning to use basic AI
- Teaching public on how to use SkyNav
- Keeping database content updated and linked to relevant prompts

Lessons Learned



- To develop an AI platform that is accurate, robust, simple, and easy to use takes a lot of work to set up and maintain
- Client access to AI can be simple and advances in technology are making it easier to use
- A substantial budget is needed to cover costs
 - \$1,000/month
 - Administrative time

Practical Insights



- There is a need for 24/7 access to information on available resources for caregivers
- Caregivers are willing to try AI if it makes life a little easier for them
- Funders need to be informed about importance of AI to help others

Actionable Takeaways



- Be willing to try new things
- There are valuable lessons learned even if project does not work
- An updated, central database of resources is needed to help caregivers
- Do not be afraid of AI, especially if it can be used to help others

Contact Information



Edward Jones

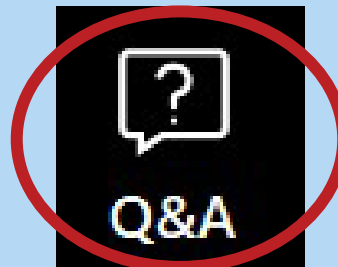
Edward@landofsky.org

828-251-7441

Questions and Answers



**Please submit questions through the Zoom
Q&A function.**





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Closing

NCSC Offers 1:1 Technical Assistance

We provide free, flexible, and solution-oriented 1:1 technical assistance (TA) to help aging and tribal services networks better support the caregivers they serve.



What We Can Do

Targeted thought partnership and problem-solving, materials review, and connection-building



Where To Start

Email CaregiverCollaborative@acl.hhs.gov to schedule a conversation about your caregiver program priorities. We can help you assess needs, explore solutions, and connect with relevant resources and expertise.

1:1 TA Sample Topics



Technology Planning

Discuss approaches for evaluating and selecting technology solutions that fit your organization's needs.



Implementation Support

Learn strategies for overcoming common implementation barriers, such as capacity and sustainability challenges.



Digital Engagement

Explore approaches for increasing caregiver and staff adoption of technology-based supports.



Program Innovation

Connect with relevant resources, tools, and peer examples to inform new technology initiatives.

Join Us for Our September Webinar

Advancing Caregiver Support through Replicable Innovations

Date and Time: September 16, 2026, 2:00 – 3:00 PM ET

Description: Discover practical, real-world strategies to strengthen and expand caregiver supports across the aging network. Hear insights from USAging, an NCSC grantee, and aging network providers as they share practical examples of caregiver programs and tools and translate them into actionable steps.



[Scan to register](#)

Save the date and share with your networks!

We Want to Hear From You



Get practical support and technical assistance: Email us or submit technical assistance requests to CaregiverCollaborative@acl.hhs.gov.



Stay connected: Subscribe to the Technical Assistance and Coordinating Center [mailing list](#).



Explore NCSC tools and resources: Visit and bookmark the [NCSC website](#) to stay up to date on resources and aging network events.



Inform future events and technical assistance offerings: Complete a brief post-event survey to share feedback that will inform future NCSC programming.

Thank you for attending!