



**OATS** | OLDER ADULTS  
TECHNOLOGY  
SERVICES  
FROM **AARP**

# Older Adults and the Artificial Intelligence (AI) Revolution

**Noah O’Ryan**  
Older Adults Technology Services  
(OATS) from AARP

# Objectives

By the end of this session, you'll be able to understand:

1. Potential of AI in Senior Care
2. Challenges and Barriers to Adoption
3. The Role of AI in Combating Loneliness
4. The Importance of AI Literacy and Resilience
5. Actionable Strategies for Responsible AI Implementation for Older Adults



# Aging with Attitude™

What is OATS?

- Older Adults Technology Services (OATS) from AARP is a social impact organization, with the mission to “harness technology to change the way we age.”

What is Senior Planet?

- Flagship programming of OATS

# OATS Timeline

Tom Kamber and a group of volunteers launch OATS in NYC.



2004

OATS teaches 10,000 sessions at over 70+ partner sites and 30+ labs in NYC



2014

Senior Planet Center in Manhattan opens—the first technology-themed community center for older adults.



2013

Programs expand to Plattsburgh, NY, and partners in MD, FL and CA.



2015



# OATS Timeline

Multi-million-dollar foundation grants expand Senior Planet to TX & CO.



2018

2020



OATS launches virtual channel and contact center (tech help hotline).

OATS becomes a charitable affiliate of AARP, leading to increased reach and impact.



2021

2024



**OATS Joins OpenAI Societal Resilience Fund**





# Artificial Intelligence (AI) and Older Adults

# What is AI?

- A field of computer science where systems use machine learning to recognize patterns, make connections, and perform tasks
- Trained by a combination of human guidance and algorithms using massive amounts of data



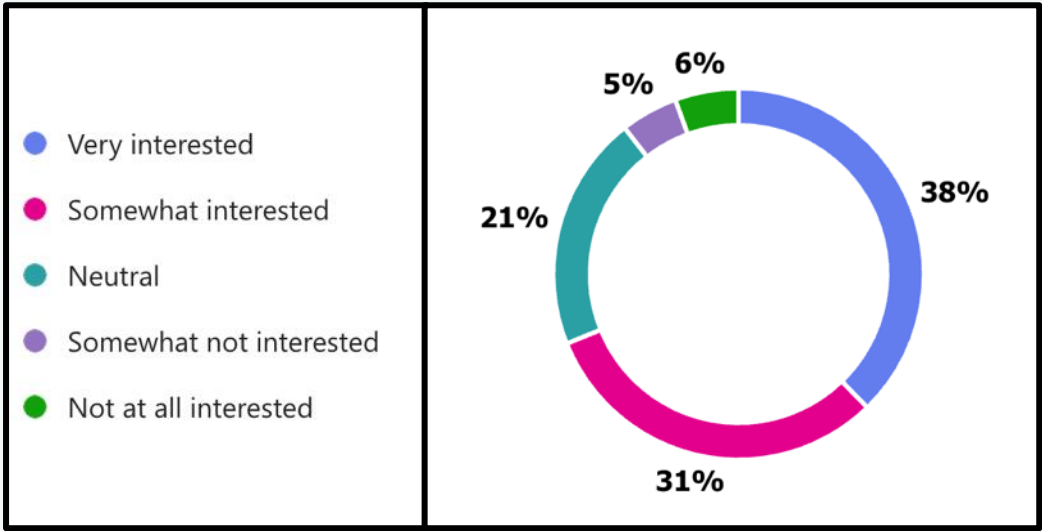
# AI and Older Adult Trends

- AI is gaining traction and triggering some curiosity among older Americans.
- Generative AI usage by older adults has doubled from **9 percent** in 2023 to **18 percent** in 2024. Generative AI is commonly used as a research tool.
- Another **30 percent** are excited about the potential benefit of AI.
- Respondents who have checked out generative AI are most often using free tools on an app or website; just **10 percent** paid a fee.
- Those with some exposure to AI view it with more potential in terms of making life easier than nonusers, who are more hesitant to embrace the emerging technology.



# Because older adults want to use AI

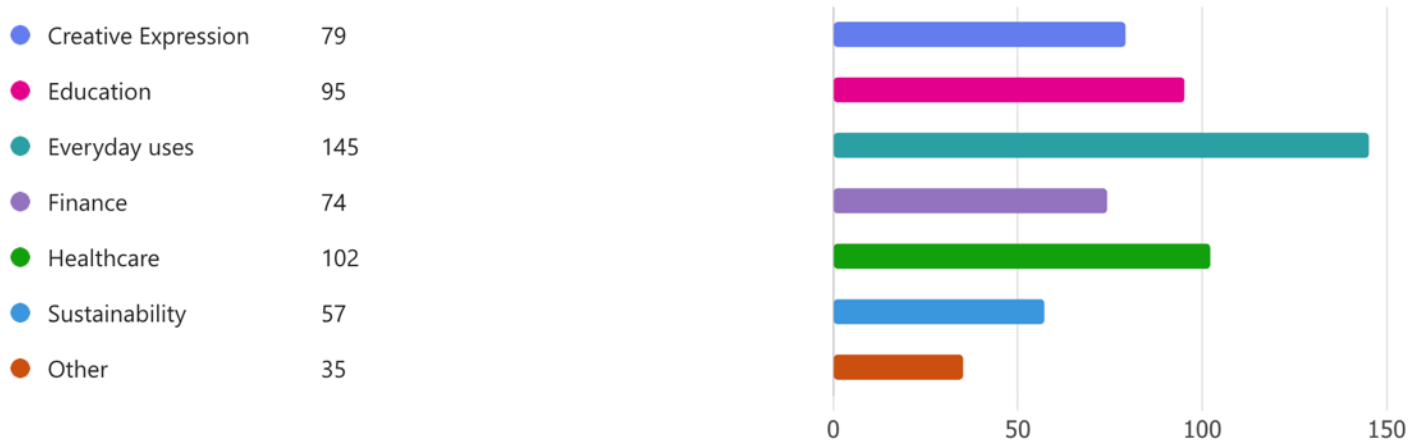
A Senior Planet survey asked older adults:  
How interested are you in using AI devices, apps & tools?



# What Older Adults Want to Learn

3. What applications of A.I. are you interested in learning about? (Select all that apply.)

[More details](#)



# AI and Older Adults: A Human Approach



# AI Opportunities for Older Adults

- AI is transforming fields like public health, medicine, physiotherapy, and other health services.
- Supports independence and improve quality of life for older adults.
- AI enhances clinical decision-making, accelerates drug development, and personalizes treatments and care.
- It can predict health risks, including falls and dementia, using patient-specific risk scores.
- By analyzing health records and detecting changes in speech, gait, and motion, AI aids early disease diagnosis.
- AI-powered robots and virtual assistants offer medical prompts, emotional support, and rehab assistance.
- Wearables like AI-enabled smartwatches track health and provide vital data.



# What does this mean specifically?

Older adults have specific needs and circumstances. They steward money differently, have different demands on the healthcare system, and are more vulnerable to certain kinds of fraud, for example. We see the biggest areas of impact in three main areas:



## HEALTH

Physical, mental, and emotional well-being, independence, longevity.



## WEALTH

Personal finance management, shopping and saving, long-term planning.



## SELF

Learning and self-development, creativity, community.



# Support for Independent Living for Seniors

AI helps make home living safer and more convenient by making our living spaces smarter about anticipating our needs.



## TODAY

Voice-powered assistants can help with daily tasks and control things in the home, like thermostats, lights, and cameras.



## SOON

AI-enabled cameras can detect falls or other mishaps and automatically alert caregivers or emergency services. They can also improve home security by spotting unusual activities nearby.



## ON THE HORIZON

More fully capable AI-enabled robots and devices can help with household chores and personal care tasks.



# AI Risks for Older Adults

- AI can convincingly mimic voices, images, and writing, making scams easier to carry out at any scale.
- **Phishing Attacks:** AI helps scammers personalize emails, mimic conversations, and bypass spam filters—making fraud harder to spot.
- **Family Emergency Scams:** Scammers use AI to clone voices or create deepfake images, pretending to be loved ones in danger.
- **Romance Scams:** AI-generated fake profiles and chatbots simulate relationships to build trust and solicit money.
- AI can **reinforce ageism** and harm care quality if biased data is used in development.
- Ignoring how older adults use tech can embed age bias in AI and widen the digital divide.
- AI collects large amounts of personal data, raising privacy and identity theft concerns—especially for older adults.

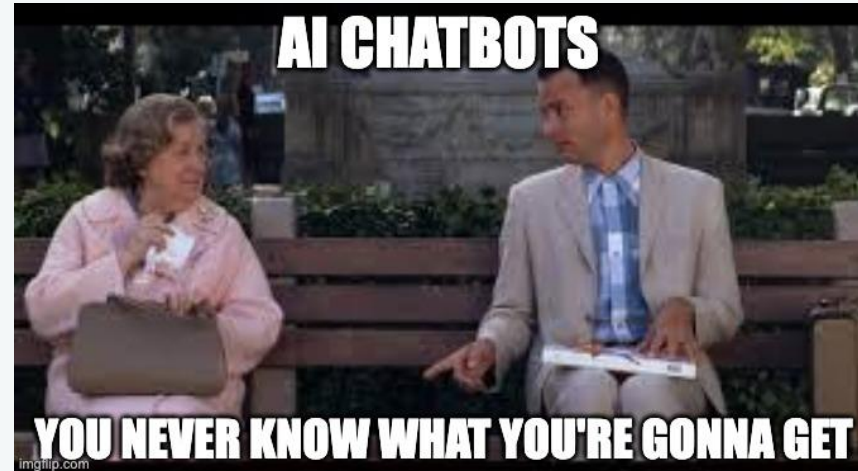




# The OATS Approach to AI

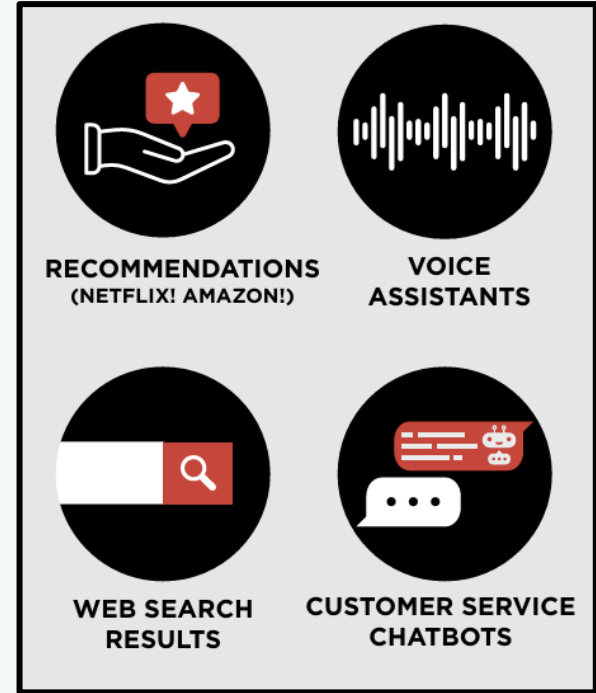
# Why We Teach AI

- Increased integration into everyday tech tools
- Prevalence of existing AI & the hype of newer (trending) AI
- Unique opportunity to learn at the same time as everyone else
- Digital safety: Potential for inaccurate info & misuse of AI demands education & awareness



# AI Curriculum

- Intro to AI
- Intro to Chatting with AI
- AI All Around
- Everyday Uses of AI
- AI & Disinformation
- Is that AI?
- AI Image Generators
- AI Voice & Video Generators
- Exploring AI Program Series (10 sessions over 5 weeks)



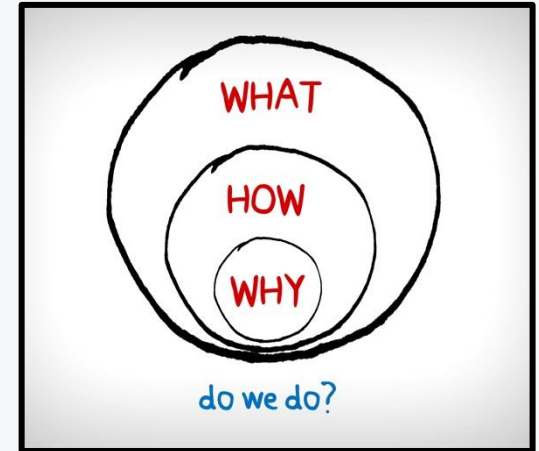
# The How

- Extra prep time for instructors
- Moderate pace with repetition & review
- Explain with familiar concepts
- Problem solving
- Demonstration & exposure
- Hands-on practice



# Application

- **Relevance:** reflect everyday lives, interests and perspectives of older adult learners
- **Localization:** incorporate local and/or culturally relevant information, examples, and resources



# Adoption

- Address advantages and disadvantages
- Prioritize privacy & security best practices
- Build confidence
- Encourage exploration
- Have fun!



# AI and Older Adults: Jill's Story





**SENIOR PLANET**  
FROM **AARP**

[Online Classes](#) ▼

[In-Person Classes](#) ▼

[Articles](#) ▼

[Resources](#) ▼

# Live Classes and Community

Start learning today. Call our hotline at [888-713-3495](tel:888-713-3495), M-F 9am-8pm EDT,  
Sat 9am-2pm EDT.

[Join Online Classes](#)

[Sign Up for Our Newsletter](#)

## Resources

# Senior Planet Training Channels

Senior Planet Centers



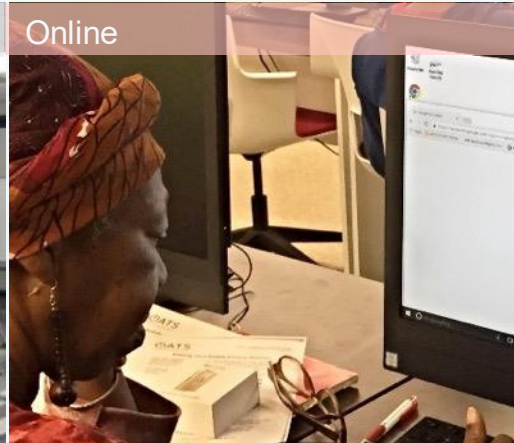
New York, Colorado, Florida

Partner Sites



Find a licensed partner:  
[www.seniorplanet.org/map](http://www.seniorplanet.org/map)

Online



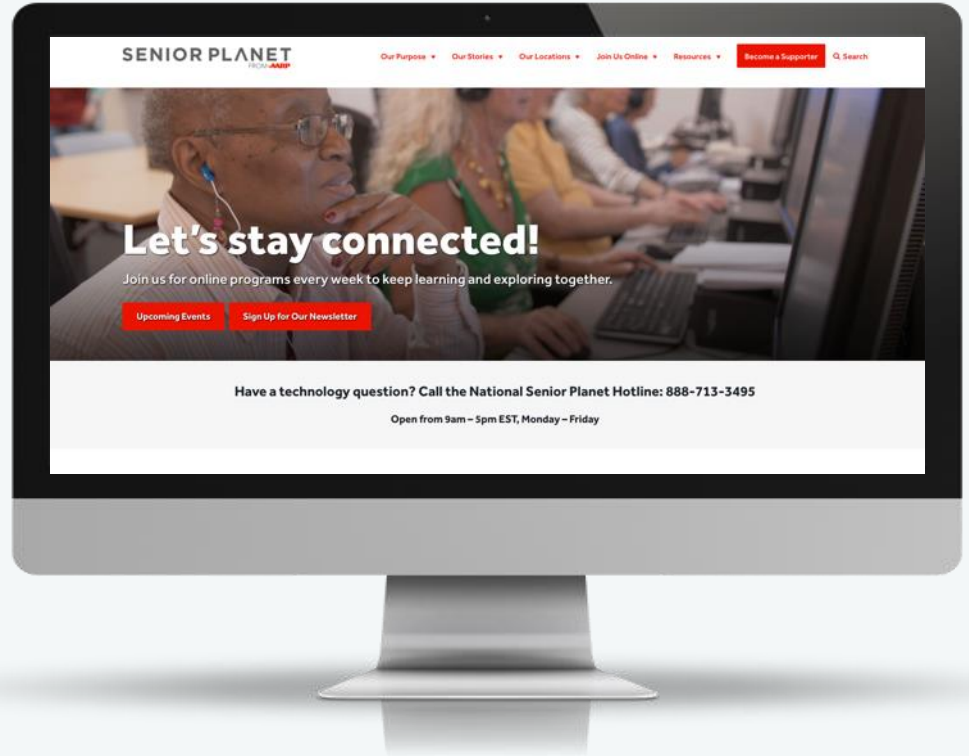
[www.seniorplanet.org](http://www.seniorplanet.org)



# Online Offerings and Support

- Free virtual classes, Monday – Friday. Variety of topics including tech basics, stretch and strength, finance, and more!
- Virtual discussion groups
- Multilingual programming in Spanish, Mandarin, and Vietnamese
- Articles for 60+ readers
- Tech Tip videos
- 1:1 tech support and coaching
- Quizzes and crossword puzzles
- Toll-free national hotline: **(888) 713-3495**

[www.seniorplanet.org](http://www.seniorplanet.org)



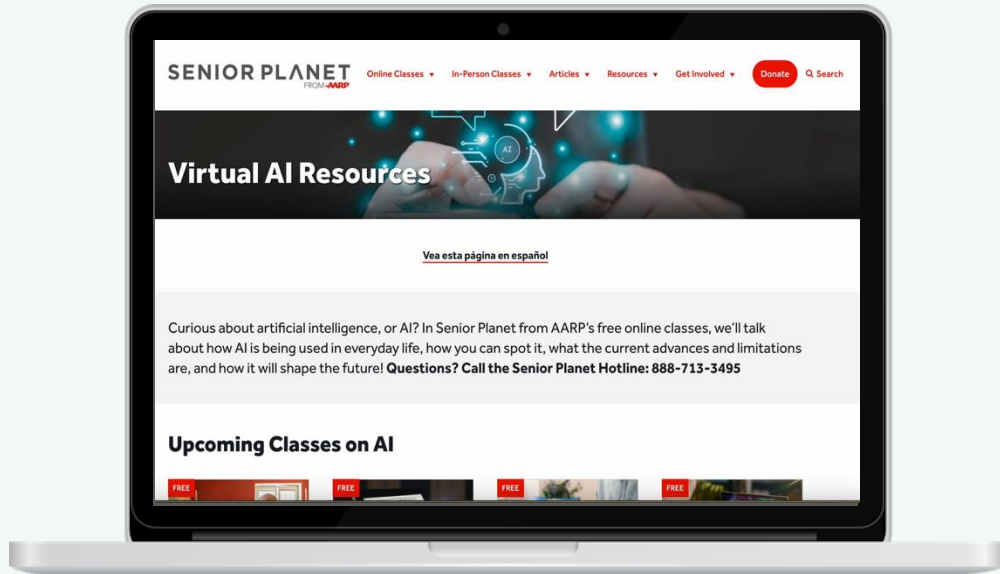


# Free Technology Hotline

**888-713-3495**

Need help setting up an email account? Have a question about Zoom? Looking for advice about buying a new tablet or computer? The toll-free hotline from Senior Planet from AARP has a patient agents ready to answer questions.





seniorplanet.org/ai

**AI for Older Adults**

AI promises to change the way we live and work, but what is it really, and what does it mean for older adults? This guide provides the facts about this new technology; the benefits, the risks, and how it can address the distinctive health-related, financial and lifestyle needs of people age 50+.

**SENIOR PLANET**  
FROM AARP

their, more independent lives and better emotional health issues. Here are some health outcomes:

**Personalized Health Feedback**  
AI can provide fast, clear, and accurate information

- SOON**  
AI can recommend activities, exercises, or hobbies based on seniors' interests and physical capabilities, helping them stay active and engaged.
- ON THE HORIZON**  
AI will take a more active role in coordinating care by scheduling medical appointments, organizing transportation, and ensuring all necessary services are in place.

**Letter Living for Seniors**

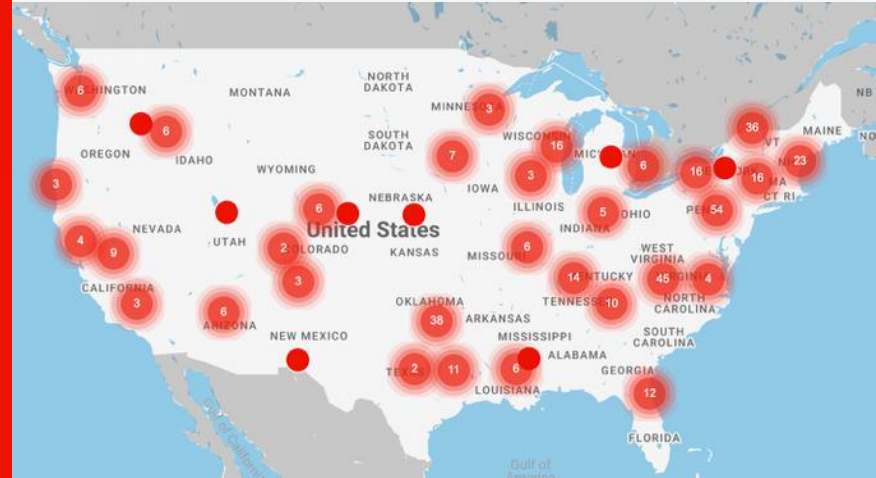
In a recent study by researchers from the University of Oxford, artificial intelligence experts predicted that up to 40% of household chores — primarily housework like cooking, cleaning, and doing laundry — will be automated within the next 10 years.

**Support for Independent Living for Seniors**  
AI helps make home living safer and more convenient by making our living spaces smarter about anticipating our needs.

- TODAY**  
Voice-powered assistants can help with daily tasks and control things in the home, like thermostats, lights, and cameras.
- SOON**  
AI-enabled cameras can detect falls or other mishaps and automatically alert caregivers or emergency services. They can also improve home security by spotting unusual activities nearby.
- ON THE HORIZON**  
More fully capable AI-enabled robots and devices can help with household chores and personal care tasks.

# Licensing Program

- 500+ licensed partner sites
- Find a site at: [oats.org/licensing-map](https://oats.org/licensing-map)
- Reach out to [licensing@seniorplanet.org](mailto:licensing@seniorplanet.org) for more information!



# Partners in MI

Partner	County
Friends of Parkside	Parkside Neighborhood of Detroit
Senior Services: Midland County Council on Aging	Midland County
City of Clawson Senior Center	Oakland County
Jewish Family Services of Metropolitan Detroit	Oakland County





**Thank you**

[www.oats.org](http://www.oats.org)

@OlderAdultsTech



[www.seniorplanet.org](http://www.seniorplanet.org)

@SeniorPlanet



**OATS** | OLDER ADULTS  
TECHNOLOGY  
SERVICES  
FROM **AARP**