



AI and I&R/A

Use and Considerations

September 2026

ABOUT THE SURVEY

AI tools are rapidly emerging in software, systems, and platforms. These tools may assist with administrative tasks, resource database management, quality assurance, transcription, analytics, and/or direct consumer interactions (e.g., chatbots or automated referrals).

To better understand AI use across Information & Referral/Assistance (I&R/A) programs, including those that may also be described as Community Navigation, ADvancing States conducted a survey in April of 2026. The survey gathered data on how I&R/A programs are currently using, or considering, AI tools, and what policies and practices are in place.

This infographic covers the status of AI use, areas of use, and benefits and concerns.



Respondents

Out of 128 respondents, 29 percent were Area Agencies on Aging (AAAs), 20 percent were Centers for Independent Living (CILs), 15 percent were State Agencies on Aging and/or Disability, 13 percent were Aging and Disability Resource Centers (ADRCs), nine percent were other non-profit organizations, an additional nine percent were 21Is, and five percent were "other".



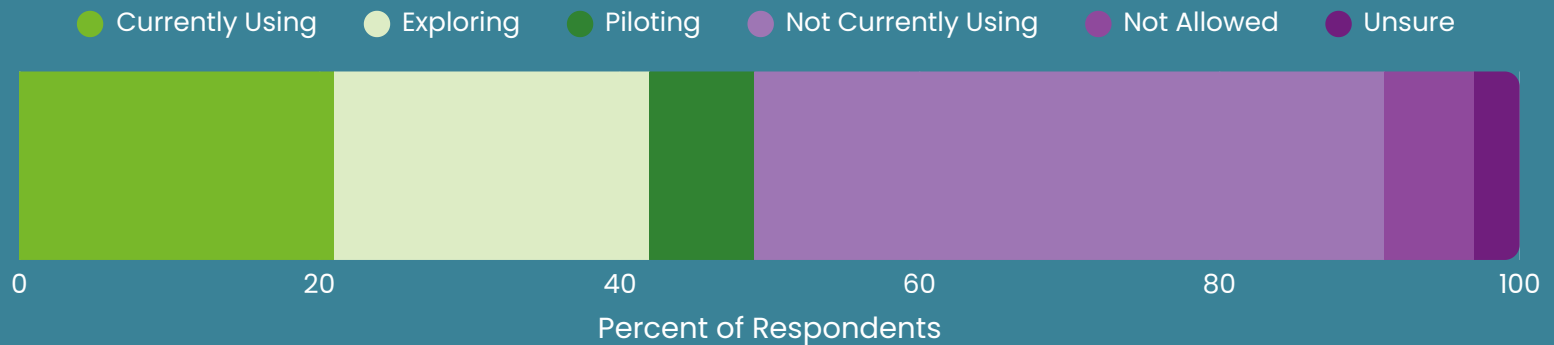
Program Size

The majority of respondents represent small to modest-sized I&R/A programs. 65 percent of respondents reported they have between one and 10 staff on their I&R/A program. Just 18 percent of respondents said they have over 20 I&R/A staff.

AI Use and Non-Use

Status of AI Use

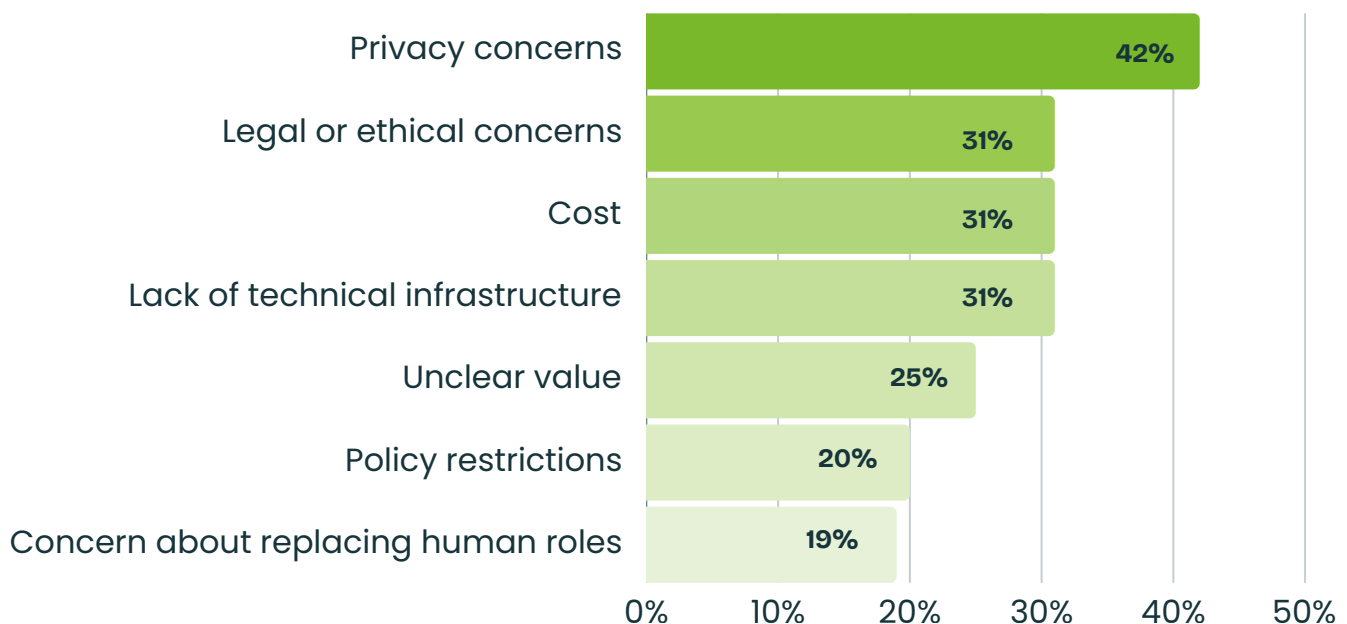
Survey respondents selected the option that best represents their organization's current AI use status. Out of **128** respondents, roughly half of respondents are using, exploring, or piloting AI tools and about half are not currently using AI or AI tools are not allowed.



Reasons for Non-Use of AI

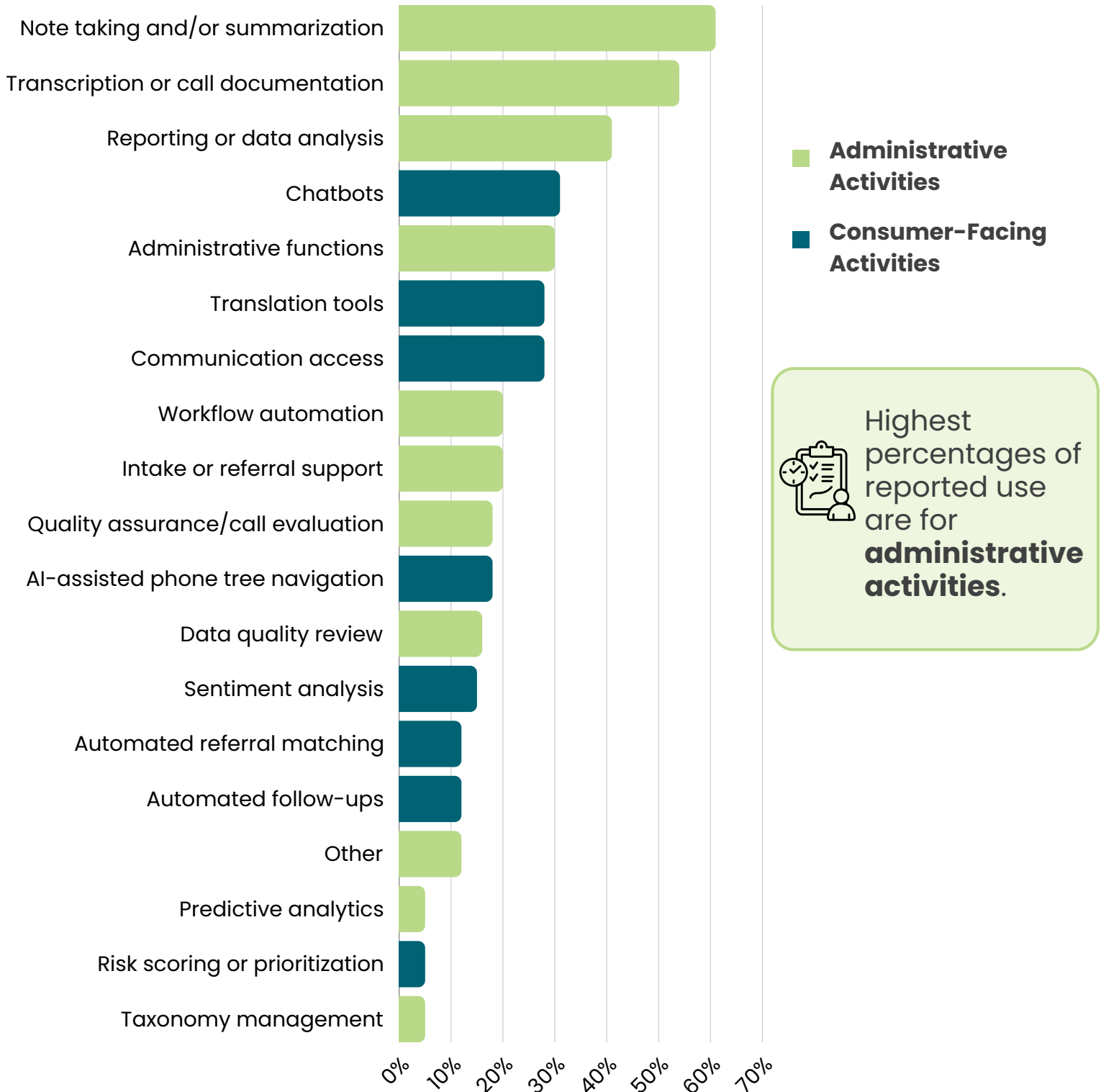
Non-users are respondents who told us that AI is not allowed or their agencies are not currently using AI tools. The top reasons for non-AI use include (n=59):

Top Reasons for Non-Use of AI



Areas of AI Use

These activities reflect areas where respondents reported AI is being used, piloted or explored (n=61).



Benefits and Concerns



Users reported the top benefits of AI use (n=34):



Compared to top concerns cited by AI users, explorers, and those piloting tools (n=59):



TOP BENEFITS

Increased Efficiency:	71%
Reduced Documentation Burden:	38%
Improved Reporting:	35%
Improved Quality Monitoring:	29%
Enhanced Language Access:	29%
Improved Data Accuracy:	24%
Faster Response Times:	18%



TOP CONCERNS

Privacy/Confidentiality:	58%
Inaccurate Outputs:	58%
System Integration:	42%
Data Security:	41%
Cost:	37%
Legal/Regulatory:	31%
Staff Buy-In Concerns:	29%
Staff Training Concerns:	29%