

AGING IN COMMUNITY COMMITTEE MEETING
Minutes of the September 2024 Meeting
9:30 am to 11:30 am

“The Latest Updates on Technology to Help Older People”

Call to order: Meeting called to order at 9:30AM

Commissioners In Attendance: Wayne Berman (co-chair), Betsy Carrier (co-Chair), Laurie Pross, Mary Sweeney, Mona Grieser, Linda Bergofsky, Barbara Selter, Sibio Nicube, Barbara Selter, Marsha Weber

Staff: Pazit Aviv, MoCo

Guests: Sarah Fought, (JCA, Jewish Council for the Aging); Marie Brodsky, Wise Cities; Laurie Orlove, Technology Watch; Leah Bradley, Empowering the Ages; Barbara Brubeck, guest.

OPENNING REMARKS FROM THE CO-CHAIRS: Wayne and Betsy welcomed everyone and stated that the purpose of this meeting is to update the Committee on how technologies are helping older adults. Live better lives. Many of us may find there are an increasing number of tasks that are part of activities of daily living that rely on one being technology competent. In addition, many of these applications often require the user to continuously improve their skill level to derive the needed benefits. At the meeting we will learn from two speakers about how being technology competent can help you age in place and how to improve your technology IQ and competence.

The first speaker is Laurie Orlov, producer of the “Aging and Technology Watch” blog and a nationally recognized expert and elder care advocate provides thought leadership, analysis and guidance about health and aging-related technologies who spoke about:

- Role of Artificial Intelligence (AI) to assist older adults who are aging in place
- Usability of tech for older adults--difficulties of mastering all the tech that is needed for aging in place
- Whether tech can replace care? Caregivers?
- Are there suites of technology evolving that help caregivers? Help older adults aging in place?

Our second speaker is Leah Bradley, Executive Director of Empowering the Ages (ETA) who described ETA’s new CyberMasters program where high school students will provide older adults with individualized technology support. This will help older adults communicate with family, friends and their medical providers, as well be able to access useful local, state and federal resources.

PRESENTATION AND DISCUSSION NOTES:

1. The main theme of Laurie Orlove’s presentation was the “Future of AI and Older Adults.” Her presentation focused on caregiving aspects of technology in general and AI in particular. She suggested the AI can make a big difference in a caregiver’s ability to predict a person’s decline by identifying risk factors associated with physical or mental decline or impairment. She talked about four areas of technology and AI that can be applied to predict decline as well as have significant potential to connect families and caregivers. These include 1.) Communication and Engagement; 2.) Safety and Security; 3.) Learning and Contribution; and 4.) Health and Wellness. Eventually, she predicted that AI will be embedded in all our caregiving tools, and we will no longer talk about it.

Laurie defined three areas where AI can be defined:

- **PREDICTS:** Makes predictions based on previously gathered data,
- **LEARNS:** Learns from errors to generate new predictions
- **DETECTS PATTERNS:** Machine Learning subset – uses algorithms to detect patterns

AI can receive data from several different in-home sensors to better understand and possibly predict the care-giving needs of family member in real-time. These sensors include wearables, energy management systems, home security systems, environmental monitoring systems, home automation, activity detection, and remote monitoring and service platforms. Laurie pointed out that AI can be enhanced even further by the growing use of robotics in caregiving.

Laurie indicated that AI would have an impact on healthcare in terms of improving health management, improving healthcare operations, and strengthening innovation in the healthcare industry. Several areas of healthcare will benefit from AI including self-care prevention and wellness, triage and diagnosis, diagnostics, clinical decision support, care delivery, and chronic care management.

Highlights of her presentation included describing technologies that can help seniors with communications, safety and security, education and learning, and health and wellness.

Examples of how AI is being used in these areas today for seniors:

- AI enabled cameras to detect and predict falls
- Remote monitoring and automated check-in
- Predictive modeling to improve efficiency
- Hearing assistance to separate speech from noise
- Tech training of older adults
- Chatbot concierge services in senior living

To end her presentation, Laurie gave us some idea as to where the market for AI is headed, as indicated in the following table she presented:

Changes	From	To
Access to information	Driven by search vendors	Enabled by AI chatbot
Social isolation tech	Single interactions	Conversational
Voice first tech	Smart speakers	Part of multimodal interactions
Health tech	Patient data is locked within care silos	AI tools enable patient data to span care continuum
Care giver tech	Assisting care workers	Supplement in home monitoring
Remote monitoring	Detects events and alerts	Detect patterns and predicts change

To learn more the latest on technology for older adults, Laurie invited the committee members to view her website at: www.ageinplacetech.com

Leah Bradley was our second speaker of the meeting. Leah gave a brief overview of Empowering the Ages (ETA). ETA develops mutually beneficial connections between older adults, youth, children and families to address community challenges in three core areas: School readiness, workforce development, and civic engagement. According to the National Council on Aging, “Intergenerational programs are planned and ongoing activities that purposefully bring together different generations to share experiences that are mutually beneficial.”

Regarding the CyberMasters initiative, Leah explained that research tells shows that adapting technology is not always intuitive, but it is beneficial and contributes to healthy aging. Technology provides us with opportunity to design a meaningful program that is reciprocal and meets the needs and expectations of all involved. Teens can teach and support seniors one-on-one with technology, allowing seniors to become more technologically capable and increase skills that lead to reduced social isolation, independence and mental stimulation. Seniors share their wisdom, experiences and supportive relationships. The program is a win for the seniors, win for the youth, and win for the community. The topics generally covered by the CyberMasters teens include Social media; AI; Smartphone/Iphone; Take/ View/Share photos; Search up family history and memories; New skills, new information, new hobbies; Use app to pay for County parking; Video chats to see and speak with grandchildren; Complete forms online; and more.

Leah ended her presentation by leading having the committee participate in a brainstorming session followed. The committee gave her their thoughts on the following questions:

- To what groups, individuals, leaders, etc. should we promote CyberMasters?
- What is the most effective way to encourage participant registration - on-line and off-line?
- Are there other skills sets we should be listing?
- If we do large group workshops on two topics that can be followed up with individual support, what would those topics be?
- Anyone interested in participating on the CyberMasters Intergenerational Planning Committee?

To learn more about Empowering the Ages, Leah invited the committee to visit their website at: www.empoweringtheages.org

BUSINESS MEETING: As time was limited, a short business meeting followed at which these items were discussed:

- Pazit gave a brief update of County and Village activities, that also included the status of key hirings and an update on legislation.

UPCOMING MEETING: Our next meeting is planned for Tuesday, October 8, 2024, when we will have updates from the County on current efforts to advance Affordable Housing programs.

MEETING ADJOURNED: Motion was made and seconded to adjourn meeting at 11:25 am