HHS Connect

The CARE Guide

A simple tool for making thoughtful AI decisions in aging services

1. Start Here

- What are we trying to make better?

_____

- Who benefits?

_____

- Is AI the right tool, or is there a simpler solution?

_____

2. Use the CARE Check

C — **Clarify the outcome**
What should be better for the older adult, caregiver, employee, or organization?

A — **Assess the risk**
What information will AI use? What could go wrong? Who could be affected if it is wrong?

R — **Retain human responsibility**
Who reviews the output? Who makes the final decision? What remains firmly in human hands?

E — **Evaluate the impact**
Did it save time, improve quality, or increase access? Did it create any unintended problems?

3. Green / Yellow / Red

Green
Good place to try
Low risk, no sensitive data, human review

Yellow
Proceed carefully
Sensitive data, client interaction, or meaningful consequences

Red
Stop and reconsider
High-impact decisions, unapproved tools, or no clear accountability

4. Before You Put Anything into an AI Tool

- [ ] Is this tool approved by my organization?
- [ ] Does this include client or confidential information?
- [ ] Will a person review the output?
- [ ] Who is accountable if the answer is wrong?

If you don't know, don't upload it yet.

5. One Next Step

A use case we want to explore: _____

_____

_____

Owner: _____

How we'll know it helped: _____

_____

_____