



soundingboard

Artificial Intelligence

February 2026





The LCS Sounding Board is an online resident research panel currently comprised of ~950 Independent Living residents across LCS communities nationwide.

This panel allows LCS to gather resident feedback for market research purposes, which drives innovation.

Conducted by:

Lauren Domeier, Market Research Analyst
laurendomeier@lcsliving.com



Data Collection Highlights



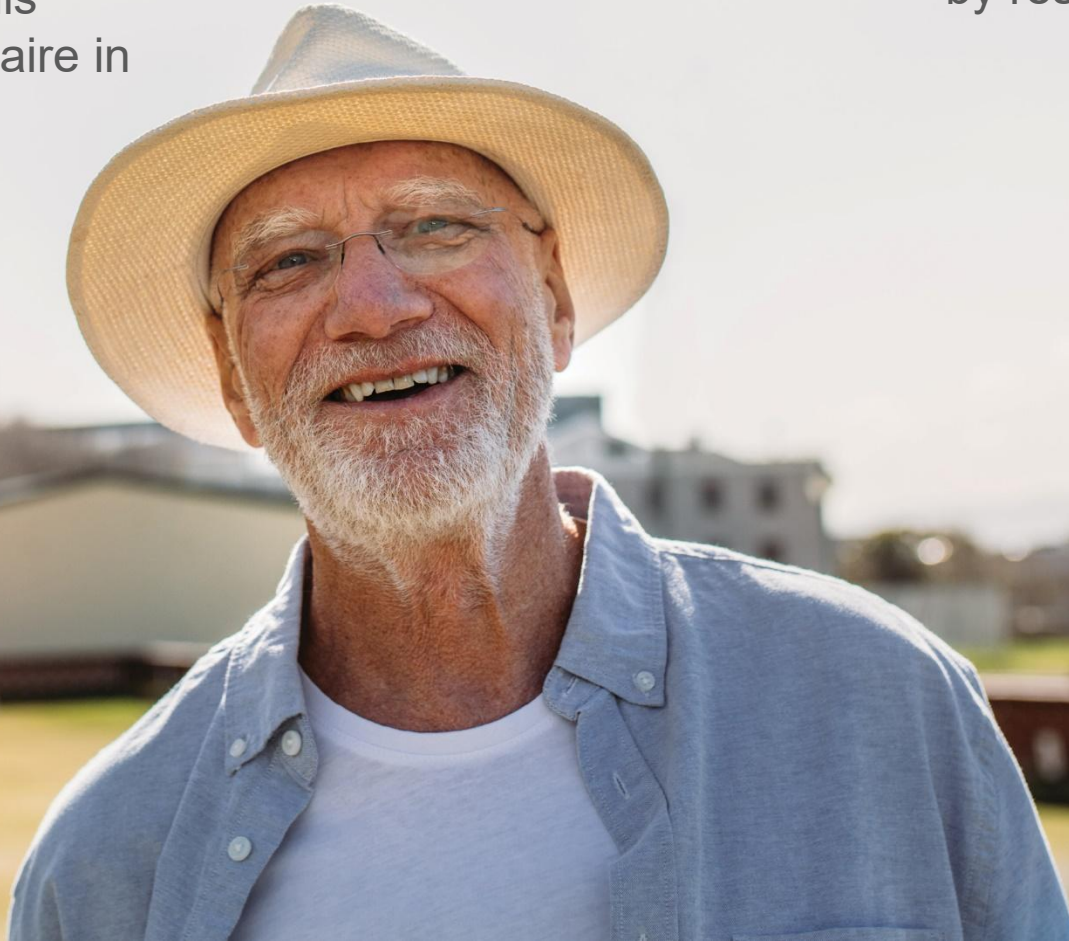
467

Number of **Sounding Board panelists** who participated in this online questionnaire in February 2026



68

Number of **LCS Communities** represented by respondents



Key Findings



Familiarity with Artificial Intelligence

- **8 in 10 respondents have at least a basic understanding of AI**, with only 15% stating they are unfamiliar.

How AI is Used Today

- **7 in 10 respondents have used an AI** powered tool or service in the past.

AI Users

- Of those who have used Artificial Intelligence, 6 in 10 respondents shared to have had a **positive experience so far. Chat tools are the most utilized by respondents**, with voice assistants a close second.
- **The most common AI use-case is to ask questions/get information but** learning about new topics and generally exploring the platforms were also high on the list.

AI Non-Users

- The most common response for why respondents hadn't used AI yet was **not having a need for it, as well as concerns about privacy and security.**

Key Findings continued



Comfortability with Data Usage

- **Respondents are most comfortable using AI to assist in the dining room, and to personalize community services** but are more uncomfortable with health and wellness related AI utilization.
- When it comes to AI, **residents expect mostly clear information and education from their communities.**

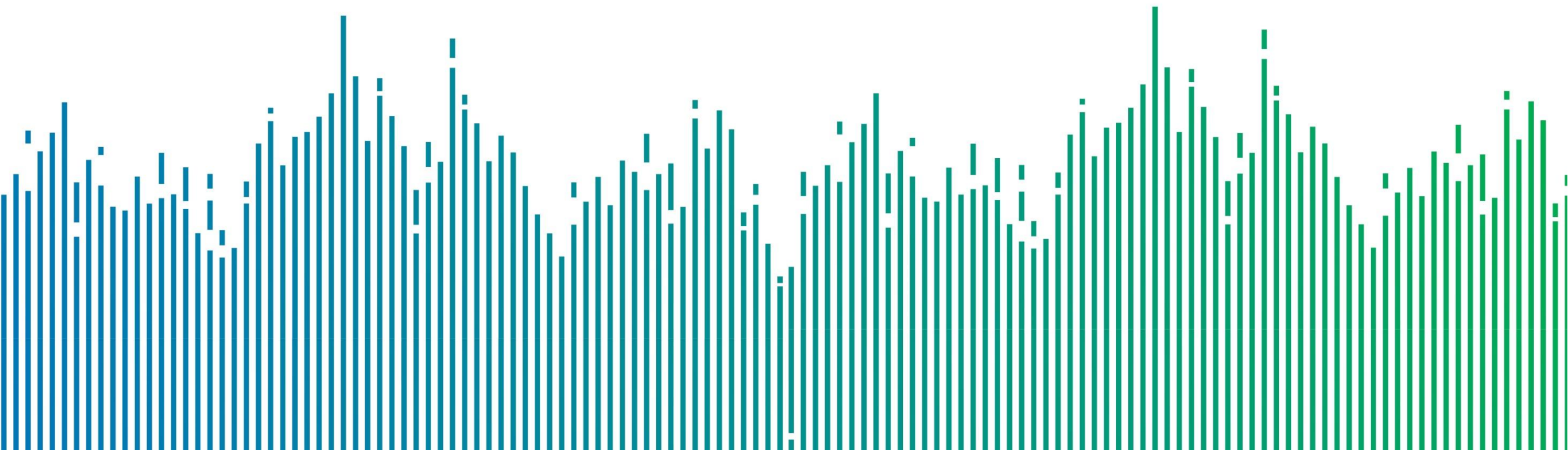
AI-Supported Resident Feedback

- **Respondents were mixed on their comfortability in participating in AI-assisted feedback tools** (such as phone calls) with 42% stating they were comfortable, and 29% sharing that they were mixed.
- **Nearly half of respondents found an AI-based voice companion not at all appealing**, with only 3% saying it was very appealing.
- **A majority of respondents agree** that keeping traditional, non-technology feedback options is important.

Education

- **6 in 10 respondents are interested in learning more about AI**, with only 11% showing no interest at all.
- **Respondents want variety in the types of AI education provided**, with safe use and understanding AI capabilities at the top of the list.
- **In-person classes and small groups are the most desired for AI education**, with one-on-one help and online resources least desired.

Familiarity with Artificial Intelligence





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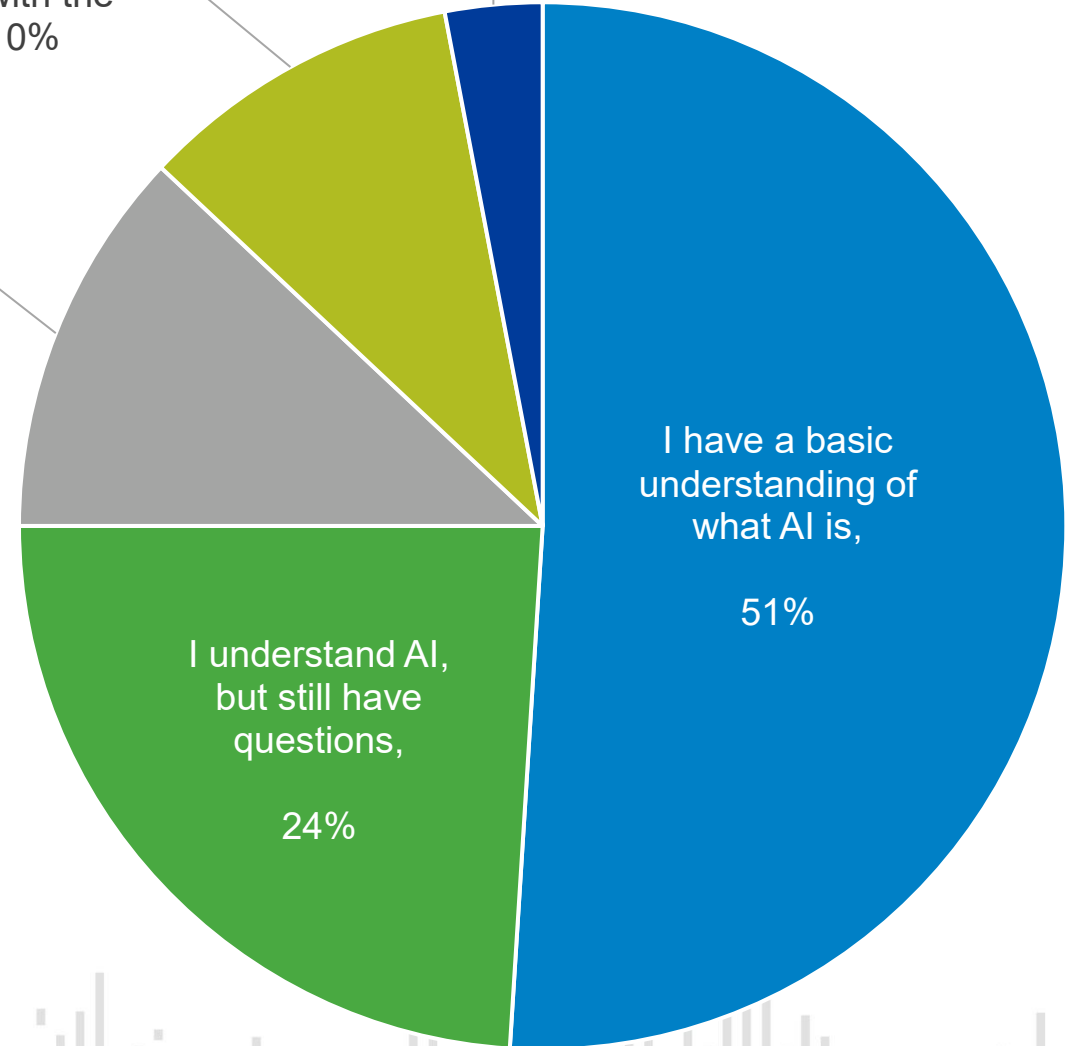
Familiarity with Artificial Intelligence

8 in 10 respondents have at least a basic understanding of AI, with only 15% stating they are unfamiliar.

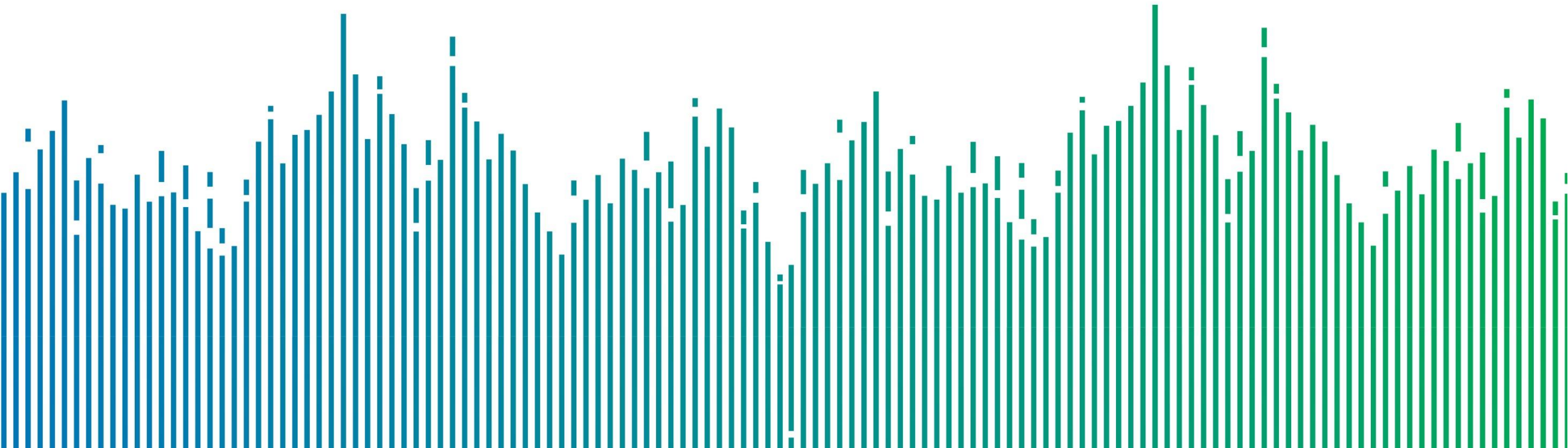
I have a strong understanding of AI and feel comfortable with the concept, 10%

I am not familiar with it at all, 3%

I have heard of it, but don't really know what it is, 12%



How AI is Used Today





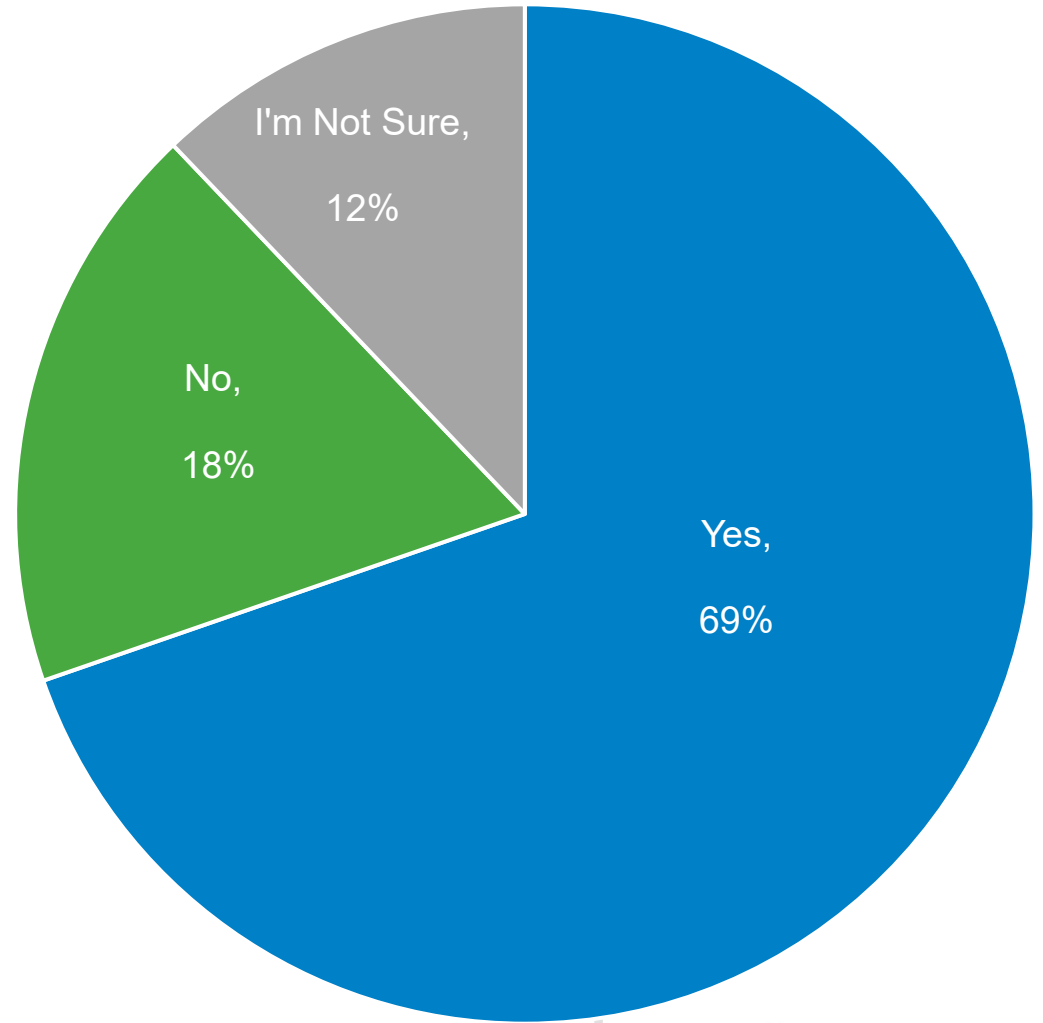
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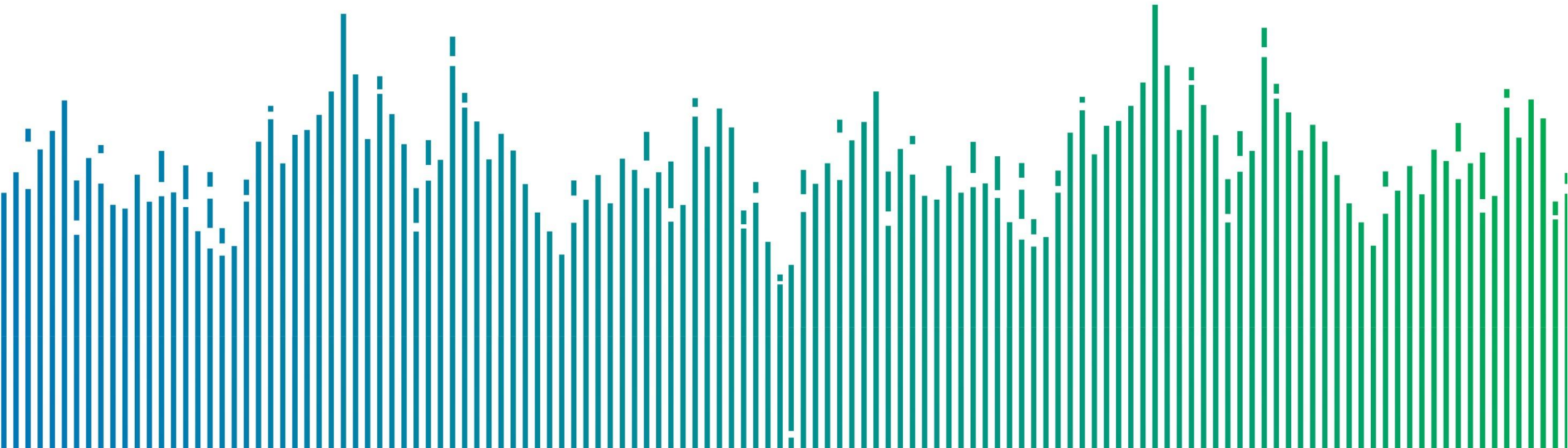
Usage of Artificial Intelligence

7 in 10 respondents have used an AI
powered tool or service in the past.



How AI is Used Today:

Non-Users



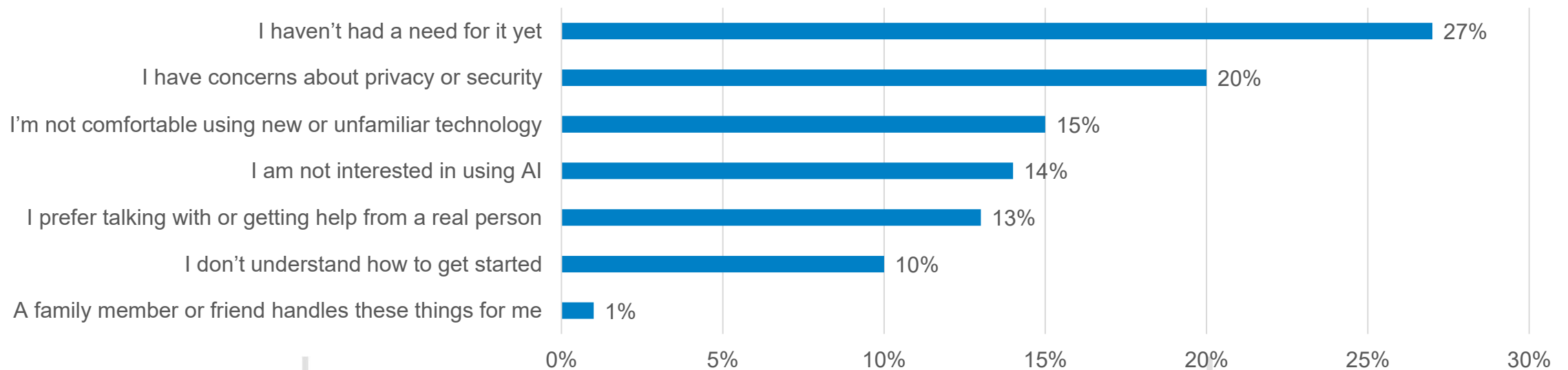


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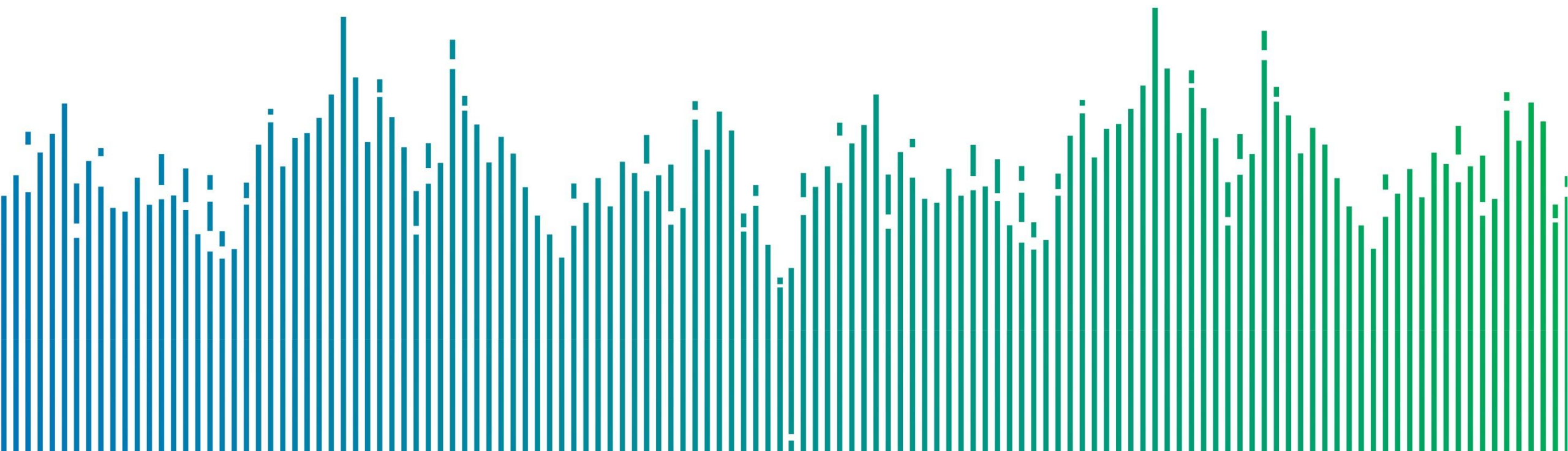
The most common response for why respondents hadn't used AI yet was **not having a need for it, as well as concerns about privacy and security.**

For those who haven't used it, what has prevented you from using an AI-powered tool or service?



How AI is Used Today:

Users



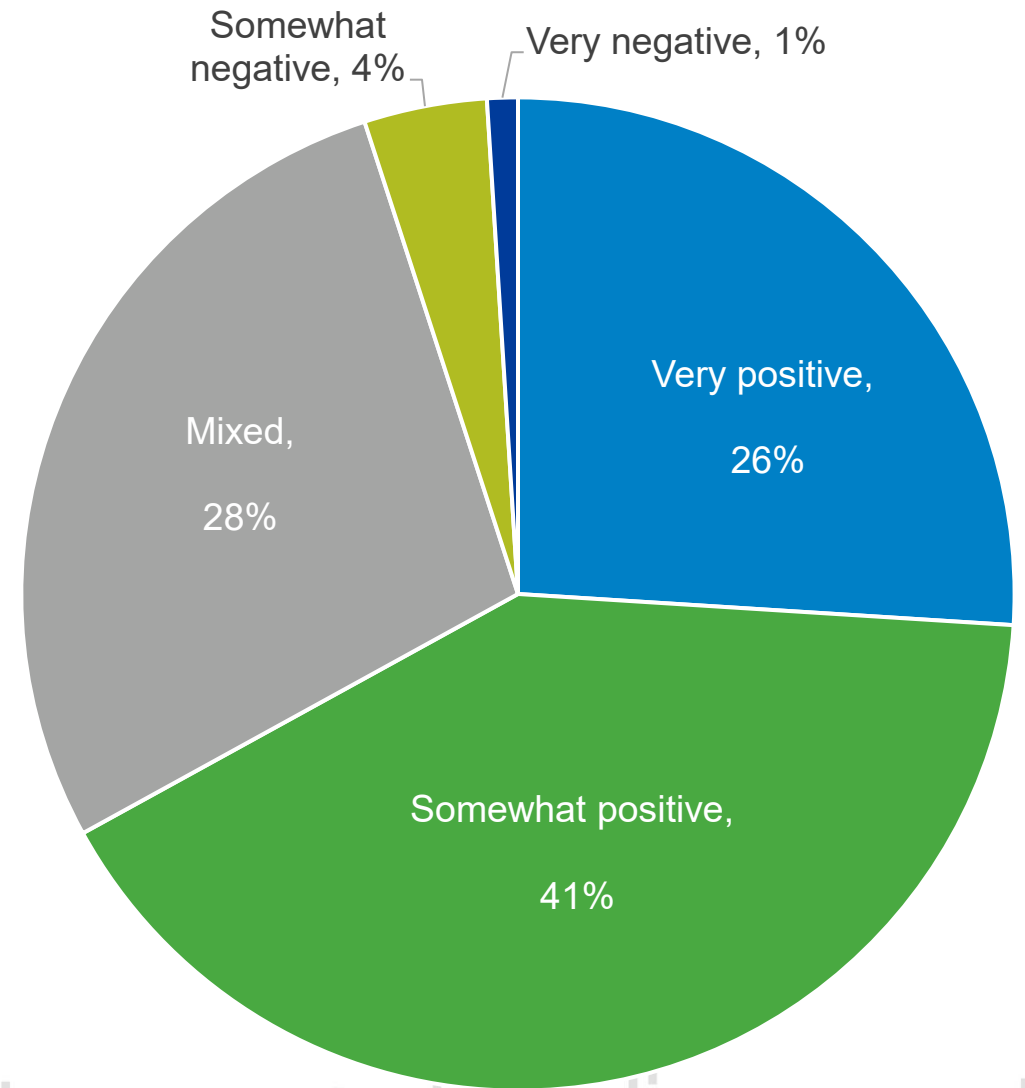


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Experience using AI

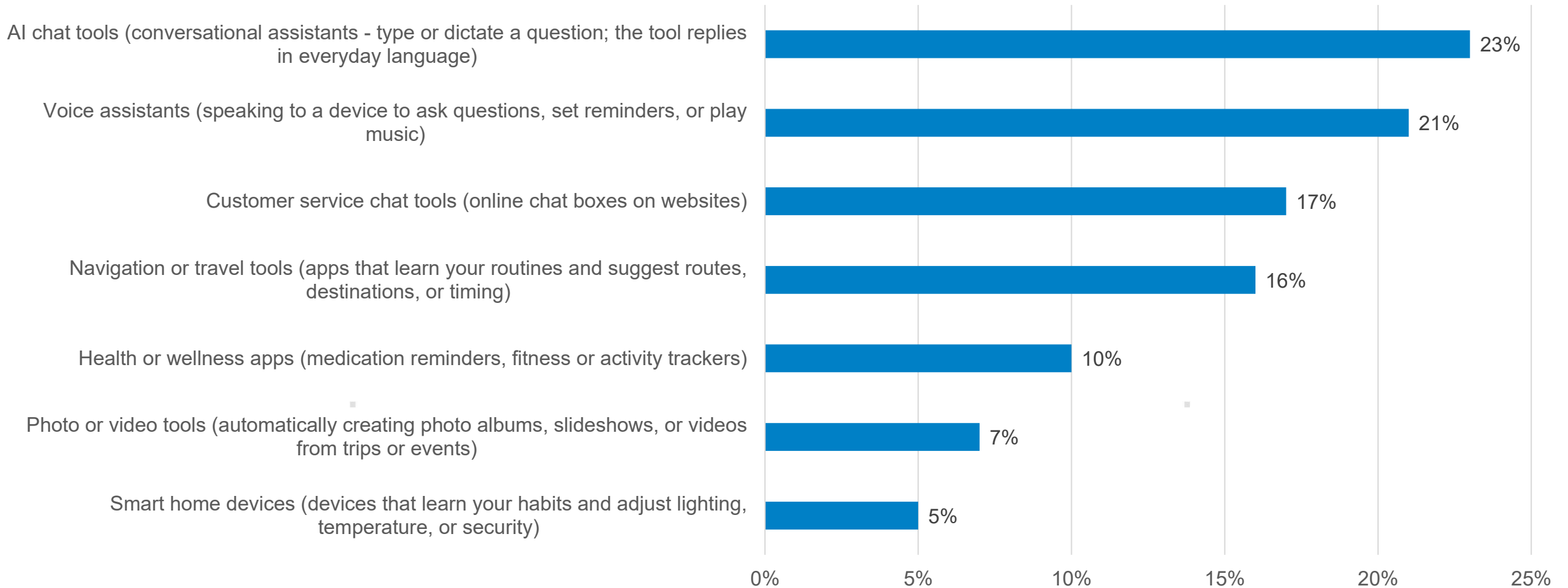
Of those who have used Artificial Intelligence, 6 in 10 respondents shared to have had a **positive experience so far**.





Artificial Intelligence Tools Used

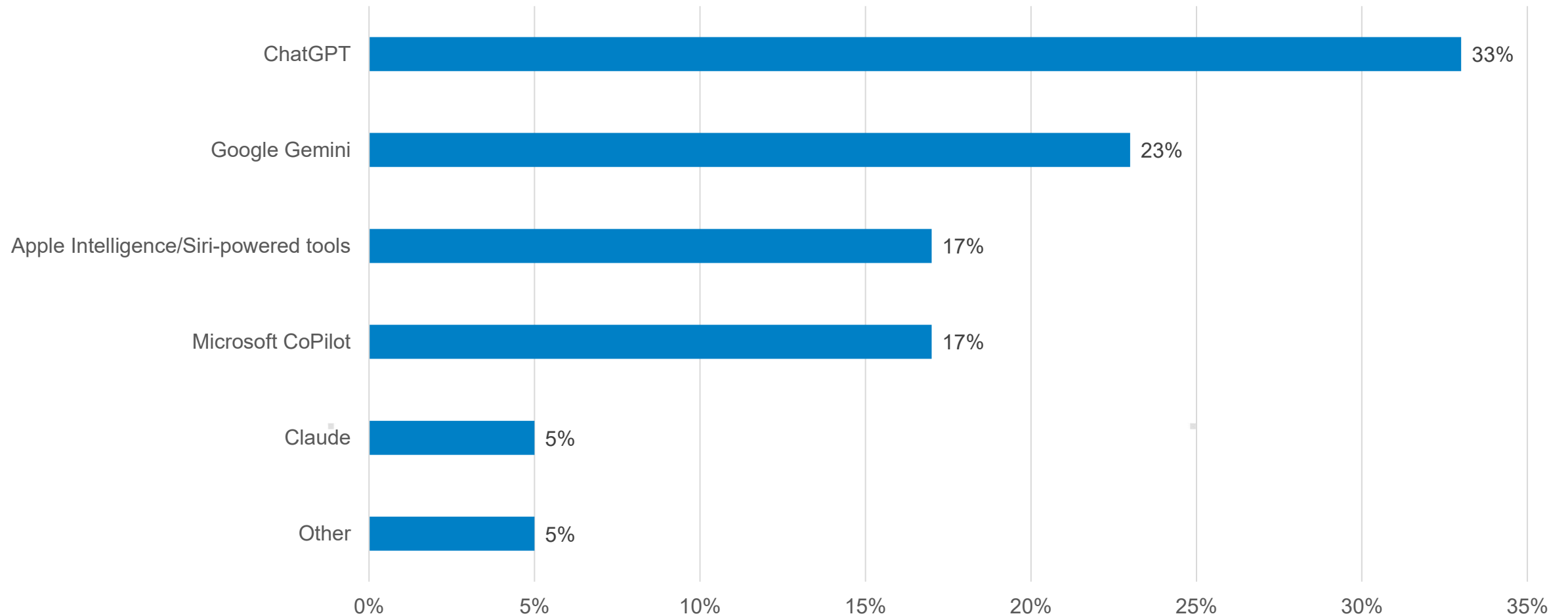
Chat tools are the most utilized by respondents, with voice assistants a close second.





Artificial Intelligence Tools Used

ChatGPT is the most used by respondents, with Google Gemini coming in at second most used. The most mentioned service in 'Other' mentioned was Perplexity.



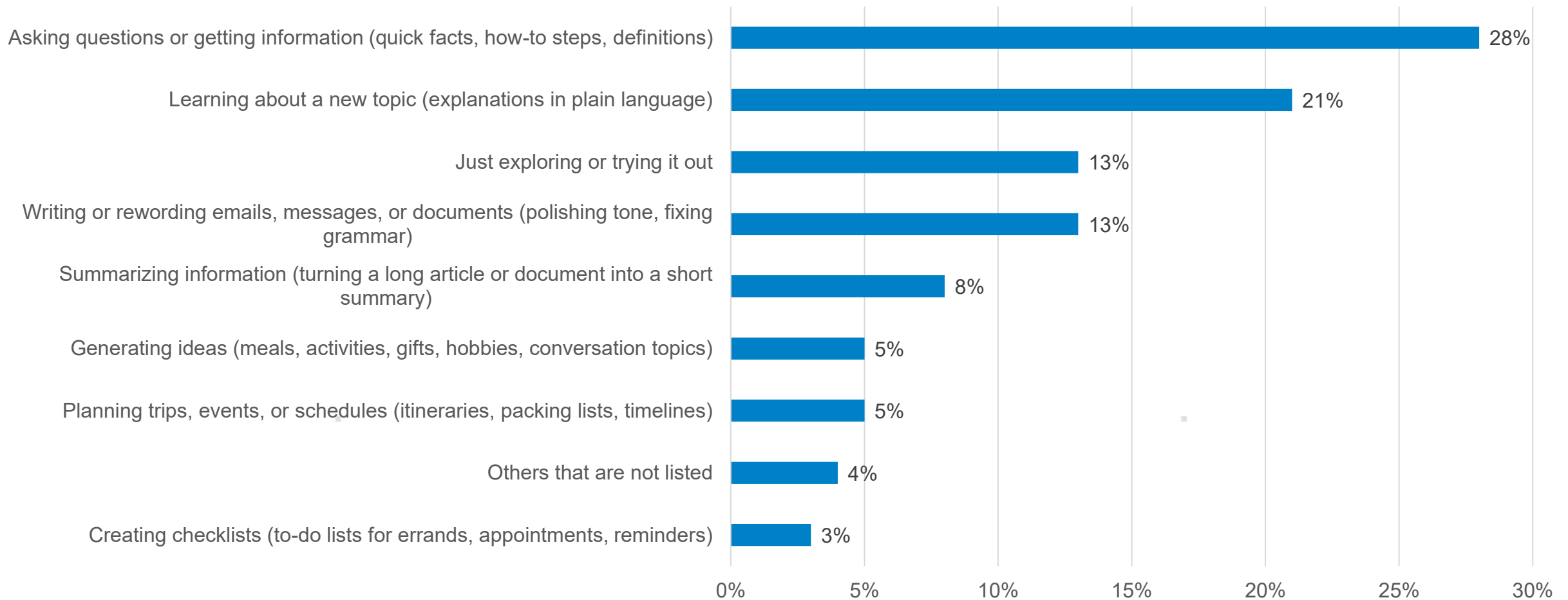


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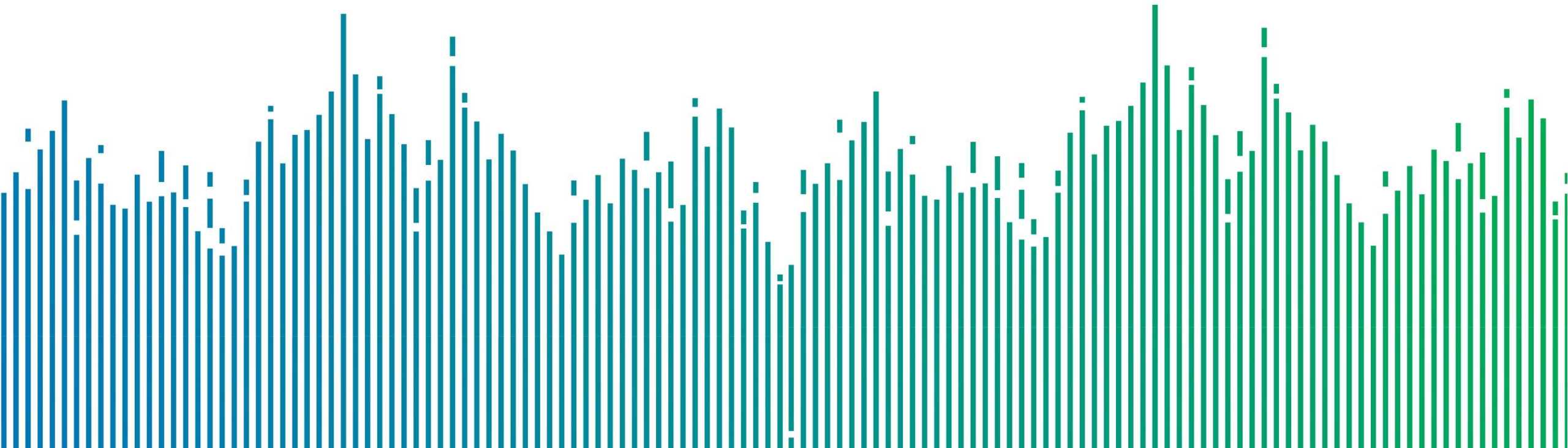


Tool Usage Purpose

The most common AI use-case is to ask questions/get information but learning about new topics and generally exploring the platforms were also high on the list.



Comfortability with Data Usage



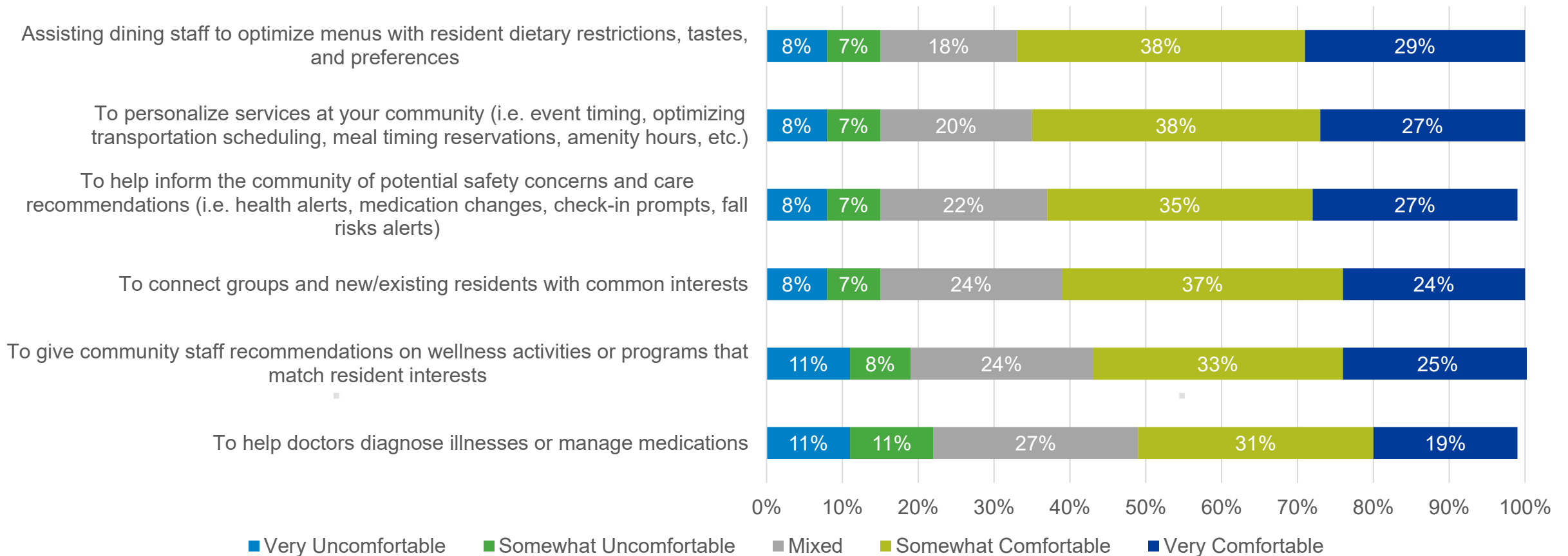


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AI Use Comfortability

Respondents are most comfortable using AI to assist in the dining room, and to personalize community services but are more uncomfortable with health and wellness related AI utilization.





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Comfortability Comments



- **“AI is useful, but information and data need to be validated** as AI is not always accurate. Good to start a quest but should be validated.”
- “AI is in its infancy and still has a significant error rate. **It’s fine for a quick Google search, but I don’t want it diagnosing anything (including what I would like for diner.)**”
- “Very impersonal, not caring, **rather have personal contact.**”
- **“If the use of AI can improve or enrich the lives and programs of the community,** then it should be implemented.”
- **“I am apprehensive about using AI** for any personal info as medications or my doctor's records, etc.”



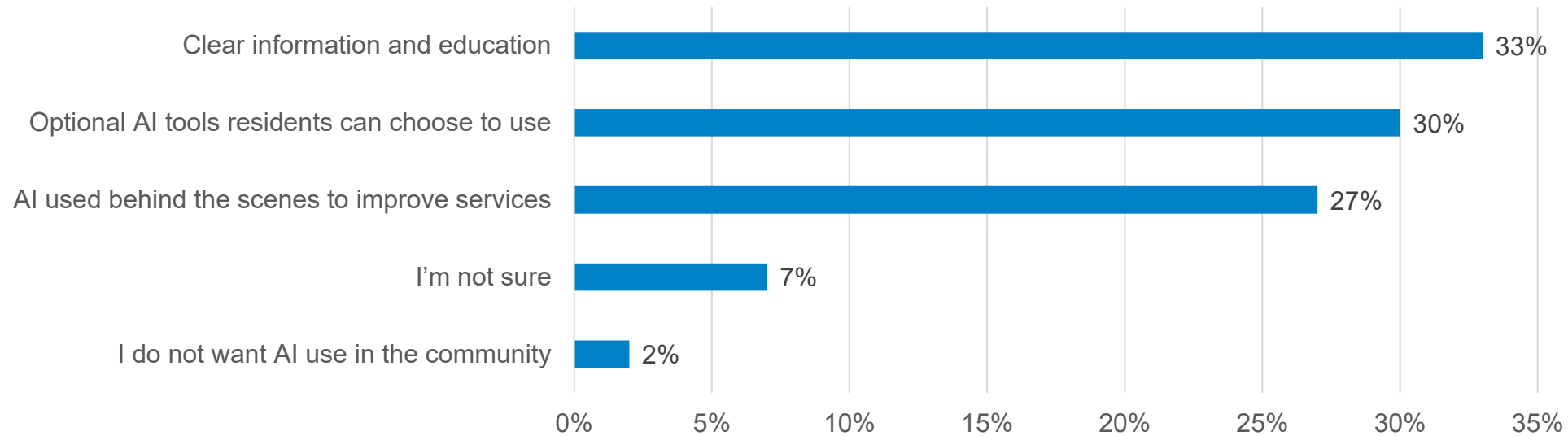
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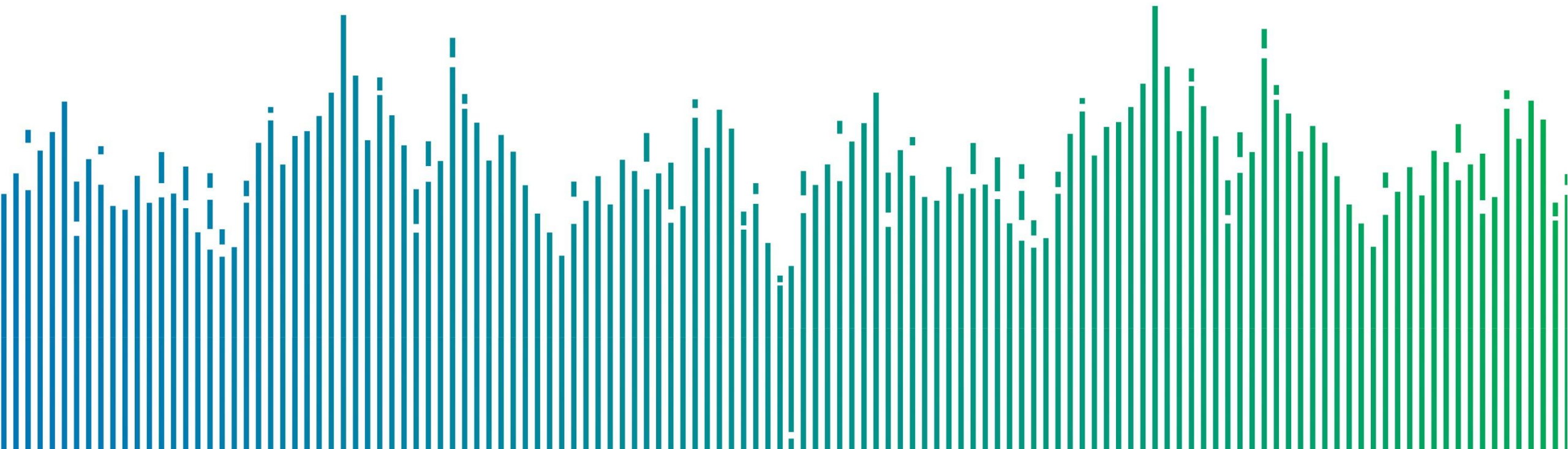
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When it comes to AI, **residents expect mostly clear information and education from their communities.**

Community Expectations



AI-Supported Resident Feedback





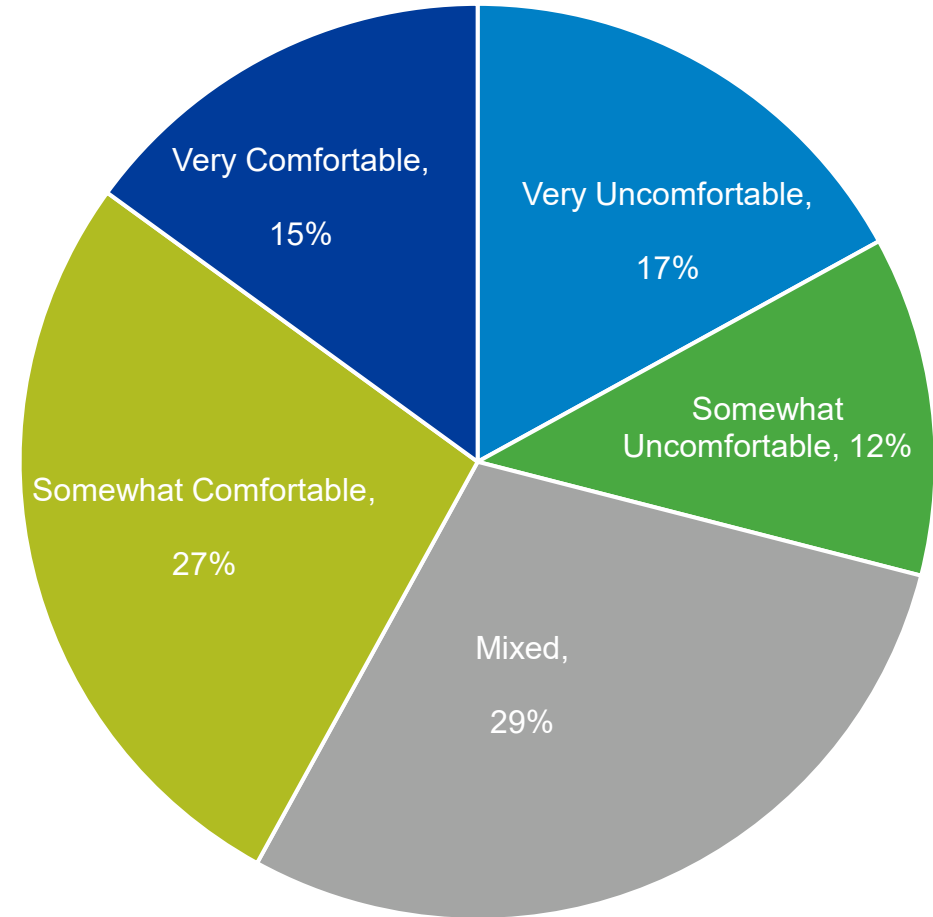
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AI-Assisted Feedback Tools

Respondents were mixed on their comfortability in participating in AI-assisted feedback tools (such as phone calls) with 42% stating they were comfortable, and 29% sharing that they were mixed.





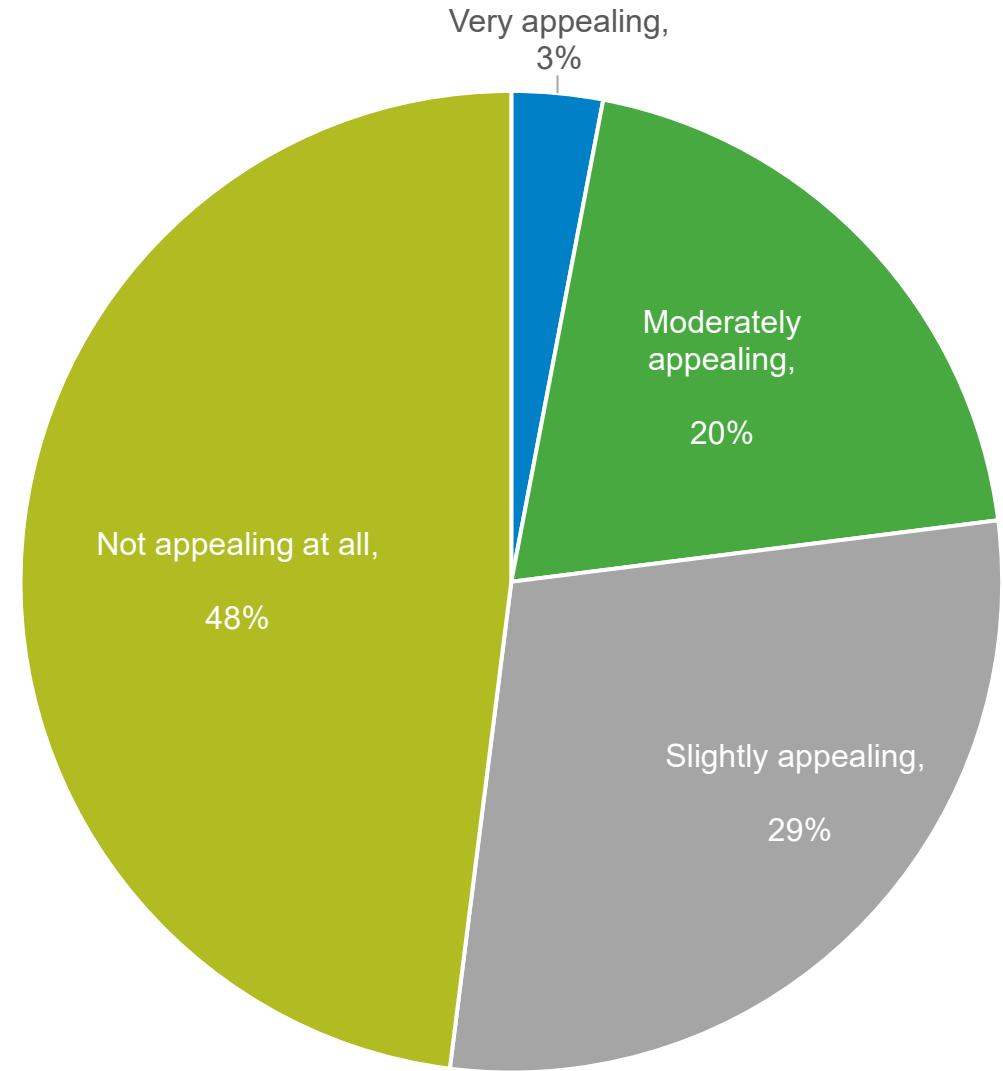
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Voice Companions

Nearly half of respondents found an AI-based voice companion not at all appealing, with only 3% saying it was very appealing.





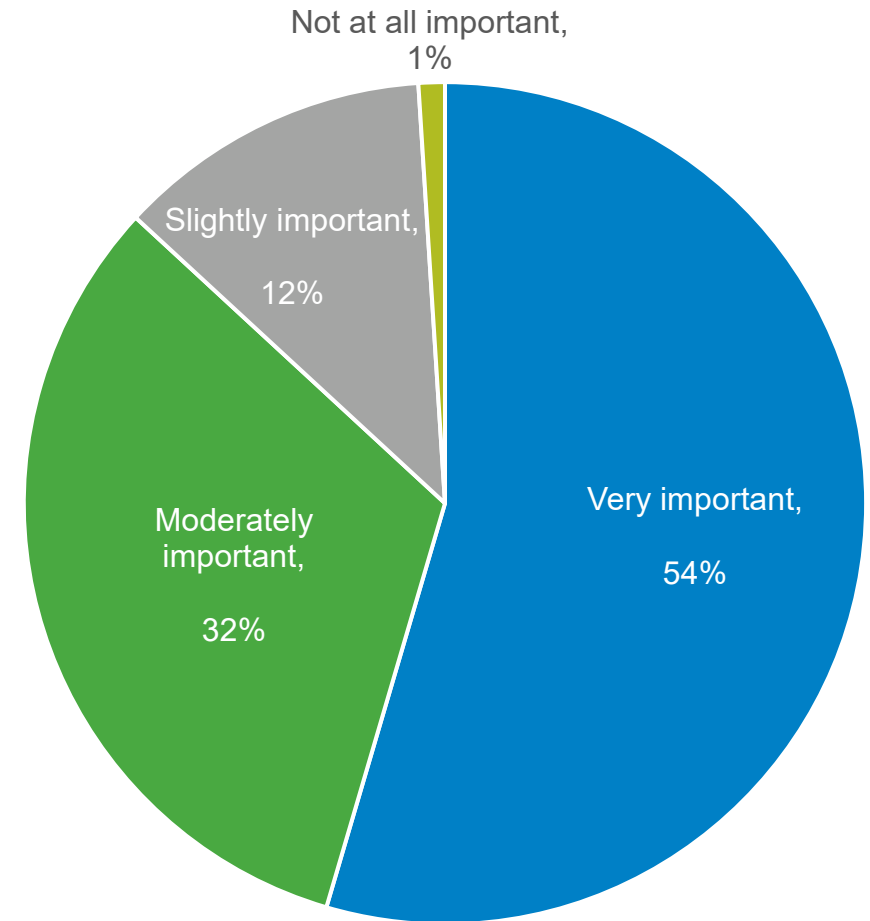
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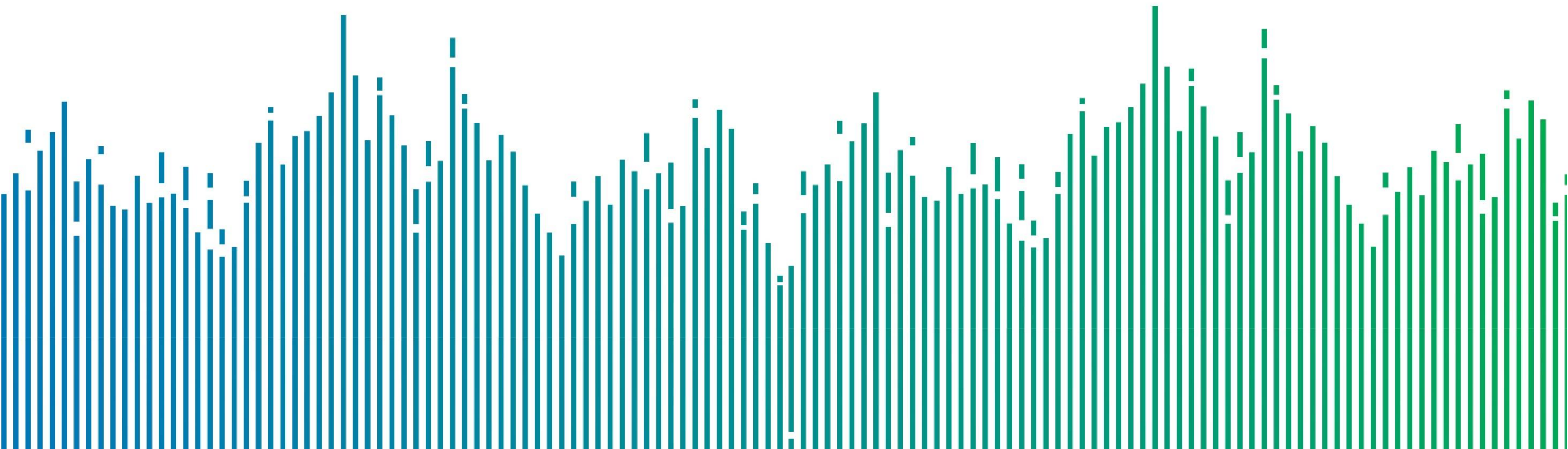
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Importance of Traditional Feedback

A majority of respondents agree that keeping traditional, non-technology feedback options is important.



Education





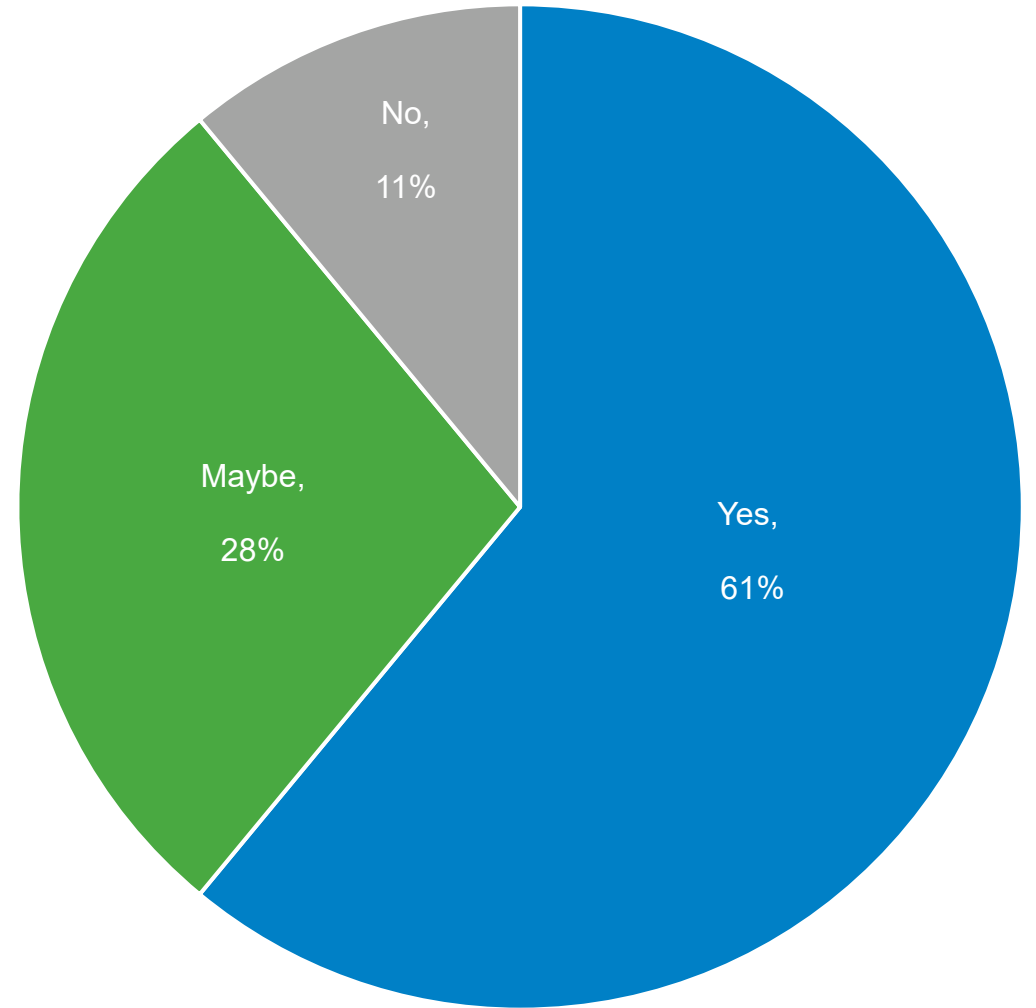
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Interest in Learning More

6 in 10 respondents are interested in learning more about AI, with only 11% showing no interest at all.



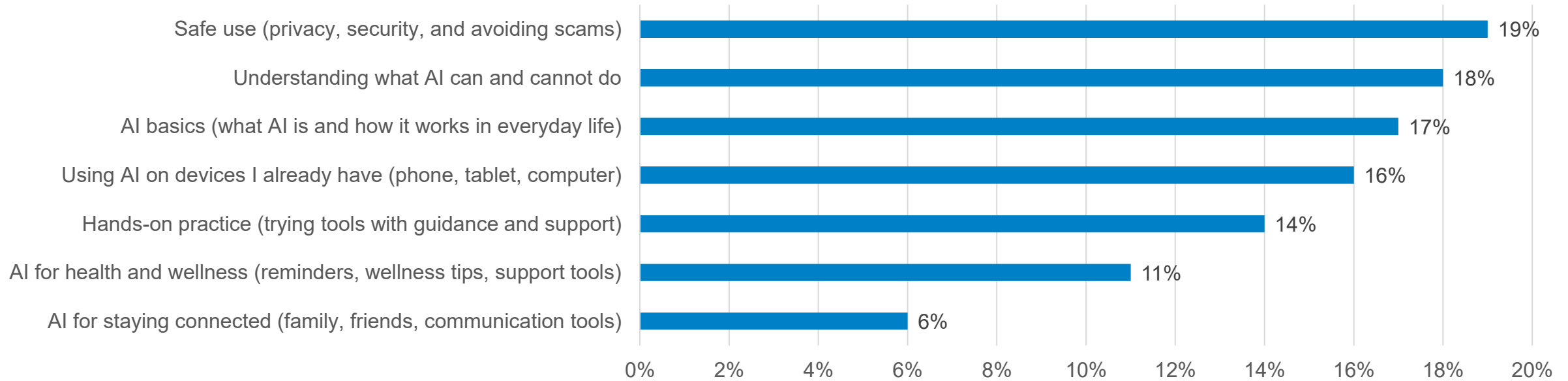


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Respondents want variety in the types of AI education provided, with safe use and understanding AI capabilities at the top of the list.

Types of Education



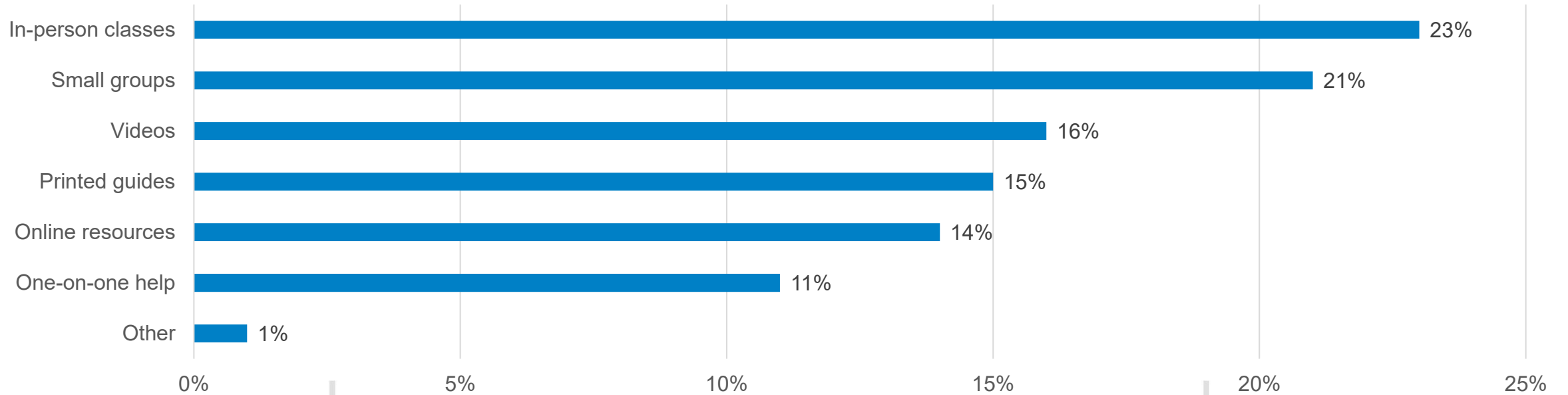


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In-person classes and small groups are the most desired for AI education, with one-on-one help and online resources least desired.

Education Style Preference





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Final Thoughts



- **“I think of AI as open to the world - anything I ask or say can be accessed by everyone.** I have no idea what the boundaries are. So that spooks me a little.”
- “I would be interested in learning what steps will be taken to **validate the accuracy of Ai content.**”
- **“AI is very valuable. But it cannot/should not take the place of personal interaction.** The idea of using AI as a companion could be helpful but it scares me a bit that the person in the conversation would begin to think of the AI personality as real - especially those with cognitive issues. This leaves a person vulnerable to behavior control and scams.”
- **“Like any new technology, it has its pros and cons.** Its potential is both intriguing and terrifying, so I want to learn more about it, but I do not want it delving into medical and personal information about me and other human beings.”



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Questions?

Email SoundingBoard@lcsliving.com