



# How AI Can Help Vulnerable Adults Navigate Through Information

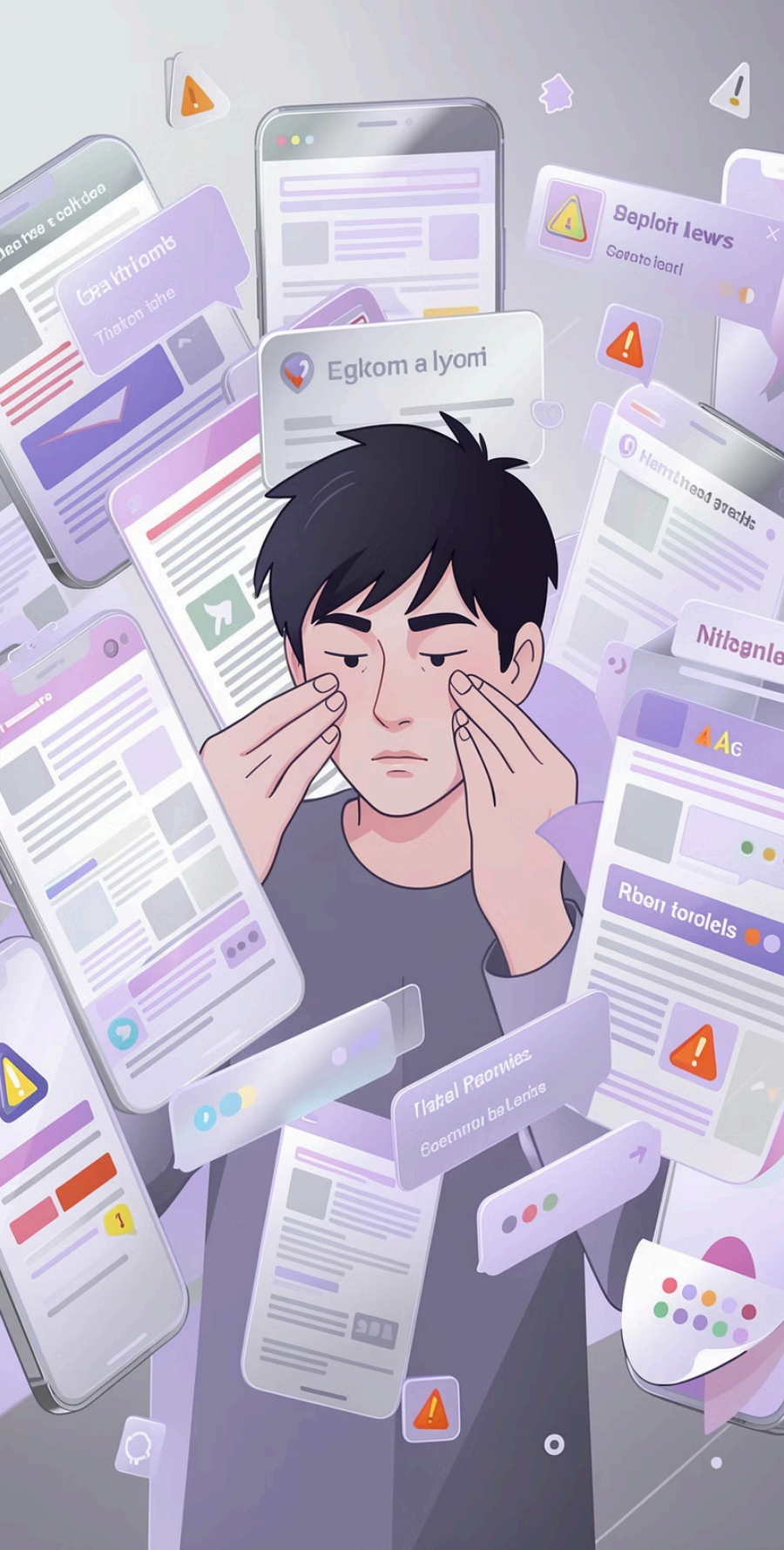
Online Combat Webinar | Erasmus+ Project

*Empowering vulnerable adults in the digital information age*

ERASMUS+ FUNDED

ONLINE COMBAT PROJECT

POLAND · NETHERLANDS



# The Challenge

Vulnerable adults face a daily reality that most of us take for granted — navigating an overwhelming flood of information without the tools, language, or emotional bandwidth to do so safely.

## Information Overload

Difficulty distinguishing reliable from unreliable sources — misinformation and fake news are everywhere.

## Language Barriers

Especially acute for displaced persons and migrants navigating systems in a foreign language.

## Emotional Stress

Trauma and crisis reduce cognitive capacity to process complex or bureaucratic information.

## Bureaucratic Complexity

Housing, healthcare, and legal systems are hard to navigate without dedicated support.

# Who Are Vulnerable Adults?

In the context of Online Combat



## Displaced Persons & Refugees

Navigating a new country, new systems, and new language simultaneously.



## Older Adults

Unfamiliar with digital tools and increasingly targeted by online misinformation.



## Low Digital Literacy

People who lack the skills to critically evaluate online information sources.



## Russian-Speaking Diaspora

Facing language and cultural barriers while navigating EU systems and information.



## People in Crisis

Financial stress, trauma, and displacement all reduce capacity to navigate information safely.

# Why Information Navigation Matters

Access to correct information is not a luxury — it is a fundamental gateway to rights, services, and safety. When vulnerable adults cannot navigate information effectively, the consequences are real and serious.



## → Access to Rights & Services

Correct information unlocks housing support, healthcare, legal protection, and financial aid.

## → A Survival Skill

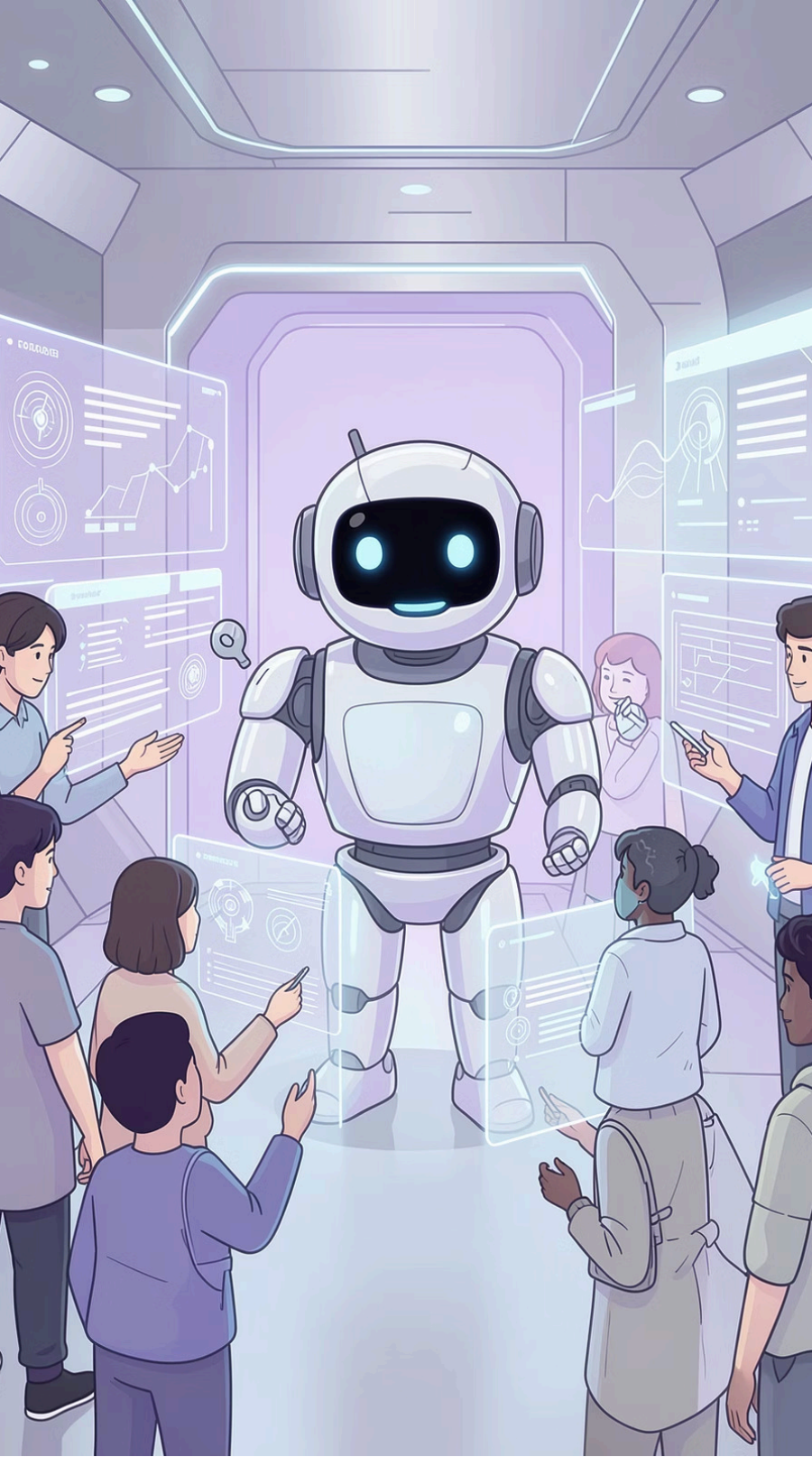
Information literacy is no longer optional — it is essential for functioning in modern society.

## → Misinformation = Real Harm

Wrong legal advice, missed deadlines, and financial scams cause lasting damage to vulnerable lives.

## → Scaling Support with AI

NGOs and social workers cannot provide 1:1 support at scale — AI can help bridge the gap.



# How AI Tools Can Help

AI plays three distinct and complementary roles in helping vulnerable adults navigate information safely and confidently.



## AI as a Translator

Breaking language barriers by translating documents and simplifying complex bureaucratic language into plain, accessible language anyone can understand.



## AI as a Guide

Chatbots that answer questions about rights, services, and deadlines 24/7 — no waiting list, no appointment needed, always available.



## AI as a Filter

Helping users identify reliable versus unreliable sources, flagging potential misinformation before it causes harm.

# Practical AI Tools — What's Available Now

A toolkit for NGOs and social workers



## ChatGPT / Claude

Summarize complex documents and explain legal terms in plain, simple language. Ideal for preparing client-facing materials quickly.



## DeepL / Google Translate

Reliable multilingual translation for official documents. DeepL is especially strong for European languages including Polish and Dutch.



## Botpress Chatbots

Custom Q&A assistants for NGOs — guide displaced persons through procedures step by step, available in multiple languages.



## Google Fact Check / Snopes

Verify claims online before sharing. Essential tools for building critical information literacy with beneficiaries.



## Perplexity AI

AI-powered search that finds verified, sourced answers quickly — with citations so users can check the original source.

# The Online Combat Approach

Online Combat is an **Erasmus+ funded project** developing AI-powered tools specifically designed for vulnerable adults — built with them, not just for them.

## Project Scope

**Partners:** Poland & Netherlands

**Funding:** Erasmus+ Programme

**Platform:** Botpress (web-based)

**Target users:** Displaced persons, migrants, Russian-speaking diaspora

### Focus areas:

- Housing navigation
- Healthcare access
- Legal procedures
- Scam awareness

01

## Web-Based AI Chatbot Pilot

Deployed for displaced persons in the Netherlands and Poland — no download required, accessible from any device.

03

## Built with Botpress

Focus on daily life navigation: housing, healthcare, legal procedures, and scam awareness.

02

## English-First, Multilingual Expansion

Starting with English with planned expansion to Polish, Dutch, Ukrainian, and Russian.

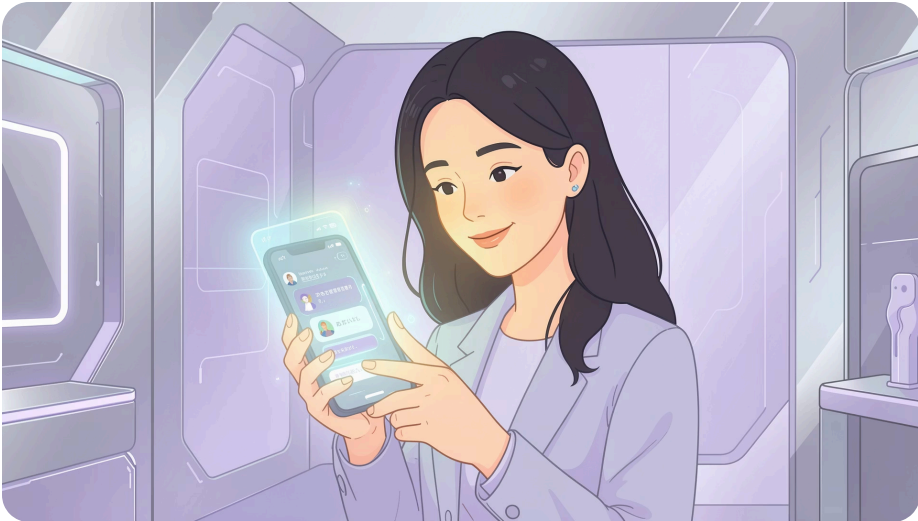
04

## Co-Designed with Beneficiaries

Frontline NGO workers and displaced persons shaped the tool from the ground up.

# Demo: AI in Action

A real-world use case



"What documents do I need to extend my temporary protection status?"

A Ukrainian woman displaced to the Netherlands asks this question to the Online Combat chatbot at 11pm — when no office is open and no social worker is available.

✔ Available 24/7 · No waiting list · No language barrier · No judgment

## Step-by-Step Guidance

Plain language instructions, no legal jargon.

## Official Sources

Links directly to verified government websites.

## Human Escalation

Offers to connect to a human helper when needed.

# Design Principles: What Makes AI Work for Vulnerable Adults

Good intentions are not enough. AI tools for vulnerable populations must be built on a foundation of thoughtful, human-centered design principles.



## Plain Language

No jargon, no complex sentences. Every response written at an accessible reading level.



## Multilingual by Default

Language should never be a barrier to accessing critical information and services.



## Short, Simple Responses

No walls of text. Bite-sized information that can be processed even under stress.



## Always Link to Official Sources

Every answer backed by verified, authoritative references users can trust.



## Clear Human Escalation Path

AI knows its limits — always offers a route to a real human when the situation requires it.



## Trauma-Informed Tone

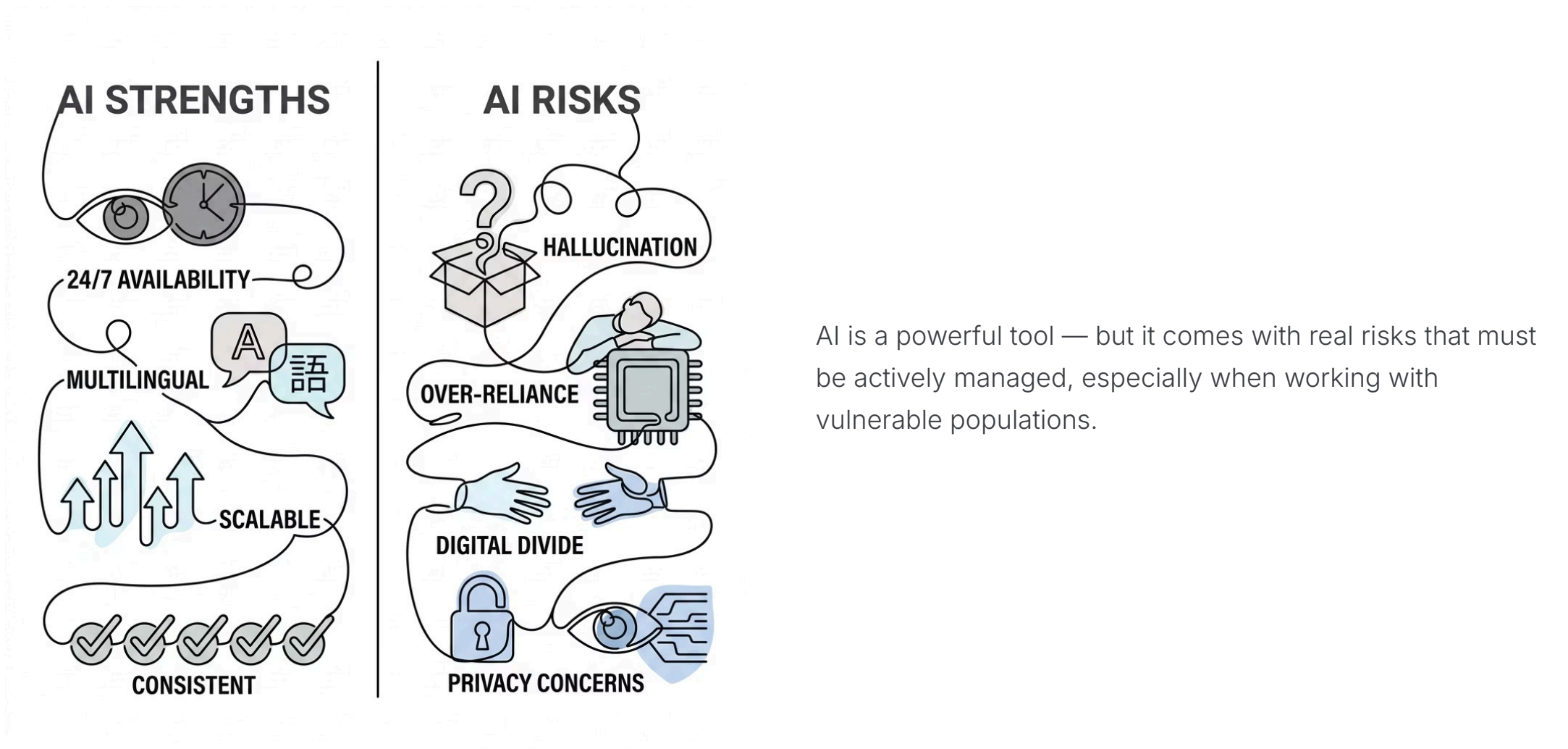
Patient, non-judgmental, and empathetic — designed for people in difficult circumstances.



## Privacy-First

No personal data stored. Especially critical for displaced persons with sensitive situations.

# Challenges & Ethical Considerations



AI is a powerful tool — but it comes with real risks that must be actively managed, especially when working with vulnerable populations.

## ⚠️ AI Hallucination

AI can generate plausible but incorrect information. Human oversight and verification are non-negotiable.

## ⚖️ Risk of Over-Reliance

AI should complement, never replace, human support. The human relationship remains essential.

## 📱 Digital Access Inequality

Not everyone has a smartphone or reliable internet. Offline and low-tech alternatives must exist.

## 🔒 Trust & Privacy

Vulnerable communities may be skeptical of AI. Data privacy is especially critical for displaced persons.