Making Visible, Making Invisible: How an AI Scribe Reshapes Documentation Authority in Social Work

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AI scribes have shown promise in reducing clinical documentation burden and are now extending into social work. Social work documentation, however, serves a distinct function: it mediates between individual clients and the welfare regime, determining eligibility and shaping whose needs are recognized. We designed and deployed *Care Fish*, an AI scribe technology probe for in-home older adult care in South Korea, with four social workers. We report findings about reduced documentation burden by surfacing missed information, perceived agency, and the epistemological authority that Care Fish holds by suggesting related recordings. We discuss how the *situated vision* of AI scribes reshapes workers' professional discretion and clients' self-presentation, along with design implications for social work AI scribes.

CCS Concepts: • **Human-centered computing → Empirical studies in HCI**.

Additional Key Words and Phrases: AI scribe; social work; situated knowledges

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1 Introduction

Documentation is an essential task of social work, where social workers recognize clients' needs and match them with appropriate public services. It is also critical for ensuring quality and legality of core social work tasks such as assessment, planning, and service delivery [21].

Social workers struggle with a heavy burden of documentation, which is a main source of worker stress and burnout [6, 19]. Workers often face a scarcity of resources while serving many clients [9], and the documentation burden can feel detached from their core responsibilities [12, 25], even though the produced documents are often still insufficient [13].

AI scribes have recently gained popularity in clinical contexts to address similar challenges. Studies report that AI scribes reduce documentation burden and improve clinician-patient interaction [2, 17, 23]. Social work case documentation, however, is in a distinctive context: it serves as the interface between individual clients and the institutional criteria, determining eligibility, allocating

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resources, and shaping whose needs are recognized. How an AI scribe translates conversations into these documents carries implications beyond accuracy or efficiency.

Research on AI scribes in non-clinical social work settings remains limited. Reported deployments concentrate in the UK public sector: most prominently Beam's Magic Notes, a domain-specific tool now in use across some local authorities, alongside more ad-hoc use of general-purpose systems such as Microsoft Copilot. While adoption has scaled rapidly, empirical evaluation is still at an early stage, and reported public attitudes are a mix of enthusiasm and resistance [16]. Alongside this early-stage adoption, a broader literature on HCI in social work warns that automated systems can reshape the dynamics of street-level bureaucracy [1] and reinforce existing inequalities [4]. CSCW studies have documented informal practices of social work easily devalued in efforts to streamline decision making for efficiency [8, 15], which have yet to be explored in relation to AI scribes.

Given this gap, we designed and deployed *Care Fish*, an AI scribe technology probe for in-home older adult care in South Korea. We use the term *client* to refer to the older adult receiving care services, and *social worker* (or *worker*) to refer to the professional who conducts home visits and produces case documents. A *case interview* is a conversation between worker and client aimed at assessing needs and matching the client with appropriate services.

Through a study with four social workers (three in a two-week field deployment and one in a lab session), followed by semi-structured interviews, we make three contributions: (1) Care Fish, a technology probe of an AI scribe for social work; (2) empirical findings on how social workers use and negotiate with an AI scribe; and (3) a discussion of how AI scribes can rearrange the distribution of epistemic authority in social work documentation.

2 Care Fish: A Technology Probe for AI Scribes in Social Work

2.1 Informing the Design

We visited two in-home older adult care centers, where we had conversations with managers and care workers and observed their documentation practices. Combined with a literature review, these visits identified three design opportunities.

Extensive paperwork. Approximately twenty case documents per client are filled out after the first case interview, and similar requirements are repeated annually. Translating a case interview that sometimes exceeds two hours into diverse formal documents can take more than half a day. As a result, we observed that case work is often postponed and other more visible tasks such as benefit payments and meal delivery are conducted first. An excessive client-worker ratio underlies this heavy requirement of paperwork. In the fields we visited, 2–3 social workers care for approximately 50 clients per worker on average.

Fragmented information systems. Workers produce case documents using handwriting, word processors, and an institutional web database, supplemented by governmental databases, spreadsheets, and presentation software. They struggle to operate these systems simultaneously, leading to inefficiency and incompatibilities, which is a pattern of locally assembled "homebrew databases" in resource-constrained social service organizations [24].

Diverse perspectives. Social workers bring diverse perspectives to case documentation [6]. They coordinate conflicting perspectives on defining client needs, in which what clients want differs from what workers assess they need. Case documents accordingly contain many subjective and open-ended fields.

2.2 Probe Design

Care Fish is a case note assistant that supports documentation by transcribing audio recordings of client-worker conversations and populating institution-required case documents.

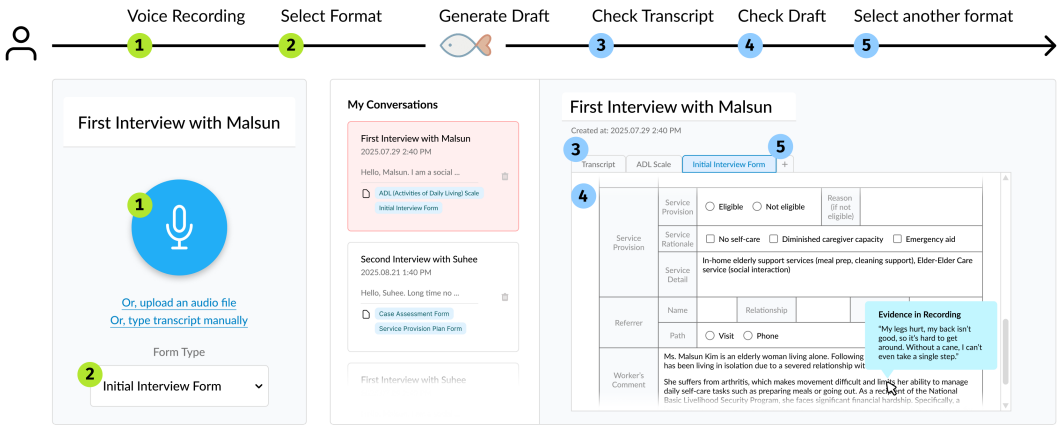

Fig. 1. The use scenario of Care Fish. Users check the AI-generated draft with evidence from the recording.

Automated form filling. Care Fish fills eleven institution-required case documents based on transcriptions. These belong to two types: evaluation forms (measuring clients' daily living abilities and mental health) and case logs (recording histories of assessment activities, service provision, and case meetings). Users can record or upload audio, then generate multiple document types from one recording, as shown in Fig. 1.

Evidence and explanation. For each entry of an AI-generated draft, Care Fish provides *evidence* (exact quotes from the transcript) and *explanation* (a rationale connecting the evidence to the suggestion). Evidence appears as a pop-up citing transcript excerpts highlighted within the full transcript [20]. For evaluation forms, where workers reported greater need for perspective coordination, both explanation and evidence are displayed; for other forms, only evidence is shown.

The system was built with React and Gemini 2.5 Flash [5], with CLOVA Speech [18] for transcription. For privacy, the backend ran locally on each worker's machine; client data was sent only to paid API endpoints that do not use data for training, and was invisible to the researchers.

3 Method

3.1 Study Design and Participants

We deployed Care Fish as a technology probe [10] to explore what it means to introduce AI scribes into social work documentation. The study proceeded in three phases: (1) a 40-minute introductory session explaining the system, study procedure, and warnings for safer use; (2) a probe usage period: a 14-day field study (3 participants) or a 20-minute lab session via Zoom (1 participant who could not participate in the field deployment due to technical issues); and (3) a 1-hour follow-up semi-structured interview. We presented participants with warning messages about potential problems, including a general warning and specific examples of problematic predictions: hallucination that mixes facts and fabrications, and bias reflecting societal conditions embedded in the model.

We recruited four social workers (2 female, 2 male) from in-home older adult care centers. Mean social work experience was 5.8 years (range: 4–9); mean experience in in-home older adult care was 2.2 years (range: 4 months–5 years).

3.2 Data Collection and Analysis

We conducted semi-structured interviews which covered how workers used Care Fish, perceptions of each feature, worker agency, navigation of diverse case work approaches, and trust and privacy

concerns. At Day 7, we sent check-up messages to assess engagement. We analyzed interview transcripts through thematic analysis. We iteratively coded the data, identifying descriptive themes close to participants' accounts of their practice and perceptions towards the system. The study received IRB approval, and informed consent was obtained from all participants. Recordings and documents of case interview were saved locally on workers' machines and not submitted to the researchers. All field study participants generated at least 8 documents, exceeding the requested minimum of 3. P2 produced 44 documents across all 11 form types (See Table 1 in Appendix A).

4 Findings

4.1 Making the Invisible Visible

4.1.1 Surfacing missed information. Participants reported that Care Fish reduced documentation time by organizing conversation content that would otherwise require re-listening to long recordings. P2 noted that unlike voice recording alone, where he would need to search for relevant segments himself, Care Fish "*organizes it once, so time is definitely saved and I miss fewer things.*" For P3, Care Fish's annotation-style display revealed parts of the conversation he had overlooked: "*Because it shows the basis for its judgment as an annotation next to it, I can notice parts I had missed when looking only at the raw data.*"

4.1.2 Worker agency over AI outputs. All participants viewed that they could at least partially control Care Fish. They reported that its errors were visible, verifiable, and correctable. Participants used Care Fish's outputs as a reference, and they maintained accountability for the final result. P3 gave the example of a client with no history of cancer whose form was checked as having cancer, and whose gender was marked incorrectly: "*It's just obviously wrong, so it stands out.*" He noted that Care Fish "*doesn't get things wrong in ambiguous ways—it gets things clearly wrong,*" which made errors easy to catch during review.

4.2 Friction with Existing Practices

4.2.1 Re-entry as accidental safeguard. Care Fish was not compatible with the information systems workers already used. Participants re-entered Care Fish's outputs into other systems such as CareVisit (a commercial web database system used by the participants) or Microsoft Excel, which forced them to review each item. P2 described this as routine: "*We don't use it as-is; we go through the process of transferring it once more, and in that process, things get filtered out, so it wasn't a big problem.*" During one such transfer, he discovered that Care Fish had generated an incorrect service plan based on a misunderstanding of the conversation.

4.2.2 Customization and consistency. Social workers brought different documentation styles to their practice, which was in tension with what Care Fish standardized. P2 observed that "*even in official documents, some social workers use honorifics while others do not—everyone is still different.*" P3 noted that Care Fish was difficult to customize to these individual preferences, unlike ChatGPT where he could set prompts to match his style. He also valued Care Fish's consistency: "*Care Fish is more standardized. It's programmed, so when you input something, it comes out by form type.*" He contrasted this with ChatGPT, which he found "*unstable*" over time as its memory drifted from other uses. P3 also expressed concern that novice workers who rely heavily on Care Fish might "*end up copying without developing their own language or professional growth.*"

4.3 Recording, Evidence, and What Gets Said

4.3.1 Asymmetries in the authority of evidence. Workers retained formal authority over Care Fish's judgments. In practice, however, the transcript excerpts it cited came to function as authoritative facts against which workers measured their own observations.

Workers did not extend Care Fish's authority to everything it produced. P4 observed that Care Fish tended to assess conditions as more severe than workers would, particularly on evaluation forms involving clinical indicators, and she checked generated results against "*what I saw.*"

However, participants also described Care Fish as a corrective for workers' own biases. For example, P1 critically reflected on the validity of her own non-verbal observation in this way once Care Fish offered an alternative form of evidence: "*So I'm not sure whether it's right to write things down to that extent (including her subjective opinion about the client's health status), or whether I should only write things grounded in actual evidence—like the way Care Fish does, based on real recorded audio of exchanges.*" She suspected that a "*biased view*" was encapsulated in her non-verbal observation of the client (e.g., a client's frailty, facial expression, or living conditions) and her own emotional response toward them. She described these observations as less authoritative than entries the system could ground in the recorded, and in this sense "*objective*," transcript.

4.3.2 Changes in what was recorded and how it was said. Even before Care Fish was introduced, records in case documentation have always been kept selectively. Workers do not transcribe everything from an interview; they remove and abridge content that does not fit their information needs, and they rely on notes to hold the conversation together in the moment.

Clients, too, present themselves selectively. Workers referred to certain client statements as "*lies.*" P1 described a situation where a client presented herself as having less family contact than she actually did; rather than confronting the client, P1 adjusted her prioritization of cases: "*I just think, oh, she's in touch with her family now, and move other people up in priority.*" She noted the difficulty of these judgments, given that "*all of our clients are economically struggling.*"

The introduction of Care Fish helped workers comprehensively track the verbal contents of case interview. P1 noted that recording helped her track changes across visits: "*If I don't have records and can't remember, I just keep thinking about old things and keep missing things. So recording has been better.*" She gave an example: a week earlier she had written that a client was "*disappointed with family*" and "*hadn't been in touch for over a year,*" but at the next visit she found herself writing that "*the daughter visited at the holiday two months ago.*" Accordingly, some clients were reluctant to be recorded or held back once recording began. P2 described a case in which a client kept saying "*do we really have to record?*" and he was unable to get consent that day. P4 noted that while clients had never objected to her taking notes, recording can be received differently. In contrast, there were moments when conversation came more easily without the interruption of note-taking. P1 described: "*they talk with me like they're talking to their grandchildren, and they bring up things they had never mentioned before.*"

Workers' conversation strategies also changed. P2 described his approach as "*bringing back the necessary content*" from client visits, framing the interview partly as an extraction task. P3 put it more directly: "*Before, the interview would end as an interview and we'd come back and organize. Now I think during the interview about how to produce the output—about running Care Fish or GPT.*"

5 Discussion

5.1 The Situated Vision of AI Scribes in Social Work

The materiality of digital information is never neutral; it structurally values certain parts of information and not others [3]. We discuss the *materiality of AI scribes for social work* in this

view. AI scribes have a power of reinforcing an existing hierarchy in which institutional language outranks both workers' observations and clients' deliberate self-presentation.

Voice recordings appeared to be objective and complete accounts of what happened because they comprehensively recorded the verbal contents of case interview. Against this objective look of recordings, worker's intuition and embodied observation during a home visit, as well as clients' deliberate self-presentation, were devalued. Care Fish's evidence feature reinforced this effect, because it surfaces the citations that ground it in the recording.

It introduces *the reinforcement of an epistemological hierarchy*. The hierarchy itself is not new; documentation has always involved translating complex lives into institutional categories. What changes with an AI scribe is that this translation gains a material infrastructure (recordings that can be replayed, citations that can be checked) that makes it appear less like an interpretation and more like a neutral transcription of facts.

In other words, the vision that the AI scribe reinforces is not objective, but *situated*: it is the vision of bureaucratic institutions, made operational through the materiality of recording. Following Haraway [7], every claim to a 'view from nowhere' is in fact a view from somewhere, with a knower and a stake. The institutional way of knowing that decides what and who can be recognized as appropriate for service provision is enacted through Care Fish in two ways.

First, Care Fish makes the act of discretion visible, and therefore costly. Before Care Fish, a worker could choose not to document certain information simply by not writing it down. With Care Fish, the worker must now actively delete or override it, in a visible act that itself becomes part of the documentation trail.

Second, the vocabulary one must speak in to be recognized is reshaped by recording. The case interview has become an event whose verbal content will be systematically retained and later processed. This connects to a broader pattern in public institutions: technologies that promise efficiency and transparency can subject vulnerable populations to surveillance [4].

The situated vision of an AI scribe is asymmetrically distributed: an exhaustive view of the client, paired with an unexamined view of the institutional criteria that judges them.

5.2 Design Implications

We identified two design implications for recognizing the partiality of AI scribes' vision and pursuing more reflective social work documentation.

The first concerns **omission visibility**: current AI scribes show what they included—that is, content mapped onto a form field—but not what they left out. Making these omitted transcript segments visible would allow workers to assess whether client concerns are being systematically overlooked by the template structure itself. Embodied observation and workers' intuitions could also be hindered by the vision of AI scribes; the system would therefore allow workers to manually input such local knowledges to make them visible.

The second concerns **institutional criteria visibility**: the system would archive which eligibility rules have driven each generated entry, and display them to support auditing the institution's grammar of recognition. A caveat, however, is that surfacing more information does not necessarily entail greater worker control. Our findings suggest that with a strong epistemic power that an AI and an institution hold, more visualization could merely exacerbate their power. One avenue for future work is to empower workers to collectively audit the AI scribes, as in Turkopticon, which enabled workers to collectively publicize how technology-mediated crowdwork was performed [11].

6 Limitations and Future Work

Although our probe deployment provides a situated understanding of AI scribe use in the wild, our participant sample (N=4, with one in a lab setting) limits generalizability across diverse institutional

contexts. Future work could deploy AI scribes with more social workers in other institutional settings. It could also attend more closely to the specific contexts of older adult care, such as chronic conditions, informal care ecologies, and stigma [22], while not merely framing older adults as passive technology users [14]. We also did not collect fine-grained usage logs; future studies could incorporate more granular measures of usage, such as the number of corrections made by workers.

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A Participant Engagement

Table 1. Participants' engagement with Care Fish.

	Type	Rec.	Docs	Forms
P1	Field	4	8	F2, F8
P2	Field	4	44	F1–F11
P3	Field	1	10	—
P4	Lab	—	—	—