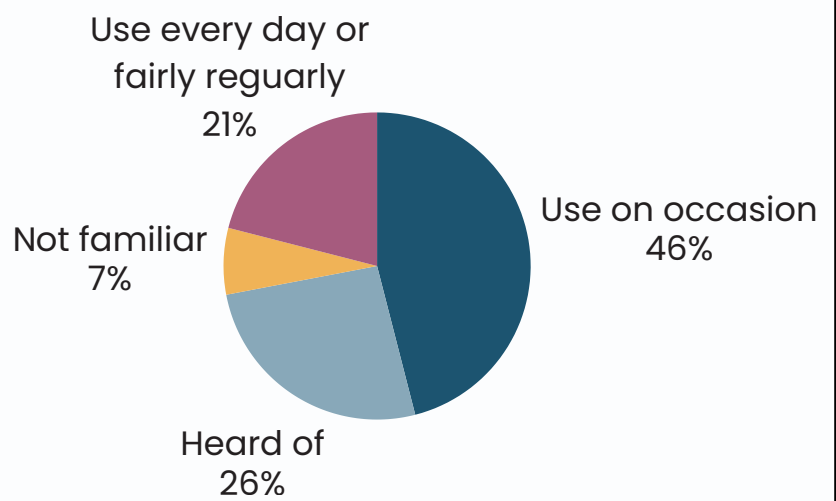


# The Use of Artificial Intelligence in Home Visiting Service Delivery

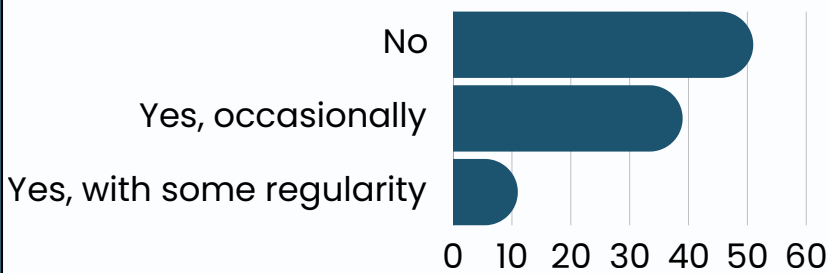
Understanding of the use of artificial intelligence (AI) in home visiting (HV) service delivery is limited. In the fall of 2025, HARC carried out a brief survey of its HV practitioner members to assess their use and perspectives of AI in HV services. The survey was completed by 234 respondents across 37 states, 1 territory and 2 tribes. Over 21 HV models were represented. Respondents were primarily home visitors (51%) followed by program administrators (21%) and supervisors (21%).

## Familiarity with AI

About two-thirds of respondents reported using AI with a fifth using it regularly. Among those that use AI, ChatGPT was the most common platform. Most users are primarily self-taught (86%).



## Use of AI Tools in HV Work



Of those that use AI regularly, half have used it as part of their work in HV. Program managers and supervisors were slightly more likely to use AI than home visitors.

## Concerns About AI Use

- Inaccurate information (70%)
- Privacy concerns (63%)
- Less critical thinking (61%)
- Bias (50%)
- Increased energy use (28%)
- Replaces work of HV (27%)
- No concerns (7%)

## Top Uses for AI In HV Work

Participants most frequently endorsed using AI for the following tasks:

- Internal communication
- Developing promotional or communication materials
- Looking up or summarizing information on a topic
- Notetaking/creating summaries of meetings or visits
- Writing reports
- Generating ideas, content or plans for home visits
- Help with writing case notes/documentation

## Benefits...

"AI has been an incredible time-saver for me. Working in home visiting often means juggling urgent situations and a long list of responsibilities. While I consider myself well-educated and articulate, using AI allows me to work more efficiently and even expand my perspective."

## Concerns...

"I do find it helpful but try to limit my use as much as possible...I think that overuse is detrimental and that I/we have expertise that is invaluable and cannot be replaced by AI but that it is tempting to lean on AI more than may be beneficial in the long run."

## In the future...

"I really would like to have more training on using AI from our model and how they see us incorporating it into our practices. I would be especially interested in having [my model] explore how they could support it in incorporating it into [visit documentation software]."

Finally, 44% of survey respondents were interested in future trainings on AI, so HARC plans to explore how to develop and share resources around this topic. Upcoming AI surveys will assess how researchers and others in the HV field use AI in their work.