

The Village Scribe

i4X Program | Partner: Father Joe's Villages

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Project Background

Father Joe's Villages is San Diego's largest homelessness provider. They provide personalized support to homeless clients related to housing, education, medical attention, and more.

Problem: Social workers experience cognitive overload from juggling multiple responsibilities during documentation, taking away time for human interaction.

- Solution:**
- Streamline intake through an audio-to-text AI tool into a customizable document.
 - Autopopulate, organize, and share information from meetings.

Aims & Objectives

- Increase time and energy for social workers to have human interactions with clients, building rapport.
- Reduce documentation redundancy while working with the same client multiple times.
- Improve collaboration by streamlining handover between social workers.
- Organize and update saved social work resources over time.

Overall, we aim to develop software that improves the **efficiency of intake** and the **organization of information**.

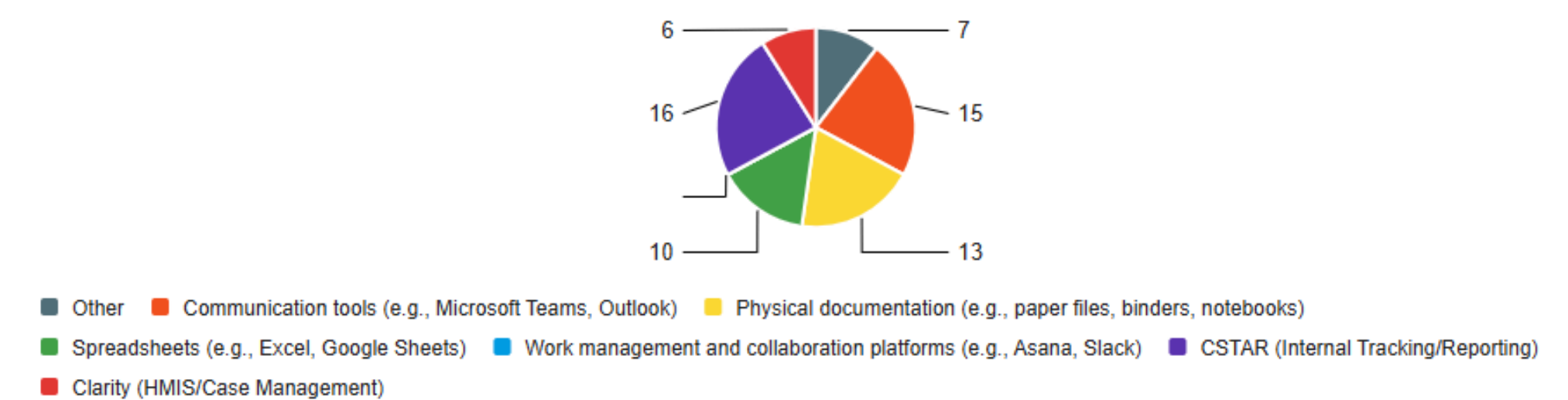
Learning Outcomes

- Deep understanding of social workers' daily work.
- Rigorous documentation practices.
- Iterative UI/UX design processes
- Hands-on prototype building
- Bridge Software Engineering with Data Science

Journey & Key Milestones

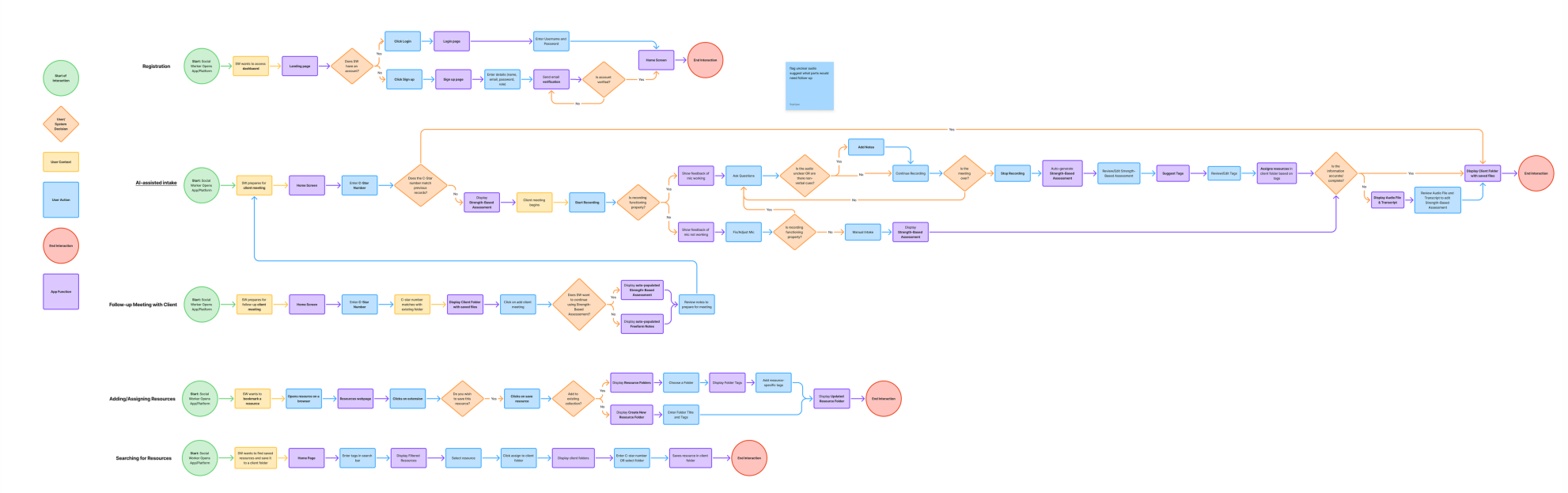
Research & Ideation Process

Q9 - Which of the following resources or tools do you currently use to help complete your daily responsibilities? Select all that apply. - Selected Choice



- Collected insights from the Chief Strategy Officer, Joshua Bohannan.
- Interviewed the Director of Coordinated Services, Paul Delessio.
- Conducted on-site visit to Father Joe's Villages to observe workflows and interview social workers.
- Organized 19 survey results with social workers from 8+ departments.
- Collated insights from online research spanning other homelessness organizations and past Father Joe bluebooks.

User Flow & Persona



Darius
Case Manager / Street Outreach

Primary work: Case planning, referrals, follow-up, and direct client support
Main focus: Protecting face-to-face time while keeping notes and follow-up moving
Best fit for: Voice-to-text, AI-assisted follow-up notes, and resources surfaced in context

BIO: Darius represents staff whose work centers on building relationships with clients and coordinating care. Documentation is necessary, but it often pulls attention away from the person in front of them. Their work also requires navigating multiple systems, making follow-up and coordination time-consuming.

GOALS:

- Spend more time with clients and less on admin
- Capture conversations quickly after they happen
- Connect notes, referrals, and resources

PAIN POINTS:

- Documentation interrupts face-to-face interaction
- Systems are disconnected, requiring manual coordination
- Notes are critical for handoffs and continuity
- Emotional burden from client setbacks and disengagement

NEEDS AND EXPECTATIONS:

- Voice capture that turns conversations into usable notes
- Access to past notes, transcripts, and resources in one place
- Smooth follow-up workflow instead of fragmented steps

IN HIS WORDS:

"Case plan co-pilot for case managers. Tool that listens to conversations then writes case plans with suggestions for community and resources and additional follow up questions. Case Management used to be more face to face, it would be incredible to take the computer off the desk again and focus on the person."

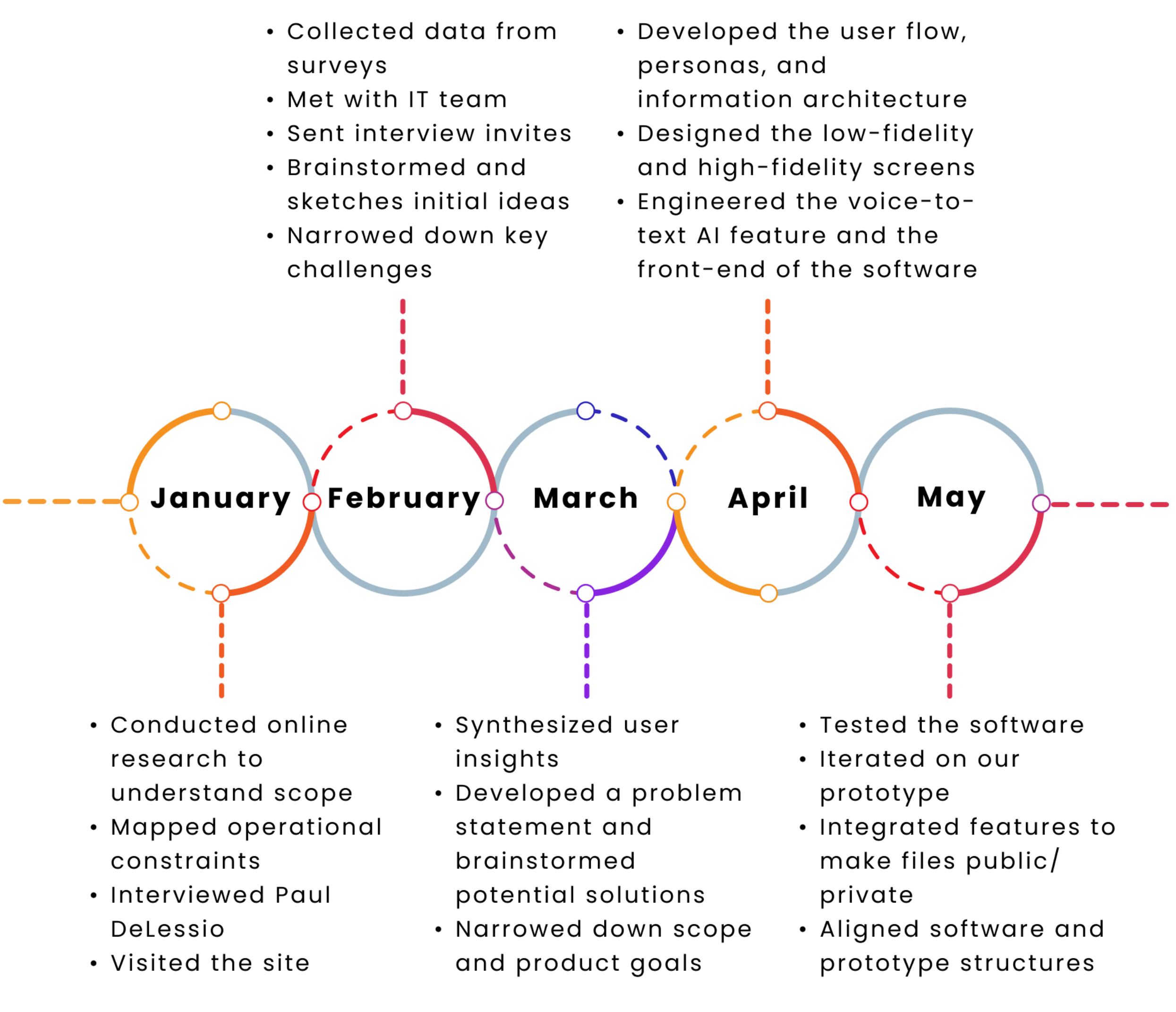
KEY THEMES:

- The work is relational. Notes enable handoff and continuity
- Fragmented systems create coordination labor

DESIGN IMPLICATIONS:

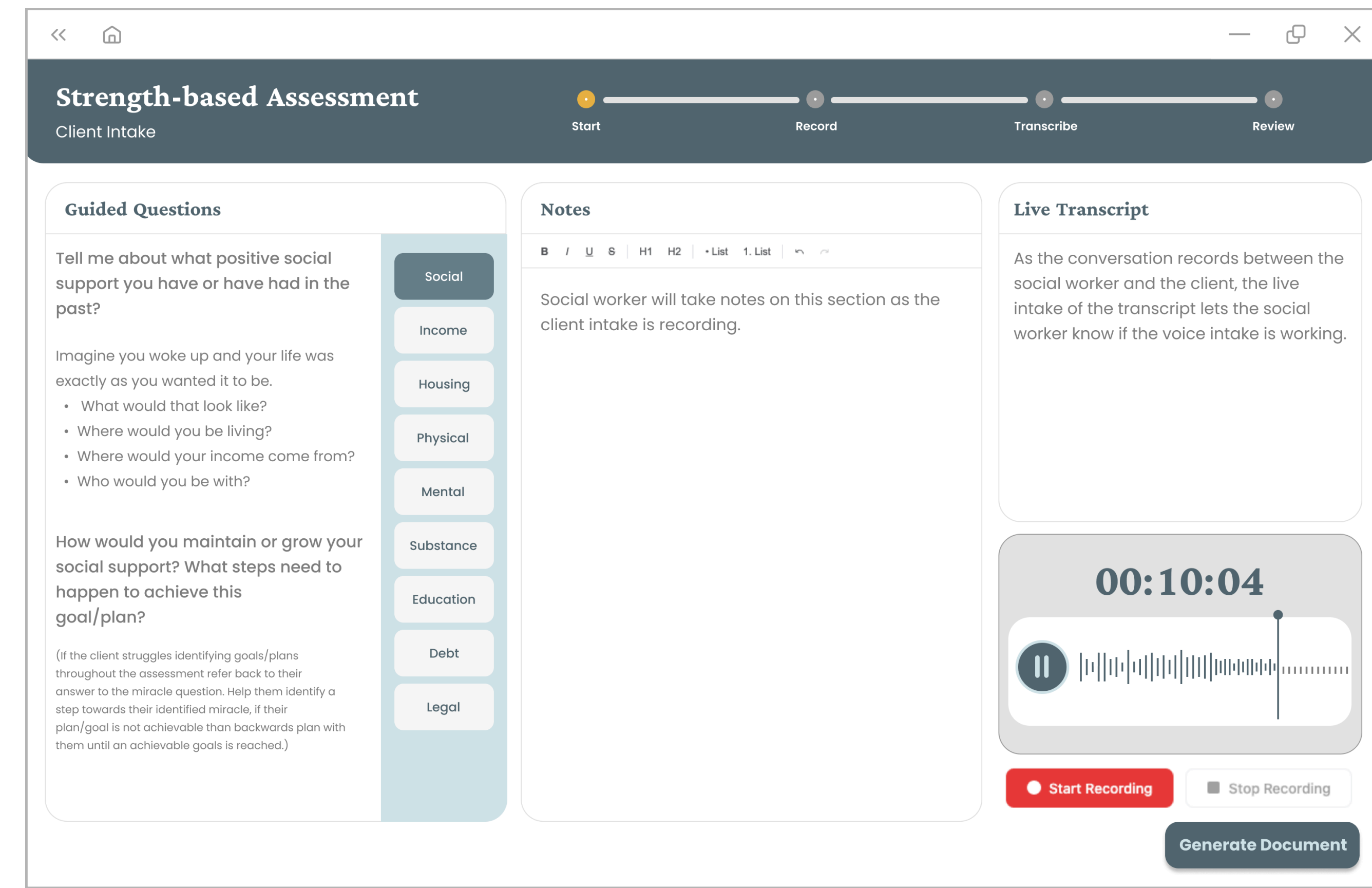
- AI drafts notes from voice and prior history
- Integrate resources, tags, and documents in one workflow
- Support quick review instead of long editing
- Keep the interface secondary to conversation

Timeline



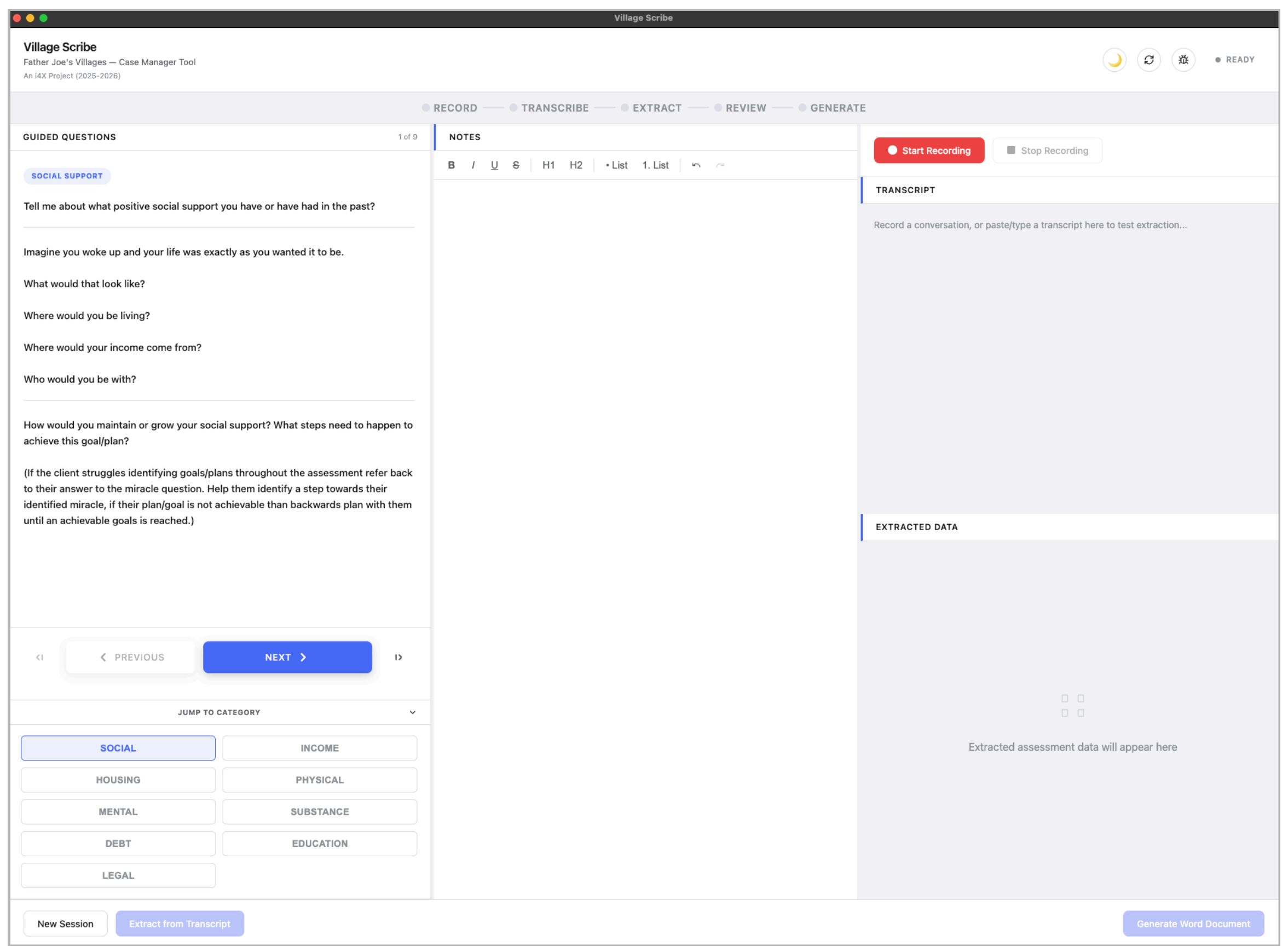
Outcomes & Deliverables

Figma High-fidelity Prototype



1) Developed an end-to-end Figma prototype that caters to a variety of social workers needs.

MVP: Working Software



2) Delivered a functional voice-to-text intake platform that auto populated information into the document.

Next Steps

Production & Development

- Push the Village Scribe prototype into a live production environment.

User Testing

- Expand features based on user feedback and new discoveries.

Future Research

- Address questions emerging around long-term integration and system compatibility.