

Care Workers/Support Workers

AI augmenting remote monitoring, scheduling, and administrative tasks, but core human care remains irreplaceable.

EXPOSURE	WINDOW	ADOPTION TODAY	READING
25 Low exposure	10–15 yrs until change lands	Low	AI assists; the work stays human-led. Exposure is the share of today's work AI can plausibly take on within the window.

§ 01WHAT IS HAPPENING

What is happening to care workers/support workers

Impact	AI tools are assisting with remote client monitoring, optimizing visit schedules, streamlining documentation, and providing basic companionship/reminders. This shifts Care Workers' focus towards complex, nuanced human interaction, empathetic support, crisis management, and specialized hands-on care.
Risk	Moderate augmentation; premium on human empathy, direct interaction, and complex support. The Care Worker/Support Worker role will be moderately augmented by AI. AI will handle more routine data collection, remote monitoring for safety, and administrative tasks. Care Workers will need to become experts in leveraging AI tools for efficiency and enhanced client well-being, critically evaluating AI insights, and focusing on the irreplaceable human elements of the role: profound empathy, direct physical assistance, nuanced emotional support, and critical ethical decision-making regarding client autonomy and dignity.

Sector readiness

Emerging & Cautious Integration

The elder care, disability support, and social care sectors are cautiously exploring and integrating AI, primarily for administrative efficiency, remote monitoring for safety, and as supplemental assistive technologies. Ethical considerations around privacy, dignity, and the imperative for human connection in care are significantly shaping the pace and nature of AI adoption.

§ 02 POSITION

Where you stand

- i The Care Worker/Support Worker role is undergoing moderate augmentation by AI, particularly in remote monitoring and administrative tasks.
- ii AI will autonomously manage documentation, optimize scheduling, and provide basic companionship, compelling Care Workers to pivot to indispensable human empathy, nuanced direct care, and profound ethical judgment in supporting client dignity.
- iii Survival and impact will hinge on Care Workers mastering AI tools for enhanced safety and efficiency, critically validating AI outputs, championing ethical AI use in client privacy, and providing irreplaceable human connection and hands-on support at the heart of personalized care.

§ 03 ACTIONS

15 POINTS

What this means for you

Concrete changes to how the work gets done, in the order you are likely to meet them.

- 01 **AI-Driven Remote Client Monitoring.** Care Workers will oversee AI systems that autonomously monitor client activity (e.g., movement, sleep patterns), environmental factors (e.g., falls, home temperature), and basic vital signs via smart sensors and wearables in the home. This enables proactive alerts for potential emergencies or changes in client condition.
- 02 **Automated Scheduling & Route Optimization.** Care Workers will benefit from AI tools that autonomously optimize visit schedules and routes, dynamically assigning tasks based on client needs, geographical location, and care worker availability. This radically frees up time, allowing more focus on direct client interaction and reducing travel time.
- 03 **AI-Powered Administrative & Documentation Streamlining.** AI will autonomously handle a significant portion of documentation for Care Workers, including transcribing daily care notes, populating progress reports with objective data from monitoring devices, and managing billing codes. This radically frees up time for direct client care.

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- 04 **AI-Assisted Communication & Engagement Tools.** AI-powered voice assistants or companion robots can autonomously provide basic companionship, reminders for medication/appointments, or facilitate communication with family members. Care Workers will integrate these tools to augment, not replace, human social interaction.
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- 05 **Predictive Analytics for Client Well-being & Risk.** Care Workers will leverage AI models that autonomously analyze client data (e.g., activity patterns, health trends, medication adherence) to predict potential health deteriorations, fall risks, or behavioral changes. This enables proactive intervention and personalized care adjustments.
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- 06 **Focus on Direct Physical & Emotional Care.** As AI assumes command of routine monitoring and administrative tasks, the paramount value of Care Workers will be their irreplaceable human ability to provide hands-on physical assistance (e.g., bathing, dressing, mobility), profound emotional support, and empathetic companionship.
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- 07 **Ethical AI Use & Client Dignity/Privacy.** Care Workers will be at the forefront of ensuring AI tools protect sensitive client data, address algorithmic bias in monitoring or care recommendations, and uphold ethical standards in all AI-augmented care practices, prioritizing client dignity, autonomy, and privacy.
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- 08 **Human-AI Teaming for Enhanced Support.** Care Workers will increasingly operate in seamless human-AI teams. AI provides real-time data, suggests care adjustments, or manages routine tasks, while the human Care Worker leads the interaction, applies nuanced judgment, and provides the essential human touch.
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- 09 **AI for Adaptive Learning & Training.** AI-powered simulations or virtual reality tools could be used for Care Worker training, allowing practice in managing complex patient needs or emergency scenarios in a safe environment, accelerating skill acquisition.
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- 10 **AI-Assisted Language Translation.** For clients with diverse linguistic backgrounds, AI-powered real-time translation tools can assist Care Workers in communicating effectively, enhancing understanding during care delivery and building trust.
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- 11 **Specialization in Tech-Enhanced Care.** The field may see Care Workers specializing in managing and optimizing AI-driven smart home systems, troubleshooting assistive technologies, and training clients/families on new AI-powered care solutions.
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- 12 **Continuous Learning & Digital Care Literacy.** The exponential pace of AI integration in care demands that Care Workers commit to continuous, aggressive learning of new AI-powered tools, their profound capabilities, and intricate ethical implications, as a foundational competency for effective care delivery.
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- 13 **AI-Powered Fall Detection & Emergency Response.** AI systems (e.g., using computer vision or pressure sensors) can autonomously detect falls or other emergencies in the home. Care Workers will receive immediate alerts, enabling rapid response and potentially preventing serious injuries.
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- 14 **Focus on Complex Behaviors & Mental Health Support.** With AI handling more routine support, Care Workers are dedicating their specialized expertise to clients with complex behavioral challenges, cognitive impairments (e.g., dementia), and significant mental health needs, requiring highly nuanced human intervention.
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Leadership in Home Care Transformation. Care Workers in leadership roles will play a crucial role in guiding home care agencies through the adoption of AI, advocating for client-centric AI solutions, and fundamentally reshaping the future of in-home support.

What is pushing this change

- 01

Aging Population & Rising Chronic Conditions. The rapidly aging global population and rising prevalence of chronic conditions create an immense demand for in-home care.
- 02

Need for Scalable & Accessible Home Care. Healthcare systems are overwhelmed, demanding AI solutions to scale care delivery beyond traditional institutional settings.
- 03

Critical Workforce Shortages & Burnout. The severe global shortage of care workers compels aggressive AI adoption to radically augment human capacity.
- 04

Advancements in AI/ML (Sensor Fusion, NLP). Breakthroughs in AI fields enable sophisticated analysis of sensor data, natural language understanding, and predictive modeling for health.
- 05

Pervasive Growth of IoT & Smart Home Devices. Ubiquitous smart home devices and wearables generate continuous, real-time data on client activity and health.
- 06

Urgent Demand for Personalized Care. Clients and families demand highly individualized care tailored to unique needs, preferences, and daily routines.
- 07

Focus on Independent Living & Aging in Place. AI is crucial for enabling older adults and people with disabilities to live independently at home for longer.
- 08

Ethical Concerns (Privacy, Dignity). Discussions around privacy, data use, and the "human touch" are paramount in AI for care.
- 09

Regulatory Push for Quality & Safety. Governments and regulatory bodies are pushing for data-driven approaches to improve care quality and safety in home care.
- 10

Complexity of Diverse Client Needs. Managing diverse client needs, from physical assistance to cognitive support, benefits from AI support.

Impact by sector

The headline figure is an average. Where you work changes the picture.

Domiciliary Carers (Home-based)	AI for remote monitoring, scheduling optimization, and basic communication aids. Focus on direct physical/emotional care and home environment management.
Assisted Living Facility Care Workers	AI for resident tracking, activity engagement (smart companions), and staff scheduling optimization. Focus on communal living support and safety.
Disability Support Workers (Community-based)	AI for communication aids (AAC), adaptive technology customization, and remote monitoring for independence. Focus on functional support and advocacy.
Palliative Care Workers	AI for symptom tracking, medication reminders, and facilitating communication with medical teams. Focus on empathetic comfort and dignity in end-of-life care.
Complex Care Support Workers (e.g., Dementia, Severe Physical Disability)	AI for advanced remote monitoring, behavioral pattern analysis, and sophisticated assistive technology management. Focus on highly personalized, complex support.

Skills to build

The skills that keep the human part of this work valuable as the routine part is automated.

- 01 **Empathy & Compassion.** The core ability to connect with clients on a profound human level, provide emotional support, and demonstrate genuine care and understanding.
- 02 **Direct Physical Assistance Skills.** Proficiency in providing hands-on assistance with Activities of Daily Living (ADLs) such as bathing, dressing, feeding, and mobility with safety and dignity.
- 03 **Communication & Interpersonal Skills.** Effectively communicating with clients (who may have impairments), their families, and other healthcare professionals with clarity and patience.
- 04 **Observation & Nuanced Judgment.** The ability to notice subtle changes in a client's physical or mental condition, interpret non-verbal cues, and make sound judgments in unpredictable situations.
- 05 **Ethical Reasoning & Client Advocacy.** Upholding client dignity, autonomy, and privacy, understanding potential biases in AI monitoring, and advocating for the client's best interests.
- 06 **AI/Digital Care Literacy.** Proficiency in using AI-powered remote monitoring systems, smart home devices, digital care planning apps, and interpreting AI-generated alerts.

- 07 **Problem-Solving & Resourcefulness (Home Environment).** The ability to identify and resolve unexpected issues in a client's home environment (e.g., equipment malfunction, sudden changes in condition).
- 08 **Adaptability & Stress Management.** Maintaining composure and decisive action in high-stress situations, and adapting care routines to evolving client needs and new technologies.

§ 07INSTRUMENTS

12ENTRIES

Tools in use

KINDS OF TOOL WORTH KNOWING

- 01 **AI-Powered Remote Monitoring Systems.** Systems using AI to analyze data from in-home sensors, wearables, or cameras to detect falls, inactivity, or changes in vital signs, sending alerts.
- 02 **Smart Home Devices (AI-enabled).** Devices (e.g., smart speakers, smart lights, smart thermostats) that use AI for environmental control, communication, and reminders, enhancing client independence.
- 03 **AI-Optimized Scheduling & Dispatch Software.** Software that uses AI to dynamically schedule care worker visits, optimize routes, and manage workloads based on client needs and availability.
- 04 **AI-Powered Communication Aids (Voice Assistants, Companion Robots).** AI-powered voice assistants (e.g., Alexa) or specialized companion robots that provide basic social interaction, reminders, or facilitate communication with family.
- 05 **Predictive Analytics for Client Well-being.** AI models that autonomously analyze client activity patterns, health trends, and medication adherence to predict potential health deteriorations or fall risks.
- 06 **AI for Automated Documentation & Reporting.** AI tools that autonomously transcribe daily care notes, populate progress reports with objective data from monitoring devices, and manage billing codes.

NAMED TOOLS ALREADY IN USE

- CarePredict / Aloe Care Health / Philips Cares (Remote Monitoring)

VISIT

Leading providers of AI-powered remote monitoring solutions for seniors and individuals with disabilities in their homes.
- Amazon Alexa (Care Hub features) / Google Nest Hub (Home care)

VISIT

Smart home platforms with integrated AI features specifically designed to support independent living and provide care services.
- ClearCare / WellSky / AxisCare (Care Management Software with AI)

VISIT

Leading care management software solutions that use AI to optimize scheduling, dispatch, and client management for care agencies.
- ElliQ (Companion Robot) / GrandPad (Senior Tablet with AI)

VISIT

AI-powered companion robots and senior-friendly tablets with AI features for social engagement and assistance.

Kareo (EHR with AI) / PointClickCare (EHR for senior care)

VISIT

EHR platforms for senior care facilities and home health that are integrating AI for predictive analytics and documentation.

Talkatoo (AI Dictation for Vets, adaptable for care notes)

VISIT

AI-powered voice recognition and dictation solutions that are adaptable for care workers to automate documentation.

§ 08 EXAMPLES

5 EXAMPLES

In practice

Ways people in this role are already using AI, and what they get from it.

Automate Remote Client Monitoring

EXAMPLE 1

HOW

Care Workers will oversee AI systems that autonomously monitor client activity in their homes using ambient sensors and wearables. The AI will detect unusual inactivity, predict potential falls, and flag deviations from routine, sending immediate alerts for proactive check-ins.

GAIN

Enhances client safety through continuous, non-intrusive monitoring, enables rapid response to emergencies, and provides peace of mind for families.

Optimize Visit Schedules

EXAMPLE 2

HOW

Care Workers managing multiple clients will utilize an AI-powered scheduling platform. The AI will autonomously optimize their daily routes and visit times, considering client needs, travel time, and staff availability, minimizing wasted time and ensuring timely care delivery.

GAIN

Radically improves efficiency for care agencies, reduces travel time, and allows care workers to spend more quality time with clients.

Streamline Daily Care Documentation

EXAMPLE 3

HOW

Care Workers can speak their observations and actions throughout the day. An AI digital scribe or smart speaker will autonomously transcribe daily care notes and automatically populate progress reports with objective data (e.g., vitals from smart devices) in the EHR for minimal review.

GAIN

Dramatically reduces administrative burden and charting time, ensures consistent documentation, and frees up care workers for direct, high-value client interaction.

Provide AI-Assisted Companionship

EXAMPLE 4

HOW

Care Workers can integrate an AI-powered companion robot or smart speaker into a client's routine. The AI will autonomously provide medication reminders, engage in simple conversations, play music, or read stories, supplementing human interaction and reducing loneliness.

GAIN

Supplements human companionship, provides cognitive engagement, and helps manage client routines, enhancing overall well-being.

Predict Fall Risks EXAMPLE 5	HOW	Care Workers will leverage an AI model that autonomously analyzes client data (e.g., gait patterns from sensors, past fall history, medication changes). The AI will predict the likelihood of a fall occurring, triggering proactive interventions like suggesting mobility aids or increased supervision.
	GAIN	Enables proactive fall prevention strategies, reduces injuries, and improves overall client safety and independence in their home environment.

§ 09

CONTEXT

How this role compares

Three neighbouring roles chosen to show the direction of travel.

Home Health Aides (Basic assistance) / Direct Support Professionals (Routine supervision) MORE EXPOSED	AI IMPACT	Catastrophic (AI can autonomously manage basic supervision, medication reminders via smart dispensers; robotics can assist with basic mobility.)
	WORK MOVES TO	Immediate need for radical re-skilling into AI oversight, robot management (if applicable), or specialization in complex client behavior support.
AI Gerontologists / AI Assistive Technology Developers DIFFERENT SKILLS, GROWING	AI IMPACT	Foundational (They design and build the AI algorithms and systems that power smart home care and assistive technologies.)
	WORK MOVES TO	Deep expertise in advanced AI/ML algorithms, gerontology/disability studies, robotics, and software engineering, with a focus on human assistance.
Registered Nurses (Direct Patient Care) / Social Workers (Community Support) COMPLEMENTARY, LESS EXPOSED	AI IMPACT	Low-Moderate Augmentation (AI assists in vitals, documentation for RNs; AI provides data for social workers), but core hands-on medical care, medication administration, and complex family/community intervention remain paramount.
	WORK MOVES TO	Hands-on patient care, medication administration, and vital sign monitoring (RNs); Community resource navigation, crisis intervention, and holistic client/family support (Social Workers).

Closing judgement

For Care Workers/Support Workers, AI is not merely a tool but a subtle yet profound force of augmentation that will redefine their critical role. While AI will streamline tasks and provide predictive insights, the irreplaceable human elements of empathy, direct physical assistance, and nuanced emotional support will become even more central. The future Care Worker will master human-AI teaming to deliver unparalleled dignity, safety, and connection in personalized care.

Evidence and revisions

What the exposure figure rests on, what changed when it was last revised, and the published work cited for this role.

SCORE

25 (held)

WINDOW

10-15 years (unchanged)

The 4 October 2026 review held the score.

Microsoft's AI applicability score for the matching occupations is 0.15, in the upper half of 785 US occupations; Anthropic's observed-exposure data records almost no Claude usage on this occupation's tasks; the US Bureau of Labor Statistics places it in the 'moderate / high' AI-exposure tier; BLS projects employment to grow 12.8% over 2025–35. Taken together this is consistent with our previous figure of 25, which we have held.

MEASURES BEHIND THE SCORE

US Bureau of Labor Statistics · *Employment Projections 2025–35 and AI Exposure Categories* (27 August 2026)

AI-exposure tier: Moderate / High. Projected employment change 2025–35: +12.8%. Matched to Home health and personal care aides; Social and human service assistants.

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Microsoft Research · *Working with AI: Measuring the Applicability of Generative AI to Occupations* (10 July 2025)

AI applicability score 0.15 (percentile 53 of 785 occupations) for SOC 31-1120, 21-1093.

PUBLISHER PDF ARCHIVED COPY

Anthropic · *Anthropic Economic Index report: Cadences* (26 June 2026)

Observed exposure 0.00 for SOC 31-1120, 21-1093 (no meaningful Claude usage recorded on these tasks).

PUBLISHER PDF

UK Department for Science, Innovation and Technology · *Assessment of AI capabilities and the impact on the UK labour market* (28 January 2026)

UK context: around 70% of UK workers are in occupations with tasks AI could perform or enhance, above the US average; a one-standard-deviation rise in exposure was associated with a 3.9% fall in UK job postings.

PUBLISHER ARCHIVED COPY

ALSO CITED FOR THIS ROLE

McKinsey Global Institute · *Agents, robots, and us: Skill partnerships in the age of AI* (25 November 2025)

Skills tied to assisting and caring are expected to change least; this is where AI most clearly complements rather than substitutes.

PUBLISHER

International Monetary Fund · *Bridging Skill Gaps for the Future: New Jobs Creation in the AI Age* (14 January 2026)

The IMF places clinical and care roles in the high-complementarity group, where AI raises productivity without reducing headcount.

PUBLISHER PDF

Indeed Hiring Lab · *AI at Work Report 2025: How GenAI is Rewiring the DNA of Jobs* (23 September 2025)

Indeed rates nursing the least exposed major occupation (68% of typical skills minimally affected).

PUBLISHER

Archived copies are served only where the licence permits; otherwise the link goes to the publisher. Full research library:
<https://www.careerguard.ai/sources>

§ 12 APPENDIX

Method and sources

Each report was written from a large body of published research and then, in October 2026, re-scored against occupation-level evidence: the US Bureau of Labor Statistics AI-exposure classification and 2025–35 projections, Microsoft Research’s AI applicability scores and Anthropic’s observed-exposure data, cross-checked against the reports listed in the Evidence section above. The organisations and publications below are the standing literature behind the narrative sections. Every source, with dates, licences and archived copies where we are permitted to hold them, is catalogued in the research library.

Scores are revised by blending the previous editorial figure (60%) with a composite of the three occupation-level measures (40%), capped at fifteen points per revision and rounded to the nearest five. The window shifts one notch when a score moves ten points or more. Hand adjustments are recorded with their reason in the revision log.

I GLOBAL AND MACROECONOMIC IMPACT OF AI ON WORK

World Economic Forum

The Future of Jobs Report series — Employer survey of expected job growth and decline, skill shifts and technology adoption (2020, 2023 and 2025 editions); *Artificial Intelligence and the Future of Entry-Level Work* (2026).

AI governance and transformation reports — Frameworks on ethical AI, talent strategy and industry transformation.

McKinsey Global Institute

AI, Automation and the Future of Work series — Research quantifying automation potential by task, sector and demographic, from "Jobs Lost, Jobs Gained" to "Agents, robots, and us" (2025).

Industry-specific reports — Financial services, healthcare, manufacturing and others.

PwC

Global AI Jobs Barometer — Annual analysis of job postings and productivity by AI exposure (2024–2026 editions).

Upskilling Hopes and Fears survey — Employee perceptions and readiness.

Microsoft Research and Anthropic

Working with AI (2025); Anthropic Economic Index (2025–2026) — Occupation-level usage data from Copilot and Claude conversations, the two observed-usage measures behind the 2026 revision.

Stanford Digital Economy Lab and Stanford HAI

Canaries in the Coal Mine? (2025–2026); AI Index Report (annual) — Payroll evidence on early-career employment in exposed occupations; annual measurement of AI capability, investment and adoption.

Deloitte

Human Capital Trends series — Workforce, talent and HR technology trends.

Tech Trends series — Emerging technologies and their business implications.

Accenture

Technology Vision series — Forward-looking analysis of emerging technology, with emphasis on AI.

Fjord Trends — Design, innovation and human experience in a digital world.

Boston Consulting Group

AI/ML insights and industry solutions — "The AI Revolution in the Workplace" and related research.

EY

AI and workforce reports — Adoption, talent strategy and ethics.

IBM Institute for Business Value

AI and automation studies — Business models, workforce evolution and leadership.

OECD

AI Policy Observatory — International data and policy on AI, labour markets and skills.

Employment Outlook — Labour-market trends including technological impact (2023–2026 editions).

International Labour Organization

Generative AI and Jobs: A Refined Global Index of Occupational Exposure (2025) — Task-level exposure gradients for every ISCO occupation; successor to the 2023 global index.

International Monetary Fund

Staff Discussion Notes on AI and work (2024, 2026) — Complementarity framing: where AI augments and where it substitutes.

UK Department for Science, Innovation and Technology

Assessment of AI capabilities and the impact on the UK labour market (2026) — UK occupational exposure and job-posting evidence.

Brookings Institution

AI and automation research — Economic and social implications, displacement and skills.

Yale Budget Lab and Goldman Sachs Research

Tracking the Impact of AI on the Labor Market; AI and the US labour market (2026) — Aggregate labour-market monitoring; macro displacement estimates.

Oxford University (Oxford Martin School)

The Future of Employment — Frey & Osborne and subsequent research on susceptibility to automation.

MIT Technology Review

AI & Work — Reporting on AI research and its implications for industries and jobs.

Gartner

Hype Cycle for Artificial Intelligence — Maturity and adoption of AI technologies.
Future of Work reports — Workplace models and talent strategy.

U.S. Bureau of Labor Statistics

Employment Projections 2025–35; AI Exposure Categories; Occupational Outlook Handbook — Ten-year employment projections and, from the 2025 cycle, an AI-exposure tier for every detailed occupation.

Indeed Hiring Lab

AI at Work Report (2025) and posting-market updates — Skill-level transformation estimates and job-posting trends by occupation.

II CORE AI AND MACHINE-LEARNING RESEARCH

OpenAI

Research papers, blog and API documentation — Large language models, generative AI, safety and societal impact.

Google DeepMind

Research papers and blog — Reinforcement learning, AI for science, AGI and ethics.

Meta AI

Research papers and blog — Large language models, computer vision, AI for social good.

Hugging Face

Transformers library and model hub — Open-source state-of-the-art NLP models.

TensorFlow and PyTorch

Documentation and community forums — Core frameworks illustrating practical capability.

arXiv

cs.AI, cs.LG, cs.CV, cs.CL — Pre-print research.

NeurIPS and ICML

Conference proceedings — Top-tier academic research.

ACM and IEEE

Journals and proceedings — ACM Computing Surveys; IEEE Transactions on AI.

Kaggle

Datasets and competition solutions — Applied machine learning on real-world problems.

The Alan Turing Institute

Research and reports — Responsible and applied AI.

III ETHICAL AND RESPONSIBLE AI DEPLOYMENT

NIST

AI Risk Management Framework — Voluntary framework for managing AI risk.

European Commission

AI Act — Risk-tiered legal framework for AI.
Ethics Guidelines for Trustworthy AI — Principles for responsible development.

Partnership on AI

Research and best practice — Responsible AI development.

AI Now Institute

Annual reports — Social implications: power, inequality, rights.

ACM FAccT

Proceedings — Fairness, accountability and transparency.

Data & Society

Publications — Social implications of data-centric technology.

WIPO

Conversation on IP and AI — Intellectual-property implications of AI.

IEEE Global Initiative on Ethics of AI/IS

Ethically Aligned Design — Recommendations for ethical AI design.

Center for AI and Digital Policy

Policy briefs — Accountable AI policy.
