The Human Progress and Human Services 2035 Scenario Effort

• Engage human services community
  – Better understand long term opportunities and threats;
  – Use scenarios that facilitate preparation, imagination & aspiration;
  – In order to better prepare for and create the future.

• National Scenarios, Connecticut & 7 other state and local partners

• Funded by the Kresge Foundation
Lead up to Human Service Scenarios
Objectives for Today’s Scenario Workshop

- Use Scenarios to “Step Into” alternative futures for human progress and human services
  - Imagine, Aspire, Focus Concern
  - Consider the implications for current directions, goals and strategies of each scenario; develop recommendations
- Identify “Robustness” across scenarios of strategies and recommendations
- Refine recommendations
- Enhance your partnerships, understanding, shared aspirations and goals (but not to develop a specific vision or plan)
Agenda

- **9:00** Welcome and Introduction to Futures Thinking and Scenarios
  - Commissioner Bremby, Dept. of Social Services
  - Clem Bezold, Institute for Alternative Futures
- **9:30** The Connecticut Human Progress and Human Services 2035 Scenarios
- **10:45** Break
- **11:00** Small Groups Explore the Scenarios & Consider Implications
- **12:30** Comparing Strategies Across Scenarios and Developing Recommendations (working lunch included)
- **1:30** Next Steps & Feedback
- **2:00** Scenario Workshop Adjourns
Roles & Rules

Rules
• Have Fun
• Be inventive
• Imagine
• Aspire
• Phones muted

Roles
• All Participants are Futurists
• Clem & Mary are Facilitators
• Small group facilitators and reporters
Scenarios & Scenario Construction

Scenarios are parallel stories about the future.

Scenarios:
- Bound uncertainty
- Stimulate imagination
- Focus aspirations

Scenarios are developed by:
- Defining the topic/focus of the scenarios (what level, what questions, what focus/topic)
- Identifying system and key drivers shaping the topics
- Developing forecasts for the drivers exploring expectable, challenging and surprisingly successful future space
Levels/Focus for Scenarios

Macroenvironment
The Economy; Employment; Internet
Social Media; Climate Change;
Demographics; Chronic & Infectious Disease

Operating Environment
Connecticut Trends; Jobs; Education;
Poverty

Organization/Topic
Human Progress and Human
Services in Connecticut
Forecast, Scenario Zones:
Visionary/Surprisingly Successfully, Expectable, Challenging
Developing these Connecticut Human Progress and Human Services 2035 Scenarios

1. With DSS – identify key drivers, review State plans, forecasts

2. Develop expectable, challenging, and visionary forecasts of key drivers and human service areas
   - Input - National Advisory Committee & 37 other experts
   - Develop the “Front Stories” – the macro- and operating environments for DSS;
   - then “Back Stories” for each of the 6 specific human service areas: aging, behavioral health, child youth and family, disability, housing, and income supports

3. In the process 7 forecasting meetings with more than 40 participants across June 29 and 30th
STEPPING INTO YOUR SCENARIO

Today- Use the Scenarios to Explore, Consider Implications

Step into your assigned scenario

Consider the implications for Human Service directions and strategies
Connecticut Department of Social Services
Vision and Mission

• Vision: Guided by our shared belief in human potential, we envision a Connecticut where all have the opportunity to be healthy, secure and thriving.

• Mission: we, along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families and communities.

  – Drive decision making, collaboration and service-coordination through enhanced use of data to improve services.
  – Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
  – Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.
Connecticut Human Progress and Human Services
2035 Scenarios

1. Expectable – Land of Steady Habits
2. Challenging – YOYO: You’re on Your Own
3. Visionary – North Star
4. Visionary – New Charter Oak
Likelihood & Preferability Poll
Connecticut Human Progress and Human Services 2035 Scenarios

Columns DO NOT have to add up to 100%. The scenarios are NOT to be viewed as mutually exclusive.

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Scenario 1: Land of Steady Habits
Scenario 1: Land of Steady Habits

- Slow economic growth
- Population ages
- Remained a state of towns and small cities
- Increasing job loss to automation
- Smart phones smarter, do more; virtual reality & virtual counselors, coaches
- Some urban initiatives, but fiscal constraints
- More severe weather events
Human Services Overall – 1

- Funding decreased 2017 to 2021; some regrowth in 2020s, with periodic retrenchment
- Better coordination and data integration
- Technology, tele- & virtual visits
- Automation of eligibility and some case management
- CT continued as a leader in two and multi generational strategies
- Some movement towards “pay for success” and generative business model
Aging Services – 1

- Baby boomers, 65+ growth and 85+
- Growth of diabetes and Alzheimer’s
- 2017-2021 reductions in services; 2020 rebounds
- Senior centers expand & virtualize
- TeleMedicine & virtual care
- Robots, smart homes, affective computing assistants
- More aging in place
Behavioral Health Services – 1

- Need grows, services evolve
- Focus on preventing adverse childhood experiences (ACEs)
- Prevention, Behavior Vaccines
- Intelligent agents, often via smartphone apps, 211 hotline
- Predictive analytics
- Community Health Workers
- Medicaid largest public provider
Child, Youth and Family Services – 1

- Substance abuse increases, driving need; though reduced out-of-home placements
- CYF services cuts smaller
- More community based care, kinship placements
- Two generation strategies; positive parenting programs
- Data integration; work aided by technology
- Prevention more effective in 2020s
- Some regional consolidation
Disability Services – 1

- Disabilities grew
- Benefit levels reduced, eligibility stiffened
- Focus on community based care
- Telehealth and virtual reality increased connections
- Technology aids - self-driving cars, digital assistants, 3D printing of smart prosthetics, home monitoring and home care robots, disease breakthroughs
- Education more inclusive
Housing Services – 1

• Housing need, insecurity grew
• “Housing first” model persisted with periodic barriers
• Many efforts to increase stock of low income housing; resistance in many towns, neighborhoods
• Housing for persons with disabilities, mental illness, and addiction used more integrated community models
• The CAN- Coordinated Access Network- continued to work towards decreasing homelessness
Income Support Services – 1

• Income supports experienced cuts, and stricter regulations, job seeking requirements, 2017-2021
• Food program funding cut with Ryan/Trump budget; SNAP moved to a block grant
• CT continued enhancing EITC
• In the 2020s, funding rebounded; better job focus
• Integrated family needs assessment, services and funding
Questions?????
and
Likelihood & Preferability Poll
Connecticut Human Progress and Human Services 2035 Scenarios

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Scenario 2: YOYO You’re on Your Own
Scenario 2: YOYO: You’re on Your Own

• Recurring challenges:
  – 2017-2021 Federal human services cuts;
  – Great Recession of 2023;
  – Employer downsizing; job loss to automation;
  – Aging wave unfunded
    • Rural areas more isolated
  – Economic disparities, segregation grow
  – Extreme weather and sea level rise
• Increased self-sufficiency – home & community production
• Technology advances – AI, virtual tools, health care, self driving cars; Some effect low income families; many only available to wealthy
Scenario 2: YOYO: You’re on Your Own

• Human services cuts; do less with less
  – Service and benefit levels reduced
  – More regulations, ROI analysis required

• Human services automate, collaborate

• Increased household and community self-reliance

• Human Service workers (fewer) moved by mission, but overworked and underpaid
Aging Services – 2

• Economic hardships, boomers, diabetes & Alzheimer's increase need for aging services
• Decreased spending
• Some non-profit providers closed
• Fewer family members to be caregivers; those that did felt impacts
• Isolation a main issue, rural seniors more underserved
• Many tech advances; some available to low income elders tech by mid 2020s
• Elder abuse increases
Behavioral Health Services – 2

• Economic, environmental and safety challenges increase behavioral health (BH) issues
• Mixed integration of BH services into health care;
• Medicaid major public provider of BH services; cuts in number on Medicaid in the 2020s
• “Doc Watson”/intelligent agents serve as virtual BH counselors for some; help in triage as well
• Increase in incarceration – BH services in many jails & prisons increase
Child, Youth and Family Services – 2

• Family instability, abuse & neglect increase; More ACEs
• Many disconnected youths are not in school or working
• Budget cuts: adult protective services, foster care, refugee assistance, school clothing, transportation, home repair, and job training
• Reduction in prevention, non-crisis services
• Child welfare system very stressed; % of investigated cases decreased; Federal oversight increased
• Immigration slowed, deportations left kids for foster care; immigrant services/funding cut
Disability Services – 2

• Accidents, ACEs, Zika, diabetes, dementia & Alzheimer's increase disability
  – Hispanics & African Americans greater increase

• Benefits were cut, and the requirements for eligibility became very stringent

• Technology advances reduced some disability but came to the low income last

• Increased abuse and neglect for persons with disability
Housing Services – 2

- Housing insecurity increased dramatically; while services repeatedly reduced
- Homelessness increases
  - More ‘tent’ cities; some housed in churches
- Effort to increase low income housing stock met with resistance.
- More squatting, living in unsafe conditions, disease
- Unstable housing leads to increased child welfare need and human trafficking
Income Support Services – 2

• Lower TANF benefits and reduced time they could be received
• Unemployment grew; harder to target new jobs and achieve reemployment
• EITC payments reduced, then rebounded, but unemployment led to fewer benefiting from EITC
• SNAP moved to block grant then eliminated
• Poverty increased
# Questions????? and Likelihood & Preferability Poll

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Scenario 3: North Star
Scenario 3- North Star

• 2017-2021 – Economy & stock market grew; job loss to automation;

• Transformations – 2020 to 2035 –
  – Fairness and equity
  – Economics; employment
  – Technology including “abundance advances”
  – Family and community self-sufficiency
  – Policy change–housing, health care, public safety, guaranteed basic income

• Yankee ingenuity harnesses changes

• Town and regional consolidation across the state
Human Services Transform – 3

• Equity and compassion changed how human services are viewed and delivered
• Guaranteed basic income eliminates TANF, SNAP, other programs & staff
• Multigenerational strategies; Behavioral Vaccines
  – Good behavior vaccines, PPP
• More effective and efficient; Integrated, shared data; automatic enrollment
• Generative, upstream, preventive approaches supported by information
• Task automation & integration of intelligent agents
Aging Services – 3

- Wellness and equity are foundation of positive aging
- Healthy living and technology reduce disabilities or their impact
- Basic income ‘tops up’ Social Security
- Senior services in libraries, cafes, churches, schools, homes and virtually
  - Isolation reduced
- Senior group living and co-housing grew steadily through the 2020s, as did “smart homes”
- Elders give their time and attention to others; social health improves
Behavioral Health Services – 3

• Greater self-sufficiency reduced behavioral health problems
• Behavioral health has parity in health care (universal access); BH care destigmatized
• Behavior vaccines
• Intelligent counselors via smart phone apps and wearable tech tools
  – 211 hotline uses advanced analytics to assess critical events
• Many human counselors remain
• Integrated data and predictive analytics
• Community health workers
• Freedom Homes
Child, Youth and Family Services – 3

- Reduced child abuse and neglect
- Basic income follows child to home
- More kinship and in-home care
- Teen pregnancies down, high school school graduation up
- Integrated data, predictive analytics focus services, anticipate challenges
- Empathic cognitive computing does case management
- Head Start, Pre-K universal
- Training for jobs and gig-work focused on right work
- Self-sufficiency, abundance advances training
- Child care adapts to changing economics
Disability Services – 3

• Prevention reduces disabilities
• Tech reshapes some disabilities;
  – Direct brain control of limbs, 3D printing of prosthetics, home robots, intelligent agents, self driving cars and smart homes
  – Virtual reality & services, integration
• Guaranteed basic income affects disability payments
• Mental and developmental disability screening with primary care and schools
• Data sharing and partnerships optimize services, interaction
• Homes for persons with disabilities evolved
Housing Services – 3

- Basic income helps meet rent payments
- Zoning & policy changes to support low income housing
  - Driven by focus on equity and state consolidation
- Technology aids low cost construction of homes
- Integrated housing with other human services – customer focused, predictive
- Households more generative of some of their needs
- Homelessness reduced
Income Support Services – 3

- Early 2020s more than rebound – transformation
- TANF, SNAP, EITC largely replaced by guaranteed basic income
  - Severely disabled get more than guaranteed basic income
- Human services provide planning, support/training
  - Financial literacy
  - Home & community co-production
Questions????
and
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Scenario 4: New Charter Oak
Scenario 4 – New Charter Oak

- Value shift toward empathy, equity and inclusion
- “New Charter”
- Strong economy, “gig economy”
- Living wage in 2020s, “full employment”, 4 day work week
- Tech supports sustainable, equitable communities- “abundance advances”
- Home and community self sufficiency increased
Human Services overall – 4

• Human Services Transform
  – Support equity and family self-reliance
  – More targeted, predictive, automated and effective
  – Two generation/multi-generational strategies
  – Enables prevention and optimal services
  – Greater community connectivity
  – Data integration
  – Move to wellness model
Aging Services – 4

• Explosion of elders
• Some disease, disability prevented
• Advanced technology
  – Most advances available to low income families, included in Medicaid and Medicare
• More accessible housing, group living, cohousing, and aging-in-place; Universal design
• Rural social and physical isolation reduced
• Human service workers facilitate effective development and use of these advances
Behavioral Health Services – 4

- Part of universal health care
- Wellness and prevention focused
  – Behavior Vaccines
- Intelligent agents provide effective care; 211 hotline; virtual and face to face options remain
- Advances included in Medicaid and Medicare by 2025
- Community health workers
- Homes for adults with disabilities evolved
Child, Youth and Family Services – 4

• Need for foster care and other services reduced as family security increased
• More personalized, holistic, preventive and supportive
• From predictive analytics to prescriptive analytics
• Genetic information and care; addressing ACEs
• Pre-K, parental leave and access to child care universal
• Training in self-sufficiency for families
Disability Services – 4

• Person-centric wellness approach
• Slowed disabilities
• Freedom Homes
• Continuum of care, physical and mental health services
• Universal access to health care
• Technological advances reduce disabilities
• Better job training and opportunity for all
Housing and Homelessness Services - 4

- More low income housing – more public housing units, vouchers, secondary units, tiny homes, 3D printing
- Affordable, mixed use housing in most areas
- Policy and attitudes changed; Connecticut inequality addressed
- Households produce and co-produce more of their needs
- Integration of services
- Homelessness reduced
Income Support Services – 4

• Income support payments decreased 2017 to 2021, then increased with flexibility
• TANF expanded time and coverage, changed to be ANF
• EITC income ceilings raised
• Local food production and abundance advances provide income equivalents, lower cost of living
Questions????? and
Likelihood & Preferability Poll
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Connecticut Department of Social Services Vision, Mission and Goals

• Vision: Guided by our shared belief in human potential, we envision a Connecticut where all have the opportunity to be healthy, secure and thriving.

• Mission: we, along with our partners, provide person-centered programs and services to enhance the well-being of individuals, families and communities.
  – Drive decision making, collaboration and service-coordination through enhanced use of data to improve services.
  – Improve access to health and human services to enable our customers to gain independence, enhance health and achieve well-being.
  – Instill public trust by continuously improving the way we administer programs, manage our resources and operate our infrastructure.
STEPPING INTO YOUR SCENARIO

Scan your scenario narrative; Review the slides for your scenario; Think about these 3 questions
Write your summary answers on your STEPPING INTO YOUR SCENARIO form

1. Biggest changes in your scenario in the 2020s/2030s
2. Human Service success, implications in your scenario in the next four years
3. Long term - Recommendations, focused on changes in the 2020s, 2030s to achieve success in human services in your scenario
Scenario Team Discussions

In your small group discuss your answers to the three questions & develop your Scenario Team Answers

1. Biggest changes in your scenario in the 2020s/2030s

2. Human Service success, implications in your scenario in the next four years

3. Long term - Recommendations, focused on changes in the 2020s, 2030s to achieve success in human services in your scenario
Listening to the Scenario Reports

What do you hear in two or more scenarios?

What implications?

What recommendations?

Which are “robust”? These work in 2 or more scenarios.
## Likelihood & Preferability Poll Results
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Next Steps and Feedback
IAF Advice:

Monitor how the futures unfold

Anticipate opportunities and threats

Pursue your recommendations

Check your aspirations & create your preferred future for human services!
Last Words
And
Thank you!!