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, Jefferson County & 7 other state and local partners

• Funded by the Kresge Foundation
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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
      Lynn Johnson, Jefferson County Department Human Services
      Clem Bezold, Institute for Alternative Futures

9:30  The Jefferson County Human Progress and Human Services 2035 Scenarios

10:50 Break

11:00 Small Groups Explore the Scenarios & Consider Implications

12:30 Comparing Strategies Across Scenarios and Developing Recommendations

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**
Colorado/Jefferson County; Jobs; Racism;
Education

**Organization/Topic**
Human Progress and Human Services in Jefferson County
Forecast, Scenario Zones:
Visionary/Surprisingly Successful, Expectable, Challenging
Developing these Jefferson County Human Progress and Human Services 2035 Scenarios

1. With JCHS – identify key drivers, review County 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 JCHS;
   - then “Back Stories” for each of the 7 specific human service areas: aging, behavioral health, child youth and family, disability, economics and job development, housing and homelessness, and income supports

3. In the process with JCHS – 7 forecasting meetings with 65 participants; a scenario development workshop involving 19 people from JCHS, the County, and the human services community
STEPPING INTO YOUR SCENARIO

Today- Use the Scenarios to Explore, Consider Implications

Step into your assigned scenario

Consider the implications for current JCHS directions & strategies
Jefferson County Dept. of Human Services 2017 Directions & Strategies

See Handout

- JCHS Vision & Values
- Strive for integrated human services
- Agency operating goals
- Strategies: Customer Service and Staff development
  - Department-wide Initiatives
    - Next Steps
Jefferson County Human Progress and Human Services 2035 Scenarios

1. Expectable – The Good, the Bad and the Ugly
2. Challenging – Dark Side of the Moon
3. Visionary – Field of Dreams
4. Visionary – Epic 14’er
## Likelihood & Preferability Poll

Jefferson County 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: The Good, the Bad and the Ugly
Scenario 1: The Good, the Bad and the Ugly

- Slow economic growth
- Increasing job loss to automation
- Smart phones smarter, do more; virtual reality & virtual counselors, coaches
- Federal cuts in human services, some restoration in the 2020s
- Housing at the forefront of issues
Human Services Overall – 1

• Better coordination
• Technology, tele- & virtual visits
• Automation of eligibility and some case management
• Two generational strategies
• Funding decreased 2017 to 2021; some regrowth in 2020s, with periodic retrenchment
• Migration to the Denver area and growth of senior population shaped fabric of Jefferson County
Aging Services – 1

- Baby boomers, 65+ growth and 85+ even more growth
- Growth of diabetes and Alzheimer’s
- Medicare remains; increased costs for insurance and medication, increased the number of seniors on fixed incomes living in poverty
- Senior centers expand & virtualize
- TeleMedicine & virtual care
- Robots, smart homes, affective computing assistants
Behavioral Health Services – 1

• Health care includes behavioral care
• Cross agency information sharing
• More focus on prevention and predictive analytics
• Focus on preventing adverse childhood experiences (ACEs)
• Intelligent agents, often via smartphone apps, give much behavioral care
• Causes of need for care, including opioid abuse, increase
Child, Youth and Family Services – 1

• Family, child needs grow faster than funds
• Single parent and multi-generational households
• Substance abuse increases
• Funding falls and rises; County fills some gaps
• Kin placements grow
• Two generation strategies; JeffCo Prosperity Project
• Prevention more effective in 2020s
• More counseling, case management by AI
Disability Services – 1

- Need grows - youth & adults
- Benefit levels reduced, eligibility stiffened
- Telehealth and virtual reality increased connections, but still isolation remains
- Technology became more advanced: self-driving cars, digital assistants, 3D printing of smart prosthetics, home monitoring and home care robots
- State rules limited schools’ ability to serve children and adjust, and care varies depending on school
Economics and Job Development - 1

• Job loss to automation
• JeffCo focused on training and retraining the workforce – esp. high school students and seniors
• Increased apprentice programs
• Marijuana a growth sector and economic influencer
Housing and Homelessness Services – 1

• Housing issues remain at the forefront
• Homelessness increases for families and seniors
  – Driven by high cost of living, job loss, migration into the area (for marijuana and other reasons), increased substance abuse
• Fewer vouchers available, longer waiting lists for the lottery
• Secondary units and more shared living
• Better promotion of services available
Income Support Services – 1

• Income supports experienced cuts, and stricter regulations, 2017-2021
• Food program funding cut with Ryan/Trump budget; SNAP moved to a block grant system
• In the 2020s, funding rebounded; better job focus
• During slowdowns, more go without cash assistance
• More participation in informal economy
• Integrated family needs assessment, services and funding
### Questions and Likelihood & Preferability Poll

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Scenario 2: Dark Side of the Moon
Scenario 2: Dark Side of the Moon

- Recurring challenges:
  - 2017-2021 Federal human services cuts;
  - Employer downsizing and ongoing job loss to automation;
  - Aging wave unfunded;
  - Great Recession of 2023;
  - Flooding, fires, droughts and water shortages;

- Technology advances – AI, virtual tools, health care, self driving cars; Some effect low income families
Scenario 2: Dark Side of the Moon

- Human service agencies and clients showed creativity - do more with less, coordinate
- Public funding diminishes, the non-governmental sector more heavily relied upon
- Increased collaboration among providers
- Increased household and community self-reliance
Human Services Overall – 2

• Automate when possible
• Human service organizations were increasingly restricted and monitored by federal agencies
• Promote home & community self sufficiency
• 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
- Social security benefits decreased
- More seniors on fixed income living in poverty
- Isolation a main issue, rural seniors underserved
- For low income elders tech advances by mid 2020s
- Less housing security and quality for elders, and increased instances of elder abuse
Behavioral Health Services – 2

• Economic, environmental challenges increase behavioral health issues
  – Including substance abuse
• Health care coverage reduced for many
• “Doc Watson”/intelligent agents help some in 2020s; aid in triage as well
• Increase in incarceration – jails & prisons are largest residential behavioral health provider
Child, Youth and Family Services – 2

• Family instability, abuse & neglect increase
• More ACEs; opioid addiction
• 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.
• Increased privatization of services; faith & community groups step up
• Child & family service workers stressed; some automation
Disability Services – 2

• Diabetes, dementia & Alzheimer's increase disability
  – Higher rates in lowest income zip codes; 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
Economics and Job Development - 2

- Widespread job loss
- Unemployment increased
- Wages remain low
- More participation in the informal economy and increased self-sufficiency
Housing and Homelessness Services – 2

- Funding cuts
- Homelessness increases
  - More ‘tent’ cities
- Laws and regulations were changed to allow more unrelated individuals into housing units, permit secondary dwelling structures in homes and in yards; met with resistance
- Recessions led to more foreclosure
- Churches, synagogues, and mosques step up temporary housing and food efforts
Income Support Services – 2

- Lower TANF benefits and reduced time they could be received
- Unemployment grew; harder to target new jobs and achieve reemployment
- Old age pension age of eligibility raised; no adjustment to monetary amount
- Poverty increased
- SNAP moved to block grant then eliminated
Questions?????
and
Likelihood & Preferability Poll
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Scenario 3: Field of Dreams
Scenario 3- Field of Dreams

• 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 – taxation, housing, health care, public safety, guaranteed basic income
Human Services Transform – 3

• More effective and efficient, high automation & intelligent agents
• Integrated, shared data; automatic enrollment
• Guaranteed basic income eliminates TANF, SNAP, other programs & staff
• Two, and multi, generational strategies
• Upstream, preventive approaches supported by information; focused on thriving
• Equity and compassion changed how human services are viewed and delivered
Aging Services – 3

• Healthy living and technology reduce disabilities or their impact

• 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
• Intelligent counselors via smart phone apps and wearable tech tools
• Some human counselors remain
  – The human and technology mix is customized for each person
• Integrated data and predictive analytics
Child, Youth and Family Services – 3

• Reduced child abuse and neglect
• Basic income follows child to foster home
• More kinship and in-home care
• Teen pregnancies down, high school graduation up
• Integrated data, predictive analytics focus services, anticipate challenges
• Empathic cognitive computing does case management
• Training for many shifts to self-sufficiency
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
• Data sharing and partnerships optimize services, interaction
Economics and Job Development - 3

- Basic income allows people to more equally pursue their goals and economic empowerment
- Abundance advances lower cost of basic needs
- Better, more equally accessible job training and education
Housing and Homelessness Services – 3

• Basic income helps meet housing needs
• Zoning & policy changes to support low income housing
• Technology aids low cost construction of homes
• Integrated housing with other human services – customer focused, predictive
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
  – Comprehensive employment training system enables people to rise higher than the GBI
  – Home & community co-production
Questions?????
and

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Scenario 4: Epic 14’er
Scenario 4 – Epic 14’er

- Strong economy, “gig economy”
- Living wage in 2020s, “full employment”
- Tech supports sustainable, equitable communities- “abundance advances”
- Home and community self sufficiency increased
- Colorado spirit of independence and choice helped families and individuals guide their own empowerment
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
  – Integration with agencies, non-profits
Aging Services – 4

• Explosion of elders
• Some disease, disability prevented
• Advanced technology
  – And low cost medical advances
• More accessible housing, group living, cohousing, and aging-in-place
• 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
- Intelligent agents provide effective care; virtual and face to face options remain
- Advances in Medicaid and Medicare by 2025
- County focuses on prevention with adequate funds, staff and tools
More personalized, holistic, preventive and supportive
Adequate substance abuse care
Child care and pre-K enhanced and better funded
Family training in abundance advances
Financial literacy and parent classes increased
Disability Services – 4

- Person-centric wellness approach
- Slowed disabilities
- “Success stories” used as model for other cases
- Continuum of care, physical and mental health services
- Universal access to health care
- Technological advances reduce disabilities
Economics and Job Development - 4

• Prepared workforce benefits from technology
• Shift in values across generations
• Employees receive better wages to match cost of living
• Employers intentional about hiring locally
Housing and Homelessness Services - 4

- Low income housing from secondary units, tiny homes, 3D printing of home parts, more public funds
- Policy and attitudes changed
- Households more generative of needs
- Continuum of services
Income Support Services – 4

• Decreased 2017 to 2021, then increased with flexibility
• Comprehensive family self-sufficiency plans
• Workforce development and public education align school and training with likely jobs, personal skills and preferences
• Local food production and abundance advances provide income equivalents
Questions?????
and

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REVIEWING YOUR SCENARIO

Scan your scenario narrative
Review the slides for your scenario

Think about 2 questions

1. Implications for JCHS goals, directions in your scenario in the next five years
2. Recommendations, focused on changes in the 2020s, 2030s to achieve success in human services in your scenario
Jefferson County Dept. of Human Services 2017 Directions & Strategies

See Handout

- JCHS Vision & Values
- Strive for integrated human services
- Agency operating goals
- Strategies: Customer Service and Staff development
  - Department-wide Initiatives
  - Next Steps
STEPPING INTO YOUR SCENARIO

In your small group discuss & develop group answers

1. Implications for DHHS goals, directions in your scenario in the next five years
2. 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 strategic 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!!