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;
  – To better prepare for and create the future.

• National Scenarios, Memphis & 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, Be Concerned
  • Consider the implications for strategic directions
  • Identify “Robustness” across scenarios
  • Develop recommendations
  • Enhance your potential partnerships, shared goals and vision
  • Not to develop a plan or a vision
Roles & Rules

Rules
• Have Fun
• Be inventive
• Imagine
• Aspire

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
Memphis/Shelby County; Jobs; Racism;
Education;

Organization/Topic
Human Progress and Human
Services in Memphis
Forecast, Scenario Zones:
Visionary/Surprisingly Successful, Expectable, Challenging
Memphis Human Progress and Human Services 2035 Scenarios

1. Tale of Two Cities
2. Challenges Shape Caring
3. Rock and Roll Again
4. Abundance, Good Work, Good Caring
Scenario 1

Tale of Two Cities
Scenario 1: A Tale of Two Cities
Scenario 1: Tale of Two Cities

- Slow economic growth
- Growing job loss to automation
- Federal cuts in human services, some restoration in the 2020s
- Greater racial and ethnic income disparity
- More concentrated poverty and family instability
- Smart phones smarter, do more
- Variation in school systems funding and effectiveness
Human Services Overall – 1

- Better coordination
- Technology, data integration, tele- & virtual visits
- Individualized service plans
- Two generational strategies
- Funding decreased 2017 to 2021; some regrowth in 2020s, with periodic retrenchment.
- Churches saw periodic increases in membership (both physical and virtual) and provided support
- Community organizations & mentors partially filled the gaps left by cuts
Aging Services – 1

- Baby boomers, growth of diabetes and Alzheimer’s
- Senior centers expand, use libraries, and virtualize
- TeleMedicine & virtual care; Medicare remains
- Disability grows
- Churches & neighbors fight isolation
- Neighborhood safety, blight, food insecurity remain
Behavioral Health Services – 1

- Health care includes behavioral care
- Integrated data, focus on prevention and predictive analytics.
- Focus on preventing adverse childhood experiences (ACEs)
- School clinics, counselors & teachers identify behavioral risks and needs
- Intelligent agents, often via smartphone apps give much behavioral care
Child and Family Services – 1

• Two generation strategies
• Parent & day care worker training
• Foster care grew
• More focused education and job training aligned with job need
Disability Services – 1

- Disabilities grow
- Benefit levels reduced, eligibility stiffened
- Increased group living options, and more caregiver support and universal design in new construction
- Telehealth increased connections, but still many remain isolated
Income Support Services – 1

- Income supports, particularly TANF experienced cuts, and stricter regulations
- During economic slowdowns, more go without cash assistance
  - Criminal activity increased.
- In the early 2020s, funding for TANF funding rebounded; more focused on right work/jobs
- Public transport enables getting to work
Housing Services – 1

- Need grows faster than low income housing supply, and funds were periodically cut then returned.
- Better integrated, consumer focused, wrap around services
- New low cost housing options
- Predictive modeling
• More efficient SNAP access, but fluctuations in funding levels
• Non-profit, faith based, and philanthropic organizations fill void
• Home and community gardens/growing centers
• More entrepreneurs thrive selling locally grown or made products
Scenario 2
Challenges Shape Caring
Scenario 2: Challenges Shape Caring
Scenario 2: Challenges Shape Caring

- Recurring challenges:
  - 2017-2021 Federal human services cuts;
  - Employer downsizing and ongoing job loss to automation;
  - Great Recession of 2023;
  - Wolf River Flood of 2026

- Human service agencies did more with less, coordinated services
- Churches and local foundations - steadfast in trying to fill gaps
- Increased collaboration among providers, increased household and community self-reliance
Aging Services – 2

- Economic hardships, boomers, diabetes & Alzheimer's increase aging services needed
- Stress on multi-generational homes
- Blight continues
- Transportation & food problems grow
- Aging service cuts
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
• Increase in incarceration – jails & prisons are largest behavioral health provider
• Black & Hispanic disparities
Child and Family Services – 2

• Family instability, abuse & neglect increase
• More ACEs
• Budget cuts: adult protective services, foster care, refugee assistance, school clothing, transportation, home repair, and job training
• Child & family service workers stressed; some automation
• Some prevention by coalition of schools, church and youth groups, and providers
Disability Services – 2

• Diabetes, dementia & Alzheimer's increase disability
  – Higher rates in lowest income zip codes; Hispanics & African Americans

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

• Technology, vitality reduced some disability but came to the poor last
TANF/Income Support Services – 2

• Lower Tennessee TANF benefits and reduced time they could be received
• Unemployment grew
• Poverty increases
Housing Services – 2

- Funding cuts
- Concentrated poor housing, blight, crime
- Downward spiral of safety, home value, taxes, services
- Some private funding was used for housing, but resources are limited.
- Homelessness increases.
Food and Nutrition Services – 2

• SNAP - cuts and stricter mandates until it is eliminated altogether.
• Food deserts and food swamps.
• Floods & droughts
• Home & community food growing
• Targeted programs for early childhood centers
Human Services Overall – 2

- Do more with less
- Automate when possible
- Support overworked, underpaid staff
- Promote home & community self sufficiency
- Despite drop in congregant donations & portfolios, churches & foundations gave
- Keeping hope alive
Scenario 3.
Rock and Roll Again
Scenario 3: Rock and Roll Again
Scenario 3- Rock and Roll Again

- 2017-2021 – Economy & stock market grows; job loss to automation; low wages; poverty & inequality up
- Transformations – 2020 to 2035
  - Fairness and equity
  - Economics
  - Abundance advances
  - Family and community self-sufficiency
  - Policy – taxation, housing, health care, public safety, guaranteed annual income/basic income guarantee (BIG)
Human Services Transform – 3

• More effective and efficient, high automation & intelligent agents
• Integrated, shared data; automatic enrollment
• Guaranteed annual income eliminates programs & staff
• Two, and multi, generational strategies
• Upstream, preventive approaches supported by information
• Accessible, transformed health care integrates with human services
Aging Services – 3

• Elders trade, barter & buy services
• Tech reduces disabilities
• Senior services in libraries, cafes, churches, homes and virtually
• Village/NOARCs in many Memphis communities
• Elders give their time and attention to others; social health improves
Behavioral Health Services – 3

• More wellness, better behavioral health
• Health care includes behavioral health
• Intelligent counselors via smart phone apps
• Some human counselors remain
• Integrated data and predictive analytics
Child and Family Services – 3

- Enhanced environments – day-care, art experiences, parent training
- Informal support groups, coop daycare after guaranteed income
- Reduced child abuse and neglect
- Basic income follows child to foster home
- Predictive analytics focus services, anticipate challenges
- Job training shift for many to self-sufficiency
Disability Services – 3

• Prevention reduces disabilities
• Tech reshapes some disabilities;
  – 3D printing of prosthetics, home robots, intelligent agents, self driving cars and smart homes
  – Virtual services integrate isolated
• Basic income affects disability payments.
• Data sharing and partnerships optimize services, interaction
Income Support Services – 3

• TANF, SNAP, EITC largely replaced by guaranteed annual income
  – Severely disabled get more than guaranteed annual income
• Guaranteed child payment follows to foster care
• Immigrants - some remaining income supports
• Human services provide planning support/training
  – Financial literacy
  – Plan to thrive, with and beyond the basic income
  – Parenting
  – Home & community co-production
  – Volunteering/contributing to the community.
Employment Services – 3

- Focus on current & future jobs, beyond automated jobs
- Strong private sector support
- Tuition free technical training
- Focus beyond jobs - training for contributing, self-sufficiency, community co-production
- Rehab training in work or self sufficiency for special needs
Housing Services – 3

- Basic income support housing
- New low income universal design housing added
- Integrated housing, other human services – customer focused, predictive
- Emergency housing needs diminished
- Rapid rehousing supported
- Homes produce energy – benefits passed to renters
Food and Nutrition Services – 3

- Food insecurity reduced
- Training in home & community food production
- Tech foods – 3D printed, cultured meat, urban ag
- Memphis ag history and heritage
- Gardening & nutrition taught in pre-K and elementary school
- Food deserts and food swamps were reduced
- SNAP displaced by BIG.
Scenario 4: Abundance, Good Work, Good Caring
Abundance, Good Work, Good Caring
Scenario 4 – Abundance, Good Work, Good Caring

• Strong economy, job shifts but full employment
• Attitude shift
• Minimum wage to living wage
• Shift in focus from “I” to “we” and on equity
• Poverty reduction in poorest zip codes
• Tech supports sustainable, equitable communities. “abundance advances”
• Shift to wellness model
Human Services overall – 4

• Human Services Transformed
  – Support equity and family self-reliance
  – More targeted, predictive, automated and effective
  – Two generation/multi-generational strategies;
  – Health care/human services partnerships
  – Enables prevention and optimal services
  – Rapid evaluation of human services
  – Institutionalized inequality confronted
  – Shared vision of hope put in practice
Aging Services – 4

- Well funded
- Advanced technology
- Increased social interaction, volunteering.
- More accessible housing, group living, cohousing, and aging-in-place.
- Human service workers facilitate effective development and use of these advances.
Behavioral Health Services – 4

- Part of universal health care
- Wellness and prevention focus
- Increased community reduces isolation and behavioral health issues
- Intelligent agents, Siri v.12 provide care
Child and Family Services – 4

• More personalized, holistic, preventive and supportive.
• Teen pregnancy rates decline
• Foster care, though need reduced
• Child care and pre-K enhanced and better funded
• 98% kindergarten preparedness rate.
• Family training in abundance advances and their most effective use
Disability Services – 4

- Person-centric wellness approach
- Continuum of care, physical and mental health services
- Rehab, especially post trauma, includes home services, intelligent agents and robotic rehab exercise trainers
Income Support Services – 4

- TANF, other income support increased payment level but decreased need.
- Workforce development and public education continuously collaborate to align school and training with job opportunities.
- “Welfare cliffs” eliminated
Housing Services - 4

• Low income housing expanded
• Zoning allows secondary units
• Tiny homes
• 3D printing of home parts
• Community rehab of homes
• Rent restrictions
• Low cost solar benefits to renters
Food and Nutrition Services – 4

- SNAP benefits raised
- Home and community food growing increases
- Southern food traditions see resurgence.
- Food, nutrition and gardening ed in schools, pre K
- Urban Hi Tech ag
**Likelihood & Preferability Poll**

Memphis 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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STEPPING INTO YOUR SCENARIO

In your mind’s eye

In your small group
Listening to the Scenario Reports

What do you hear in multiple scenarios?

What strategic implications?

What recommendations?

Which are “robust”, they work in 2 or more scenarios.
Likelihood & Preferability Poll
Memphis Human Progress and Human Services
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Next Steps and Feedback
Go Forth

Watch for the Futures

Create Your Preferred Future!