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, Richmond & 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 of each scenario for current directions, goals and strategies
  - Identify “Robust” of strategies and recommendations
- Enhance your partnerships, understanding, shared aspirations and goals (but not develop a specific plan)
Agenda

9:00  Welcome and Introduction
      ➢ Reggie Gordon
      ➢ Clem Bezold

9:30  The Richmond Human Progress and Human Services 2035 Scenarios

10:20 Imagining your scenario & implications for directions

10:45 Stepping Into Your Scenario

12:15 Lunch

12:45 Listening to Implications Across Scenarios

1:30 Next Steps & Feedback

2:00 Adjourn
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
Human Service Scenarios – Levels & Driving Forces

Economy/ Poverty

MACROENVIRONMENT

U.S.; STATES & CITIES

Demographics, Values & Attitudes

Technology/ Communications

Politics and Policy

Environment/ Climate

LOCAL HUMAN SERVICES

Human Progress/Human Needs, Human Services
Scenario Zones For Aspirational Futures

Visionary/Surprisingly Successful

Zone of High Aspiration

Expectable

Zone of Conventional Expectations

Challenging

Zone of Growing Desperation
Developing Richmond Human Progress and Human Services 2035 Scenarios

1. With OCWB – identify key drivers, review 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 Richmond
   • then “Back Stories” for each of the 6 specific human service areas: aging, behavioral health, children families and adult, housing and income supports

3. In the process with OCWB – 3 days of forecasting meetings with 40 + leaders from the Richmond 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 OCWB and community goals and directions
Richmond Human Progress and Human Services 2035 Scenarios

1. Expectable – Older Dominion
2. Challenging – A Tale of Two Cities
3. Visionary – Monuments of Equity
4. Visionary – Come One, Come All
Likelihood & Preferability Poll
Richmond 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: Older Dominion
Scenario 1: Older Dominion

- Overall slow national economic growth, with Richmond’s economy growing slightly above national average
- Simultaneously, increasing national job loss to automation
  - 7% by 2025
  - ‘Gig’ work
  - Move towards living wage for those with “jobs”
- More severe weather events, flooding
- Smart phones smarter, do more; virtual reality & virtual counselors, coaches
- Concentrated poverty/ income segregation persist, though reduced
- Richmond population ages and demographics evolve
Human Services Overall – 1

• Funding decreased 2017 to 2021; some regrowth in 2020s, with periodic retrenchment
• Better coordination
• Technology, tele- & virtual visits
• Automation of eligibility and some case management
• Multi generational strategies
• Regionalism and collaboration increase
  – Aided job creation, workforce preparedness, housing and public transportation
Aging Services – 1

• Baby boomers, 65+ growth and 85+ even more growth
  – By 2030 - 13.48% of population aged 65 and older
• Growth of diabetes and Alzheimer’s
• Richmond celebrated all stages of life
• Senior centers expand & virtualize
• More telemedicine & virtual care
• Informal caregiving evolved
• Housing issues remained – ADUs increased
Behavioral Health Services – 1

• Need for services grew, although availability of care diminished as health care and access evolved
  – Complications of Medicaid expansion in 2020s
• Behavioral and primary care integrated
• Intelligent agents, often via smartphone apps, give some behavioral care
• Jail & prison behavioral care grows as incarcerations increase with racial bias
• Disparities in access to behavioral health care persist
Child and Family Services – 1

• Better understanding of ACES, generational poverty and racism informed services
• Data integration
• Demographics of school aged children evolved, sometimes stressing school systems
• Richmond made efforts in achieving more equal education and success rates: RVA Reads, RVA Future
• Early childhood programs improved quality and all seats in programs were filled
• Automation - number of child and family service providers reduced by 10%; human touch remained
Disability Services – 1

• Number of people with disabilities grew
  – Diabetes and Alzheimer’s; developmental disabilities
• Benefit levels reduced, eligibility stiffened
• Telehealth and virtual reality
• Technology became more advanced:
  – self-driving cars
  – digital assistants
  – 3D printing of smart prosthetics
  – home monitoring and home care robots
• Some covered by Medicaid and Medicare
  – Technology tools that were most affordable were not always the highest quality
Income Support Services – 1

• Income supports experienced cuts, and stricter regulations, 2017-2021
• TANF/ VIEW experienced reevaluations and cuts – 2020s, funding/ payment levels rebounded
• Food program funding cut; SNAP moved to a block grant system
• EITC continued; many low wage jobs automated
• Child care programs maintained
Housing Services – 1

- Gentrification continued with impacts on health, displaced residents and concentrated poverty
- Services had to meet people where they were
- Housing vouchers – some were absorbed by surrounding areas or occupied by college students
- Efforts to increase low income housing stock included:
  - More unrelated people in one home
  - ADUs
  - More group homes for elderly or special needs
  - Expand multi-unit public/affordable housing
  - RRHA redeveloped some facilities into mixed income complexes
- Land trusts
Questions ????
And
Likelihood & Preferability Poll
Richmond Human Progress and Human Services 2035 Scenarios

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Scenario 2: A Tale of Two Cities
Scenario 2: A Tale of Two Cities

• Recurring challenges:
  – 2017-2021 Federal human services cuts
  – Ongoing job loss to automation;
  – Increase of elders unfunded
  – Great Recession of 2023
  – Extreme heat, floods (Gaston-like flooding twice in the 2020s), displaced people, water pollution, disease

• Inequity increases, civil unrest and violence

• Diseases of despair

• Technology advances – AI, virtual tools, health care, self driving cars
  – Some available and used by low income families
Human Services Overall - 2

• Human service agencies and clients showed creativity - did more with less, coordinated and automated
• Community and home self-sufficiency efforts increased
• Increased collaboration among providers
• Greater reliance on non-profits/donors and churches
  – Although churches/non-profits faced challenges
Aging Services – 2

- Economic hardships, boomers, diabetes & Alzheimer's increase need for aging services
- Aging workforce crisis, esp. direct care workers
- Weather events impact elders
- Many technological and medical advances
  - Deepen the divide between those with money and access and those without
- More gaps in services as nonprofits close
- Fewer family members available to be caregivers; impacts for those that do
- More multigenerational homes
- Elder abuse grew
Behavioral Health Services – 2

• Need for services increased - economic downturn, increased substance abuse and vulnerability
• Availability of services diminished
• More uninsured
• “Virtual counselors”, accessible to the wealthy and those still on Medicaid managed care
• Predictive analytics - profiling
• Prisons major sites for behavioral health services; disproportionate effect on Black/ Hispanic populations
Child and Family Services – 2

• Need for services grew due to poverty, family instability, inequity & substance abuse
• Need for foster care outpaced ability of families to take in children
• More disconnected youth
• Federal funding decreases; reduction in non-crisis services; rebound then cuts with Great Recession
• Faith & community groups step up  
  – But, donations decreased
• Child & family service workers stressed; some automation
Disability Services – 2

• Increased disabilities: diabetes, dementia & Alzheimer’s; unemployment/poverty increased; severe weather events
• Inequities in disability rates and access to treatment
• Benefits cut, eligibility requirements more stringent
• Technology advances reduced some disability – but came to the low income last
Income Support Services – 2

• Restrictive measures on TANF; limited cash benefit amounts and time limitations
• Automation and economic recession decreased employment
• Many lacked transportation to job training/employment
• Food costs rose and insecurity/deserts increased
• SNAP payments reduced then eliminated
• Faith community provides meals and shelter
  – More mobile shelters emerged across the city
  – More displaced people come to Richmond, further straining resources
• More families resorted to extreme measures, did without, or found alternative sources for food, shelter and services
  – Informal economy
Housing Services – 2

- Harmful impacts of gentrification
- Housing insecurity driven by job loss, rent burden, disabilities and increased domestic violence
- HUD reduced public housing /housing subsidy programs
- Multiple efforts to increase low income housing; some NIMBY resistance
- Blight
- Homelessness, tent cities increased
- Churches provided more shelter/meals
- Development options, regional cooperation decreased
Questions ????
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Scenario 3: Monuments of Equity
Scenario 3 – Monuments of Equity

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

• Transformations – 2020 to 2035
  – Fairness and equity to confront and overcome historical oppressions
    • Richmond a leader
  – Economics; employment
  – Technology including “abundance advances”
  – Family and community self-sufficiency
  – Policy: taxation, housing, universal health care, public safety, guaranteed basic income
Human Services Transform – 3

• Richmond successful in building community wealth
• Guaranteed basic income eliminates TANF, SNAP, EITC, other programs & staff
• More effective and efficient, high automation & intelligent agents
• Integrated, shared data; automatic enrollment
• Upstream, preventive approaches supported by information; focused on thriving; being generative
• Equity and compassion changed how human services are viewed and delivered
• Support making contributions and effective use of “abundance advances”
Aging Services – 3

• Richmond a leader in celebrating aging
• Formal, informal, and virtual senior centers all grew
• Senior services integrated into libraries, schools, churches, cafes, and other settings
• More volunteering; and production/co-production and trading goods and services
• ‘Smart homes’, community supported aging in place
• Virtual reality & volunteering decreased isolation
• Basic income “tops up” Social Security
• Health care and nutrition programs advance
Behavioral Health Services – 3

- Poverty, economic insecurity reduced; lowered behavioral health needs
- Universal access to health care with behavioral health parity
- Accessing behavioral health de-stigmatized
- Effective/inexpensive software apps very successful in the 2020s
- Human/technology combination customized for each individual
- Better understanding of ACEs and predictive analytics aided early intervention
- Supportive housing expanded
Child and Family Services – 3

- With basic income greater family stability, increased high school graduation, reduced teen pregnancies and child abuse and neglect
- Basic income payment follows the child to foster home
- Equity lessens isolation
- More informal child caring networks
- Early childhood services, such as Head Start and Pre-K, universally available
  - All children have access to after-school activities and summer programing
- Immigration reform successful
Disability Services – 3

• Disability, or its impacts, reduced
  – Prenatal, primary care; slowing chronic diseases; healthier work places and lifestyles
• Stigma reduced
• Disability payments evolved due to basic income
• Medical and technological advances:
  – 3D printing; smart homes and home care robots; direct brain control of limbs; genetic analysis & some repair; self-driving cars; many included in Medicaid/Medicare
• Racial, ethnic, and income disparities from disabilities lessened
• Neighborhoods welcome supportive housing
Housing Services – 3

- GBI led to some migration across Virginia
- Dramatic increase in Richmond area low-income housing stock; mixed income neighborhoods
  - Reinforced by equity rising
  - Relocation assistance
- Transportation expanded, with housing built along routes
- Accessory dwelling units
- Advances in materials, 3D printing, and construction
- Abundance advances support housing & home goods
- Homelessness dramatically reduced
Income Support Services – 3

• Basic income eliminated TANF, EITC, others
• Additional supports remained for times of emergency need
• Making meaningful contributions increased, including caring for children and elderly, growing food & other volunteering  
  – More self and community sufficiency
• Training, support for effective use of abundance advances
Questions ????

And

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Scenario 4: Come One, Come All
Scenario 4 – Come One, Come All

- Value changes – equity and inclusion
- Policy transformations: Universal health care, housing, income supports, justice, education
- Richmond segregation and disparity reduced; community wealth building goals successful
- Steady economic growth, “gig economy”, job loss
- Living wage in 2020s, pay protections for gig workers; “full employment” redefined
- Income supports increased, no longer seen as “temporary”
- Tech supports sustainable, equitable communities- “abundance advances”
- Home/ community self sufficiency increased
Human Services overall – 4

• Human Services Transform
  – Support equity and family self-reliance
    • Richmond and OCWB led conversation and action around overcoming inequity
  – More targeted, predictive, automated and effective
  – Two generation/multi-generational strategies
  – Enables prevention and optimal services
  – Greater community connectivity
  – Integration with agencies, non-profits, other partners
Aging Services – 4

• VA became a “blue zone” of exceptional health/longevity
• Senior centers grew, evolved and integrated
• Kin and family care evolved
• More inclusive neighborhoods
  – More accessible housing, group living, ADUs, cohousing, and aging-in-place; Universal design
• Technology advances included: Tele-health, virtual reality care, advanced bio-monitors, smart home technology, and secure data bases
  – Most available to low income seniors, aided by human services
• Many diseases & their disability prevented or slowed
Behavioral Health Services – 4

• Behavioral health integrated with universal health care
• Stigma removed
• Social determinants were largely addressed, and genetic contributors to behavioral health better treated
• Data guided early intervention
• Virtual counselors widely used for non-severe behavioral issues
• Group homes evolved, use technology
Child and Family Services – 4

• Some child and family needs reduced as opportunity gaps reduced
• More equitable education and job preparedness
• Services coordinated, use predictive analytics
• Integration of data and partners, multi generational strategies
• Educational inequity reduced
• Pre-K and Head Start became universal
• Prenatal and early childhood care increased
Disability Services – 4

• Disability reduced by:
  – Reductions in drug use, consistent pre-natal care, genetic screening; slowing/reversal of chronic diseases, safer workplaces
• Developmental screening part of primary care exams
• Equity guided addressing social determinants of health; trusting, customized care across BLISS dimensions
• Tech advances included: self-driving cars, 3D printing, brain control of limbs, home monitoring and care robots, slowing chronic disease, advanced treatments for genetic and other diseases.
  – Many provided through universal health care
• Smart homes
Housing Services - 4

- Housing and community development restructured
- Equity as an integrated value supported affordable housing, mixed income neighborhoods
- East End complexes grew into thriving mixed income high rise villages
- Housing services integrate with other service areas
- New housing policies promoted mixed income communities:
  - Zoning changes to allow additional units in or on properties
- Abundance advances support greater household self-sufficiency – low cost solar energy for rental units; food and home goods production
- Homelessness decreased
Income Support Services – 4

• Living wage and pay protections for gig work
• Better, equal access to education and training
• Virtual training increased
• Richmond led in culture of equity - allowed people to live, work, contribute, communicate and define and pursue their own paths towards thriving
• Income support payments increased, TANF no longer “temporary”
• Self-sufficiency, co-production encouraged, supported
### Questions ????

And

Likelihood & Preferability Poll
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REVIEWING YOUR SCENARIO

Scan your scenario narrative
Review the slides for your scenario

Think about 3 questions

1. Will the five key priorities be successfully achieved in your scenario? Are adjustments or changes needed?
2. Recommendations for human services and poverty reduction, in your scenario, in the next three years
3. Recommendations for human services and poverty reduction focused on the 2020s and 2030s in your scenario
OCWB Goals

See Handout
Achieving Goals in Your Scenario
Listening to the Scenario Reports

What do you hear in two or more scenarios?

These are “robust” -- They work in 2 or more scenarios.
### Results of Likelihood & Preferability Poll
#### Richmond Human Progress and Human Services 2035 Scenarios

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Next Steps and Feedback
IAF Advice:

Monitor how the futures unfold

Anticipate opportunities and threats

Pursue your recommendations

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