San Antonio, Texas
Human Progress and Human Services 2035
Scenario Workshop
December 7, 2017
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, San Antonio & 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 plan)
Agenda

10:00 Welcome and Introduction to Futures Thinking and Scenarios
   - Molly Cox, SA 2020
   - Clem Bezold, Institute for Alternative Futures

10:15 The San Antonio Human Progress and Human Services 2035 Scenarios

11:30 Break

11:45 Small Groups Explore the Scenarios & Consider Recommendations

1:00 Comparing Recommendations Across Scenarios

2:00 Next Steps & Feedback

2:30 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**
Texas; Jobs; Poverty; Racism; Education

**Organization/Topic**
Human Progress and Human Services in San Antonio and Bexar County
Forecast, Scenario Zones:

Visionary/Surprisingly Successful

Expectable

Challenging

Zone of High Aspiration

Zone of Conventional Expectations

Zone of Growing Desperation
Developing these San Antonio Human Progress and Human Services 2035 Scenarios

1. With SA 2020 – 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 San Antonio;
   - then “Back Stories” for each of the 8 specific human service areas: aging, behavioral health, child youth and family, disability, food and nutrition, housing and income supports

3. In the process with SA 2020 – 3 forecasting meetings with 13+ participants; a scenario development workshop involving 20+ leaders from the San Antonio 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 SA 2020 and SA Tomorrow Sustainability Plan goals and directions
San Antonio and Bexar County Human Progress and Human Services 2035 Scenarios

1. Expectable – The Least We Will Do
2. Challenging – Even Scarier
3. Visionary – Fiesta
4. Visionary – SA 2020 Realized
Likelihood & Preferability Poll
San Antonio 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 Preview: Achieving the SA2035 Goals

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<td>Increase Philanthropic Giving</td>
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<td>Decrease Domestic Violence</td>
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<td>Increase Per Capita Income</td>
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<td>Abundance advances lower cost of living</td>
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<td>Abundance advances lower cost of living (Home grown food)</td>
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<td>Improve Kindergarten Readiness</td>
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<td>Increase High School Graduation Rates</td>
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<td>Reduce Carbon Energy Use</td>
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<td>Increase Solar Energy Use</td>
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<td>Increase Development with Low Environmental Impact</td>
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<td>Reduce Poverty Rate</td>
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<td>Improve Maternal and Child Health</td>
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<th>Reduce Diabetes Rates</th>
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<td>Universal Access to Affordable Health Care</td>
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<td>Expand affordable housing, healthy by design</td>
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<td>Reduce Health and Behavioral Risks</td>
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<td>Improve Housing Affordability and Transportation Affordability</td>
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<td>Mixed use development; Mixed income neighborhoods</td>
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<td>Resilient Neighborhood Preparedness</td>
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<td>Communities, parks, and other resources to maintain active healthy lifestyles</td>
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<td>Reduce urban heat island effects, especially in underserved areas</td>
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<td>Increase affordable healthy food</td>
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<td>Increase local food production</td>
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Scenario 1: The Least We Will Do
Scenario 1: The Least We Will Do

- Overall slow national economic growth, with San Antonio’s economy growing slightly above national average
- Larger metroplex as San Antonio and Austin regions merge
- Simultaneously, increasing national job loss to automation
  - 7% by 2025
  - ‘Gig’ work
  - Move towards living wage for those in formal employment
- More severe weather events
- Smart phones smarter, do more; virtual reality & virtual counselors, coaches
- Poverty/income segregation lessen but persist
- San Antonio population ages and increases diversity
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
• Two generational strategies
• Equity embedded into departments and services
• Baby boomers, 65+ growth and 85+ even more growth
• Growth of diabetes and Alzheimer’s
  – Over 25% of San Antonio seniors (102,500) have diabetes in 2030
  – More than 41,000 people with Alzheimer’s by 2035
• Senior centers expand & virtualize
• More communal housing; better “villages”; increased mobility
• TeleMedicine & virtual care
• Robots, smart homes, affective computing assistants
Behavioral Health Services – 1

• Need for services grew, although availability of care diminished as health care and access evolved
• 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
  – Human counselors remain
• Jail & prison behavioral care; slowed recidivism
• Churches expand role in behavioral health
Child, Youth and Family Services – 1

• Technology changes service delivery
• Single parent and multi-generational households
• Substance abuse increases
• Funding cuts and rebounds
• Federal gov. deports many immigrants in the late 2010s
  – Impact on foster care and other CYF services
• Kin placements grow
• Two generation strategies; Prevention more effective in 2020s
• School districts merge; more difficult to manage
  – Some progress but education inequity remains
  – PreK 4 SA improves PreK quality in all districts
• More counseling, case management by AI
Disability Services – 1

- Need increases
- Benefit levels reduced, eligibility stiffened
- Telehealth and virtual reality
  - Helped address isolation
- 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
• Federal funding decreased, need remained the same or increased
• Community organizations tried to fill gaps
• SNAP shifted to block grant
• Home/community food growing increased
• Increased food growing education - schools and libraries
• Meals on Wheels reduced; some replacement by community groups
Housing Services – 1

• Homelessness/housing insecurity increases – job loss, lack of affordable housing
• ”Housing first” model plus Haven for Hope reduced homelessness
• Texas promotes low income housing in “high opportunity” areas
• Efforts to increase stock of low income housing:
  – Zoning to allow secondary units
  – Encouraging sustainable construction
  – Conservation trusts, tax credits, and non-profit owned and leased units helped maintain affordability of land and homes
  – More multifamily units
  – Efforts to make landlords accept housing vouchers
  – 3D printing of home components and ‘tiny’ homes
• Overcrowding/ unregulated housing increases
Income Support Services – 1

- Income supports experienced cuts, and stricter regulations, 2017-2021
- Need increases, especially during severe weather events
- Food program funding cut; SNAP moved to a block grant system
- In the 2020s, funding rebounded; jobs and skill training used predictive analytics
- More participation in informal economy
- Texas shifted the “welfare cliff”
## Questions ????
And

Likelihood & Preferability Poll
San Antonio Human Progress and Human Services 2035 Scenarios

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Scenario 2: Even Scarier
Scenario 2: Even Scarier

• Recurring challenges:
  – 2017-2021 Federal human services cuts
  – Ongoing job loss to automation;
  – Aging wave unfunded
  – Great Recession of 2023
  – Extreme heat, floods (4th 100 year flood in 25 years),
    droughts and water pollution

• Inequity increases, civil unrest

• Technology advances – AI, virtual tools, health care, self driving cars
  – Some effect low income families
• Human service agencies and clients showed creativity - do more with less, coordinate and automate
• Community and home self-sufficiency efforts increase
• Increased collaboration among providers
• Greater reliance on non-profits and faith based organizations
Aging Services – 2

• Economic hardships, boomers, diabetes & Alzheimer's increase need for aging services
• Social Security payments / Medicare treatment options periodically reduced
• Many technological and medical advances
  – Most not accessible to low income seniors
• More gaps in services as nonprofits close
• Fewer family members available to be caregivers; impacts for those that do
• Isolation worsened
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
• Prisons major sites for behavioral health services; disproportionate effect on Black/Hispanic populations
Child, Youth and Family Services – 2

• Need for services grow due to poverty, family instability, inequity, opioid & substance abuse
• Federal funding decreases; reduction in non-crisis services; rebound then cuts with Great Recession
• Deportations bring more children into foster care
• School achievement gap worsens; despite positive impacts of Pre-K 4 SA
• Increased privatization of services; faith & community groups step up
• Child & family service workers stressed; some automation
• Neighborhoods and community networks build resiliency; produce and share goods & services
Disability Services – 2

- Increased diabetes, dementia & Alzheimer’s, accidents increase disability
- Benefits cut, eligibility requirements more stringent
- Technology advances reduced some disability - came to the low income last
- Veterans face more difficulty in accessing disability services
- More specialists and other rehab providers refused to accept Medicaid payments
- More barriers to accessing Medicaid
Food and Nutrition - 2

• Economic Recession, job loss and natural disasters increased food insecurity
  – Drought, water shortages, aquifer pollution and decreased air quality impacted food growth
• SNAP funding decreased, shifted to block grant, then program eliminated
• Home /community food production increased, schools as well
• Efforts in low-income communities focused on sharing food growing knowledge
• Grocery stores closed, public transportation less reliable; less access to healthy and affordable food
Housing Services – 2

• Funding decreased; housing insecurity increased
• Driven by job loss, rent burden, disabilities and increased domestic violence
• Churches provided shelter/meals
• Homeless camps grew
• Blight, overcrowding, crime increased
• More unregulated Colonia areas
• HUD reduced public housing /housing subsidy programs
• Section 8 housing voucher funding in SA slowly declined, dropping from 13,400 families to 8,000 by the late 2020s; likewise other subsidized housing, though public housing units remained at 6,300.
Income Support Services – 2

- Restrictive measures on TANF; limited cash benefit amounts and time limitations
- ¼ received EITC, average $2500 in 2016; more eligible, but those with job loss received little or no credit
- Automation and economic recession decreased employment
  - Transportation limited access to job training/employment
- Multi-generational homes increased
- More families resorted to extreme measures, did without, or found alternative sources for food, shelter and services
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Scenario 3: Fiesta
Scenario 3 - Fiesta

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

• Transformations – 2020 to 2035
  – Fairness and equity
    • San Antonio was a leader in equity
  – Economics; employment
  – Technology including “abundance advances”
  – Family and community self-sufficiency
  – Voting
  – Policy – taxation, housing, universal 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, EITC, other programs & staff
• Two, and multi, generational strategies
• Upstream, preventive approaches supported by information; focused on thriving; being generative
• Equity and compassion changed how human services are viewed and delivered
• Support effective use of “abundance advances”
Aging Services – 3

• 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

• Universal design changed building accessibility and transportation evolved
Behavioral Health Services – 3

• Poverty, economic insecurity reduced; lowered behavioral health needs
• Universal access to health care with behavioral health parity
• Access to behavioral health care less stigmatized
• Effective/inexpensive software apps proved to be very successful in the 2020s
• Human/technology combination customized for each individual
• Better understanding of ACEs and predictive analytics aided early intervention
• Genetic therapy advanced - covered by universal health care
• Services such as meditation, yoga, and exercise increased
• Primary care conducted & schools do enhanced screening
With basic income greater family stability, increased high school graduation, reduced teen pregnancies and child abuse and neglect

More kindship placements and in-home care

Basic income payment follows the child to foster home

Early intervention default mode for service delivery; aided by integrated data; San Antonio ensured data was collected/used with consent

Immigration reform in the 2020s; San Antonio welcomed significant numbers of refugees in 2020s

Families and communities strengthened by abundance advances and basic income
Disability Services – 3

• Disability, or its impacts, reduced -- driven by:
  – Slowing/reversal of chronic diseases
  – Safer and healthier work places and lifestyles

• Disability payments evolved due to basic income

• Developmental disability with primary care/pediatric exams; stigma reduced

• San Antonio schools more inclusive of children with disabilities

• Medical and technological advances:
  – 3D printing, home monitoring and home care robots, direct brain control of limbs, genetic analysis & some repair; self-driving cars -- Many included in Medicaid

• Racial, ethnic, and income disparities from disabilities lessened
Food and Nutrition - 3

• Food insecurity reduced, due to home and community food production:
  – Community gardening; urban and vertical agriculture; hydroponics and aeroponics
  – Cultured meat; 3D printed foods
  – Reinforced by San Antonio’s agricultural history & heritage

• Basic income eliminated SNAP

• Predictive analytics identify those at risk
  – Health care, schools and human services shared data and worked together

• Transportation allowed people to reach food sources

• Taxes on sugary drinks and other harmful ingredients established
Housing Services – 3

- Dramatic increase in the moderate, low-income and very low-income housing stock; mixed income neighborhoods; reinforced by equity rising
- Advances in materials, 3D printing, and construction
- Real-time marketplace of all available housing units,
- Cross-sectoral partnerships helped build housing for low income families.
- Social impact bonds, or “pay for success” models increased; mobility model pursued
- Abundance advances support housing & home goods
- Homelessness remained, dramatically reduced;
- Haven for Hope helps thousands into stable conditions
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
- Home ownership supported by down payment savings match program; financial capability training.
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Scenario 4: SA 2020 Realized
Scenario 4 – SA 2020 Realized

- Value changes – equity
- Policy transformations: Universal health care, housing, income supports, justice, education – San Antonio a leader in many
- San Antonio neighborhood income segregation reduced
- Cultures and ethnic groups were embraced/ understood
- Steady economic growth, “gig economy”, job loss
- Job training focused on skills needed in jobs or work that would not be automated
- 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
    - SA2020 led conversations and actions around equity
    - 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
- Shared data bases strengthened ‘no wrong door’ approach
  - San Antonio was a leader ensuring integrity of data systems
Aging Services – 4

- San Antonio anticipated needs of increased elder population
  - Expanded transportation and health care, embracing senior homes/ villages and increasing affordable housing options
- Caregivers trained in technology
- Technology advances included: Tele-health, virtual reality care, advanced bio-monitors, smart home technology, and secure data bases
  - Most advances available to low income seniors
  - Human service workers facilitate effective development/ use of these advances
- Many diseases & their disability prevented or slowed
- More accessible housing, group living, cohousing, and aging-in-place; Universal design
- Social, physical isolation reduced
Behavioral Health Services – 4

• Behavioral health integrated with universal health care
• Stigma around behavioral health removed
• Better understanding of genomics, epigenetics, ACEs, environmental factors & more effective prescribing
• Data guided early intervention
• Virtual counselors widely used for non-severe issues
• Schools integrated behavioral health services
• Families receiving behavioral health services assigned case manager, either human or AI
• Some churches expanded their role
Child, Youth and Family Services – 4

- SA 2035 goals largely achieved (reducing poverty, child abuse, domestic violence, teen pregnancies, and homelessness, and increasing per capita income, kindergarten readiness, 3rd grade reading levels, maternal and child health, sustainability and equity)
- Some CYF needs reduced
- More culturally sensitive services; strengthened partnerships
- Predictive analytics
- Educational inequity reduced
- Pre-K became universal
- Adult mistreatment identified through primary care
- Child caring co-ops and networks grew
- Training in abundance advances
Disability Services – 4

• Disability reduced by:
  – Reductions in drug use, consistent pre-natal care, genetic screening; slowing/reversal of chronic diseases, safer work places

• Disability screening occurred during physical exams

• Healthier lifestyles with increased green spaces

• Technological advances included: self-driving cars, 3D printing, brain control of limbs, home monitoring and care robots, advanced treatments for genetic and other diseases.
  – Many provided through universal health care
  – San Antonio worked to close the digital divide.
Food and Nutrition - 4

- Food insecurity reduced by:
  - Home/ community food production
  - Hydroponics, aeroponics, urban and vertical agriculture
  - 3D printed foods, cultured meat
- SNAP expanded, better reflect need and costs
- Preventative approaches identify those at risk
- Human services used a more comprehensive wellness model, addressing food, exercise, and medicine
Housing Services - 4

- Equity as an integrated value increased affordable housing, mixed income neighborhoods
- 6,000 new public housing units were created; Section 8 housing vouchers increased
- Mobility and place-based revitalizations
- Housing services integrate with other service areas
- Services anticipate emergency housing needs
- New housing policies promoted mixed income communities:
  - Zoning changes to allow additional units in or on properties
- Abundance advances support greater household self-sufficiency
- Homelessness decreased
- VIA integrated self-driving cars, extending public transits reach and flexibility
Income Support Services – 4

• San Antonio training for jobs that were new or not likely to be automated, particularly for biosciences, aerospace, and green economy.
• Living wage and pay protections for gig work
• Income support payments increased, no longer labeled “temporary”.
• Better, equal access to education and training
• Virtual training increased
• Barriers to access decreased, programs expand with adequate funding
• Each client had a person or AI case manager
### Questions ????

And

Likelihood & Preferability Poll
San Antonio Human Progress and Human Services 2035 Scenarios

<table>
<thead>
<tr>
<th>SCENARIO</th>
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REVIEWING YOUR SCENARIO

Scan your scenario narrative
Review the slides for your scenario

Think about 2 questions
1. Recommendations for best achieving SA 2035 goals, in your scenario in the next four years
2. Recommendations, strategies for best achieving the goals focused on the 2020s, 2030s in your scenario
SA 2035 Goals

See Handout
Achieving Goals in Your Scenario

Look at the SA 2035 Community Report Card & short list of key goals. Consider how well the goals were achieved in your scenario. What needs to be done, to better achieve these goals in your scenario? These could be adjustments to current strategies to achieve the goals, new strategies, or adjustments to the goals.

— What needs to be done in the next four years, what would you recommend? (Include who should implement the recommendation and what goal it relates to).

— What needs to be done related to changes in 2020s and 2030s, what would you recommend? (Include who should implement the recommendation and what goal it relates to).
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

San Antonio 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

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