
HUMAN PROGRESS AND HUMAN SERVICES 2035 TOOLKIT



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INTRODUCTION: HUMAN PROGRESS AND HUMAN SERVICES 2035

The Human Progress and Human Services 2035 Scenarios can be a useful tool for a human services organization or community to explore future threats and opportunities, reflect on your vision and strategies, and enhance your collaborations. This Toolkit provides three options:

- 1) Using the scenarios to hold a conversation in your organization and/or community
 - This is the simplest way to use the Human Services 2035 Scenarios - to have discussion with your organization or across the community on long term threats and opportunities in the context of your vision and goals
- 2) Holding a more structured Scenario Workshop that enables a more systematic look at threats and opportunities, your vision and strategies.
 - This is a more complex look at the scenarios which has participants think like a futurist, including estimating the likelihood and preferability of the scenarios and consider the success of current directions and strategies in each scenario and the “robustness” of current strategies. This option includes draft invitation language for participants, and relevant forms. During the Workshop participants “step into” the scenarios in small groups with a facilitator and recorder. This option in the toolkit includes facilitator/recorder instructions.
- 3) Building Human Services 2035 scenarios for your community.
 - We’ve been asked how would a community develop its own Human Services 2035 Scenarios. This section of the toolkit provides a brief outline for do this.

As you use any of these options, please let IAF know what you have developed, and please send the results to futurist@altfutures.org

1. USING THE SCENARIOS TO HOLD A CONVERSATION ABOUT THREATS, OPPORTUNITIES AND ASPIRATIONS

Choose a group from your organization or your community and invite them to the session (90 minute to 2 hours). Share the Scenarios (the national scenario report and summary slides; or choose one of the state or local efforts) and some questions to think about (see below). Note that each of the scenarios deals with the macroenvironment and overview of human services, then specific areas of human services (typically aging, behavioral health services, child & family services, disability services, housing, and income supports). Determine if you want to discuss all or only some of specific areas. Ask participants to read the scenarios in advance (read the whole scenario or only certain areas). As they read the scenarios to consider a set of questions (potential questions are listed below).

Hold the meeting. Present a brief summary of the first scenario (for the national scenarios, there is 5-minute overview of each of the national scenarios in the recording for Webinar 3 “Stepping into the Human Services 2035 Scenarios”, found at this link: <http://altfutures.org/projects/human-progress-and-human-services-2035/#webinars>). Ask participants: what the implications are if this scenario were to come about; what would human services need to do? Repeat for the other three scenarios. After going through the four scenarios (15 to 20 minutes for each scenario), ask what the take aways are for what the human services community should do in face of these futures. Thank participants. After the meeting write a short summary of the discussion and share with participants (and with IAF – email to futurist@altfutures.org).

Participant questions to consider for each scenario before the session:

- A. Assuming this scenario will happen, what are the implications for how we are doing human services in our community?
- B. Will our goals and strategies be successful in this scenario? Would we need to change our directions or strategies?
 - If there is a shared vision, goals or strategies for human services the organization or community have participants consider these. (if available send the shared vision, goals and/or strategies with the scenarios before the session and have participants review and consider them as they reflect on this question for each scenario).
- C. Are there new possibilities human services should pursue in this scenario?

2. HOLDING A FULL SCENARIO WORKSHOP

IAF, leading into this Human Services 2035 project and through the 12 scenario efforts for this project, has evolved a “Scenario Workshop” that allows participants to step into the scenarios, explore the implications including for current directions and strategies, and develop enhanced responses. This Scenario Workshop portion of the toolkit contains: detailed instructions, agendas, draft invitation letters, small group instructions, scenario polling and feedback form. This will provide you with a structured, systematic and engaging scenario process that allows you to deeply explore threat and opportunities, including visionary possibilities; review your aspirations, goals and strategies; exercise your estimations of likelihood and preferability; and craft new partnerships or opportunities. You will be able to use the scenarios to be better prepared for what might occur and better able to create your preferred future.

IAF’s aspiration futures approach is described on pages 1 to 3 of national scenario report: http://altfutures.org/wp-content/uploads/2018/10/IAF_Human_Services_and_Human_Progress_2035.pdf

The Institute for Alternative Futures (IAF) developed the national Human Progress and Human Services 2035 Scenarios, with support from The Kresge Foundation, and significant advice from our steering committee of national leaders, along with the state and local conveners and their staffs, identified in the above report and each of the state and local efforts.

For your Scenario Workshop, as described in this toolkit, you’ll get to pick which set of Scenarios and related material you’ll use from the Human Progress and Human Services 2035 Webpage at <http://altfutures.org/projects/human-progress-and-human-services-2035>. The instructions for this toolkit assume you are using the National Human Services 2035 Scenarios. But, a community or organization seeking to do a scenario workshop can also choose to use the scenarios from any of the eight state or local efforts available on the same website: states (Mississippi and Connecticut), counties (Montgomery, MD; San Diego, CA; Jefferson, CO), and cities (Memphis, TN; San Antonio, TX; and Richmond, VA). By the end of 2019, three more will be added (Hawaii, Baltimore, and Fairfax County, VA). For each effort there are the written scenarios, a PowerPoint summary, and the results/recommendations from that effort. After reviewing these state and local scenarios, if any of these jurisdictions and their scenarios seem like a better fit than the national scenarios for your community or organization, then use those scenarios and their slide summary. Then, follow the same processes and choices identified below, making adjustments in the forms where needed (e.g., scenario names in the likelihood and preferability polling form).

DESIGN CHOICES

This toolkit offers human service providers and community members a guide to deepen and examine strategic plans using the Human Progress and Human Services 2035 Scenarios which have been developed using the Institute for Alternative Futures' (IAF) Aspirational Futures Method. These scenarios offer leaders an opportunity to explore their visions and strategic plans alongside evidence-based forecasts that consider likely, challenging and visionary futures. Doing so assures that an organization or community takes a longer-term view of what is likely as well as their preferred future or vision. Without this longer-term view of both likely and preferable futures, strategic plans tend to become more operationally focused and constrained by past and present circumstances. The exercises found in this toolkit can help to ensure plans are "future tested" and organizations can be more flexible when new circumstances arise.

Some design questions to consider when planning your Scenario Workshop include:

WORKSHOP LENGTH: This toolkit contains materials for your community or organization to understand future thinking, agendas for scenario workshops of different lengths (half day or full day) and instructions for small group discussions as well as worksheets. Look over the two agendas to see which will work best for your group. The full day gives more time to "step into" the scenarios and compare the results.

WHOM TO INVITE: As mentioned, the scenario workshop is an opportunity for the human service and other community leaders to explore likely, challenging and visionary futures, consider the implications for current goals and strategies and reflect on their aspirations and priorities. These sessions have generated shared insights, reinforced current policies and partnerships, stimulated new efforts, and contributed to shared visions. Recruit human service community leaders and strategic thinkers to go through this process. In various communities, participants have included state and local government officials, community partners and providers from churches, education, business, aging, disability, health care and behavioral health care, and housing. A sample scenario workshop invitation email is provided below. Scenario workshops typically involve a range of 15 to 80 people. During the workshop participants will be assigned to one of the scenarios and will work in Scenario Team to explore the implications.

PICKING YOUR SUMMARY OF YOUR CURRENT DIRECTIONS AND STRATEGIES: The scenario workshop allows you to explore: what are the implications of different human service futures on your current directions and strategies? As you "step into" each scenario you will be considering: whether your vision is adequate, if you will achieve your goals and if your strategies will be successful? What are the implications of each scenario for your vision, goals & strategies – do they need to be adjusted in this future? You will ultimately compare the results across the four scenarios. You are checking the "robustness" of your strategies – will they work in two or more scenarios? Ideally you will have a one- or two-page summary of your vision, goals and strategies against which to cross-check your recommendations. These can be in relation to the Department or Agency convening the workshop. Or they can be the community's goals and strategies for human services.

If you don't have such a summary, you can ask what are the implications of this scenario for your current strategies and what would need to be changed or added to be successful.

CHOOSING FORMS TO USE FOR THE WORKSHOP: Read the Facilitator's Notes and Agenda, below, first to get a sense of the flow of meeting, the use of the forms and reporting on the results. These are all typically done at a scenario workshop but you can determine if you want to use them all.

FORMS & INSTRUCTIONS

SAMPLE SCENARIO WORKSHOP PARTICIPANT INVITATION EMAIL

Dear Participant,

The human services field faces significant changes – some positive and some challenging. In our community, we have a unique opportunity to peer into the future to consider these potential changes. The Kresge Foundation has funded the Institute for Alternative Futures (IAF) to develop national scenarios on human services and to work with a few cities, counties and states to explore their local futures. I would like to invite you to join other human services leaders for a day of using those Scenarios to explore what faces us. This scenario workshop will be on [date and time].

At the scenario workshop, we will explore “most likely” possibilities, some important challenges, as well as “surprisingly successful” pathways. The scenarios have developed forecasts for the next few years, but also look out through the 2020s to 2035. We will consider politics and policy, employment and poverty, technology and job loss to automation, as well as the form and nature of human services. We will use these futures to stimulate our analysis, imagination and aspiration. At the workshop, we will “step into” the different scenarios to consider the implications for our current directions and our community goals.

The scenario workshop will be held from [start and end times] on [date] at [location]. Please RSVP to [email] by [date].

I do hope that you'll join us for this engaging look into the future.

SINCERELY,

FACILITATORS' NOTES AND AGENDA FOR FULL DAY SCENARIO WORKSHOP

ROLES: The convener (or their designee) will be the main MC/facilitator for the Workshop. All participants will be acting as “futurists” for this exploration. Each of the Scenario Teams should have a facilitator and a reporter (explained below).

SUPPLIES NEEDED:

- PowerPoint projector
- 4 laptops for breakout groups
- Flip chart and markers
- Excel spreadsheet to calculate likelihood and preferability results
- Lunch and refreshments
- 8 copies of the Scenario Team Facilitator/Reporter instruction

For each participant:

- Human Progress and Human Services 2035 Scenarios
- Scenario Team Participant “Stepping Into” response template
- PDF of slides (6 slides/page)
- Likelihood and Preferability polling sheet

SCENARIO TEAM ASSIGNMENTS: Participants will be part of a team that explores one of the four scenarios. You can assign them to a team before the meeting and let them know their assignment and encourage them to read the scenarios in advance, particularly their assigned scenario. Alternatively, you can have them sit randomly at tables when they arrive, with the scenarios assigned to the table. If your organization has a particular focus (e.g., housing or child and family services) you may instruct participants to only read the overview and relevant sections of the scenarios.

SUMMARY OF GOALS AND STRATEGIES: The hosting organization should provide a summary of their goals and strategies for each participant. This will serve as a reference when considering the implication of their assigned scenario.

FULL DAY SCENARIO WORKSHOP FACILITATOR'S AGENDA

8:00 ARRIVE – Set up tables, electronics and refreshments

8:30 TRAIN SCENARIO TEAM FACILITATORS AND REPORTERS

- Review flow of 90 minutes and instructions
- Identify laptop recording
- Using a USB or other tool, load each laptop with the “Stepping Into” response template so that recorders may type notes and save. Alternatively, recorders can capture key words on a flip chart.

9:00 WELCOME AND INTRODUCTION

- Review workshop agenda and objectives for your organization
- Have participants introduce themselves
- Review futures thinking (see slides and introduction in the Human Services 2035 National Scenario Report)

9:30 HUMAN PROGRESS AND HUMAN SERVICES 2035 SCENARIOS

- Review each of the scenarios (10 to 12 minutes per scenario)
- Scenario 1: Expectable
 - Present the scenario
 - After each scenario, ask if there are questions, briefly discuss
 - Participants estimate the likelihood and preferability of Scenario 1 on their polling sheet
- Scenario 2: Challenging
 - Present the scenario
 - Ask if there are questions, briefly discuss
 - Participants fill out Likelihood and Preferability poll for Scenario 2
- Scenario 3: Visionary A
 - Present the scenario
 - Ask if there are questions, briefly discuss
 - Participants fill out Likelihood and Preferability poll for Scenario 3
- Scenario 4: Visionary B
 - Present the scenario
 - Ask if there are questions, briefly discuss
 - Participants fill out Likelihood and Preferability poll for Scenario 4
- After collecting the polling forms, have the results entered into the Likelihood and Preferability spreadsheet, which is available for download at <http://altfutures.org/wp-content/uploads/2016/04/Likelihood-Preferability-Poll.xlsx>. (Where there are a small number of participants taking the poll, some groups prefer to report the median rather than the average/mean. The spreadsheet generates both.)

10:20 IMAGINE YOUR SCENARIO & IMPLICATIONS FOR DIRECTIONS

- Remind participants of the organization’s goals and strategies (reference handout suggested under “summary of goals and strategies” above)
- Have participants read the narrative overview for their assigned scenario or review the slides (10 minutes)

VISUALIZATION: Convener leads a tour in the “mind’s eye” of their future

A useful way to have participants absorb and reflect on their scenario is to have them use their imagination – to visualize the scenario and step into it in their mind’s eye. The visualization instructions are further below in this toolkit. Have participants, when they come out of their visualization, write the highlights of their answers to questions for their scenario on their Scenario Team Participant “Stepping Into” response template.

10:45 BREAK

11:00 SCENARIO TEAM DISCUSSIONS – STEP INTO YOUR SCENARIO

Small group facilitator leads their Scenario Team through the questions. The details for this process are in the Scenario Team Facilitator and Reporters’ Instructions hand out below. The times for this move are as follows:

Question 1 is a “warm up” for groups to discuss, but not record or present upon: *What are the biggest changes in our scenario?*

- Discuss (5 minutes)

Question 2 - Strategic implications – achieving Goals and Priorities – changes? additions?

- Discuss and record notes (20 minutes)

Question 3 - Short term recommendations to 2020

- Discuss and record notes (20 minutes)

Question 4- Recommendations focused on 2020s and 2030s

- Discuss and record notes (20 minutes)

12:15 SMALL GROUP SESSION ENDS – Break and pick up lunch

12:30 LISTEN TO IMPLICATIONS ACROSS SCENARIOS / COMPARE STRATEGIES ACROSS SCENARIOS AND DEVELOP RECOMMENDATIONS

Scenario Team reporters present a summary of questions 2-4 (5 minutes per team for presentation, 1-2 for questions for each of the four - up to 30 minutes). Participants listen for similarities and differences across the four scenarios, particularly what they hear from two or more scenarios (these are “robust” implications).

- The reporter for Scenario 1 Team briefly presents their responses for questions 2, 3 and 4: changes, implications, strategies (5-7 minutes)
- The reporter for Scenario 2 Team briefly presents their responses for questions 2, 3 and 4: changes, implications, strategies (5-7 minutes)
- The reporter for Scenario 3 Team briefly presents their responses for questions 2, 3 and 4: changes, implications, strategies (5-7 minutes)
- The reporter for Scenario 4 Team briefly presents their responses for questions 2, 3 and 4: changes, implications, strategies (5-7 minutes)

1:00 Full Group Discussion (30 minutes)

Ask the full group what strategies, implications or recommendations were mentioned in two or more scenarios. Record this list on a flip chart or on screen. These are “robust” strategies.

- Ask the group whether they should help pursue the preferable scenarios – through their recommendations, goals or strategies. Should you—through your strategies, programs, or other actions—help create the preferable scenarios or make them more likely? What would that take? And how does this relate to the organization’s current vision – would any adjustments be needed?

1:30 LIKELIHOOD AND PREFERABILITY POLL RESULTS

After collecting the polling forms, enter the results into the Likelihood and Preferability spreadsheet which is available for download at <http://altfutures.org/wp-content/uploads/2016/04/Likelihood-Preferability-Poll.xlsx> to generate the average likelihood and preferability scores for each scenario. (Where there are a small number of participants taking the poll, some groups prefer to report the median rather than the average/mean. The spreadsheet generates both.)

Facilitator presents and interprets the results from the Likelihood & Preferability Poll:

- 100% for likelihood means absolute likelihood, 0% means not a chance; 100% for preferability means that it is totally preferable; 0% means there is nothing preferable.
- Expect likelihood ratings to be higher for Scenario 1. Scenario 2 offers a challenging future and Scenarios 3 and 4 offer visionary alternatives. Expect preferability ratings to be higher for Scenarios 3 and 4, which were developed and written to represent the most preferable among the 4.
- Planning for the most likely future tends to reinforce a suboptimal outcome. The discussion of robust strategies generally gives a better sense of strategies that would build visionary futures.

1:45 NEXT STEPS & FEEDBACK

Have participants complete the Next Steps and Feedback Form (found in this Toolkit). A major finding from these scenario workshops are the new partnerships that formed while exploring these scenarios and considering next steps. This form allows participants to describe these next steps and partnerships that can be pursued after the workshop. The Feedback is on the workshop itself.

After 5 to 10 minutes of filling out the Next Step and Feedback form, ask about conclusions - given the discussion on strategic implications, contingency thinking, and likelihood/preferability, what next steps should the organization/community take to:

- Change or add to current strategies and actions?
- Remain aware of the major forces shaping human services, including using these scenarios?
- Adjust partnering or communications approaches?

2:00 ADJOURN – Convener thanks Participants.

After the Scenario Workshop write a brief summary of the implications discussion and relevant next steps and feedback. Share this with participants. Please send the summary to IAF at futurist@altfutures.org.

HALF DAY SCENARIO WORKSHOP – FACILITATOR’S AGENDA

ROLES, SUPPLIES, ASSIGNMENTS AND STATEMENT OF COMMUNITY/AGENCY GOALS AND STRATEGIES – See the instructions for the full day Scenario Workshop above

HALF DAY SCENARIO WORKSHOP FACILITATOR’S AGENDA

9:00 SCENARIO WORK BEGINS - WELCOME AND INTRODUCTION

- Review workshop agenda and objectives for your organization.
- Have participants introduce themselves.

9:20 PRESENT THE HUMAN PROGRESS AND HUMAN SERVICES 2035 SCENARIOS

Review each of the 4 scenarios (10 to 12 minutes per scenario).

- For each scenario, have someone present the scenario and then have participants review the text and matrix for that scenario.
- Briefly discuss the scenario and take questions (5 min).
- Have each participant complete the Likelihood & Preferability Poll (5 min).
- Collect and process the results while the group continues with the agenda. Calculate the average rating for each scenario for both likelihood and preferability and share the results later with the full group assembled.
- After collecting the polling forms, have the results entered into the Likelihood and Preferability Spreadsheet, which is available for download at <http://altfutures.org/wp-content/uploads/2016/04/Likelihood-Preferability-Poll.xlsx>. (Where there are a small number of participants taking the poll, some groups prefer to report the median rather than the average/mean. The spreadsheet generates both.)

10:00 SCENARIO TEAM DISCUSSIONS

- Review the “Instructions for Small Groups” provided in this Toolkit.
 - Recruit a group facilitator and reporter for each group. This can be done ahead of the workshop.
 - Assign each group one of the scenarios to explore a scenario in detail and consider the implications for your organization or community. This can be done ahead of the workshop.
- Each group “steps into” and considers its assigned scenario.
 - Each group completes the Scenario Team Response Template for its assigned scenario.

11:05 FULL GROUP DISCUSSION

- Each small group presents a summary from its discussion on implications of their scenario (5 minutes per group).
- The full group identifies and discusses the similarities or differences in the small group answers across the scenarios.

11:35 LIKELIHOOD AND PREFERABILITY POLL RESULTS

Present and discuss the results from the “Likelihood & Preferability Poll.” Facilitator presents and interprets the results from the Likelihood & Preferability Poll:

- 100% for likelihood means absolute likelihood, 0% means not at all likely; 100% for preferability means that it is totally preferable; 0% means there is nothing preferable.
- Expect likelihood ratings to be higher for Scenario 1. Scenario 2 offers a challenging future and Scenarios 3 and 4 offer visionary alternatives. Expect preferability ratings to be higher for Scenarios 3 and 4, which were developed and written to represent the most preferable among the 4.
- Planning for the most likely future tends to reinforce a suboptimal outcome. The discussion of robust strategies gives a better sense of strategies that would yield results that are more positive.

11:45 NEXT STEPS

- What strategies are “robust,” i.e., which would work in 2 or more scenarios?
 - Are there any current strategies that would be counterproductive in one or more of the scenarios?
- Given the discussion on strategic implications, contingency thinking, vision, and likelihood/preferability, what next steps should the organization take to:
 - Change or add current strategies and actions?
 - How do these new or evolved strategies relate to the current vision?
 - Remain aware of the major forces shaping public health and your work, including using these scenarios?

12:00 ADJOURN – Convener thanks participants

FACILITATOR’S INSTRUCTIONS AND SPREADSHEET FOR LIKELIHOOD AND PREFERABILITY POLL

Each participant should judge the four scenarios’ likelihood and preferability with a value from 0 to 100; 0 represents “not likely” or “not preferable at all” and 100 represents high likelihood or preferability.

- 100% for likelihood means absolute likelihood, 0% means not a chance;
- 100% for preferability means that it is totally preferable; 0% means there is nothing preferable.

The scenarios are not to be considered as mutually exclusive sets, so the sum of values in each column can exceed 100.

Use the form below if you are using the national scenarios. If you are using one of the state or local scenario sets, replace the scenario names in the table and use that version.

After collecting the polling forms, have the results entered into the Likelihood and Preferability Spreadsheet, which is available for download at <http://altfutures.org/wp-content/uploads/2016/04/Likelihood-Preferability-Poll.xlsx>. (Where there are a small number of participants taking the poll, some groups prefer to report the median rather than the average/mean. The spreadsheet generates both.) This will provide a value to evaluate the perception of participants.

In giving participants the Polling instructions near the end of the workshop, when interpreting the results from the Likelihood & Preferability Poll, consider:

- Expect likelihood ratings to be highest for Scenario 1.

- Scenario 2 offers a challenging future and Scenarios 3 and 4 offer visionary alternatives. Expect preferability ratings to be higher for Scenarios 3 and 4, which were developed and written to represent the most preferable among the four.

If you get these results, note for participants that most planning does a SWOT (strength, weakness, opportunity and threat) analysis and sets up a “most likely” scenario and then plans in relation to that. But that most likely scenario is almost never the most preferred.

The scenarios provide complex, integrated alternative forecasts for the community and human services. Scenario 1 represents the type of forecasts that are often used in strategic planning to focus strategies in the face of this most likely future. But that creates the possibility of supporting or at least reinforcing a suboptimal future. Scenario 3 and 4 are both more aspirational and leave open the prospect of working to create those more visionary futures. Be aware of your vision and conscious of which future you are working towards.

LIKELIHOOD AND PREFERABILITY POLLING FORM

Human Progress and Human Services 2035 Scenarios

	LIKELIHOOD	PREFERABILITY
Scenario 1: Reductions and Rebounds (Expectable)	0 to 100	0 to 100
Scenario 2: Navigating Unending Challenges (Challenging)	0 to 100	0 to 100
Scenario 3: Building Human Potential (Visionary)	0 to 100	0 to 100
Scenario 4: Thriving Communities (Visionary)	0 to 100	0 to 100

SCENARIO TEAM FACILITATOR AND REPORTER INSTRUCTIONS FOR SCENARIO TEAM DISCUSSIONS

Scenario Teams will require a facilitator to lead the discussion, and a recorder to take notes and to summarize the results for the full group.

Facilitation & Recording/Reporting Tips:

- Get everyone to participate and discuss
- Recognize that one person's implication or recommendation may stimulate other people to think of additional implications or recommendations
- Remember that as facilitator and reporter you are members of the group and you should feel comfortable adding your thoughts to the discussion
- The reporter should capture the key points of the discussion - core phrases or sentences; they are capturing the answers to the questions, the reporter should be thinking about the highlights of the answers, for when you present the summary of the small group's report to the full group.

Facilitator reviews the objectives and timing for the session and have participants introduce themselves and their organization (5 minutes)

- Ask if small group members have any questions

Reviewing Question 1 on biggest changes

- Ask participants what they've identified (more can be added during the discussion)
- Reporter records these on the laptop – the highlights, key phrases

Reviewing Question 2 on implications

- Facilitator asks for responses – Have a participant identify one strategic implication. The reporter lists this on the laptop.
- The facilitator asks the first person for implication – then asks if others had the same or similar implications.
- Reporter records these.
- The facilitator asks for someone with a different implication – Facilitator asks if others had this implication or something similar.
- Repeat this until you've gotten all the implications for goals and strategies recorded for each question
- Reporter records highlights, key phrases.

Reviewing Questions 3 and 4 on short- and longer-term recommendations

- For each question, facilitator asks for responses. Have a participant identify one strategic recommendation. The reporter lists this on the laptop (note who or what part of the convening department or agency, or the human services community, the implication is focused on; and, if the implication deals with human services in general or one or more of the specific human service areas: aging; behavioral services; child, youth and family, disability, housing and income supports)
- The facilitator asks the first person for recommendation – then asks if others had the same or similar.
- Reporter records these.
- The facilitator asks for someone with a different implication – Facilitator asks if others had this implication or something similar.
- Repeat until all implications are recorded.

If time permits, facilitator checks if any of the specific human service areas were not addressed; for those not addressed as whether there are implications for that area? (aging, behavioral services, child, youth and family, disability, housing and income supports)

- Reporter records highlights, key phrases.

Group discussion ends

- Reporter saves responses on a flash drive or another method
- Reporter prepares for brief 3-minute presentation on responses to questions 2 – 4 from the worksheet.

SCENARIO TEAM PARTICIPANT “STEPPING INTO YOUR SCENARIO” WORKSHEET

Number/Name of your scenario _____

1. **What are the *biggest changes in human services or specific areas of human services in your scenario in the 2020s and 2030s?***
(E.g., changes in services, need for services, in who delivers them or how they’re delivered, funding, information; think particularly about changes in the 2020s and 2030s)

Biggest changes:

-
-
-

2. ***Implications for Human Service Success in your scenario*** - Which of your community or organizational goals and strategies are likely to be successful in this scenario? Which should be changed? Which new strategies or initiatives should be added?

-
-
-
-

Recommendations – short term (next 3 years) and long term (the 2020s and 2030s)

3. Short term recommendations – In addition to the adjustments or changes in your community or organizational goals and strategies, in the next three years—are there actions needed in the face of new or growing changes in your scenario pose (opportunities or challenges) for human wellbeing and human services (e.g., job loss to automation; extreme weather events; “abundance advances”; policy changes)? How should the community prepare for these to accelerate them or mitigate them? What recommendations would you make, and to whom would you direct them?

-
-
-
-

4. Recommendations focused on the 2020s and beyond - Focusing on the 2020s and 2030s, what new or growing changes will your scenario pose (opportunities or challenges) for human wellbeing and human services (e.g., job loss to automation; extreme weather events; “abundance advances”; policy changes)? How should the community prepare for these; to accelerate them or mitigate them? What recommendations would you make, and to whom would you direct them, to thrive in this scenario?

-
-
-
-

HUMAN SERVICES 2035 NEXT STEPS AND FEEDBACK FORM

To the Organizer: The attached questions can be modified as appropriate to help evoke meaningful next steps and feedback from participants:

NEXT STEP QUESTIONS

What do you see in terms of an integrated public and private health and human services continuum in your community?

-
-

Where are the next opportunities for partnerships and shared work?

-
-

The scenarios forecast significant impacts of data and technology on our work, including automated eligibility processing; more comprehensive family needs/resource analysis; predictive analytics anticipating/preventing problems; cognitive computing apps doing counseling and case management. What other data and technology applications do you see in the years ahead for your work?

-
-

How do we get ready to use these changes appropriately and effectively?

-
-

FEEDBACK ON THE SCENARIO WORKSHOP

What were the most meaningful things you learned from the Human Progress and Human Services 2035 Scenarios or experienced at the workshop?

-
-

In what ways may your learning or insights from the scenario process affect:

How you monitor the environment, the forces, shaping your organization?

-

The strategies or tactics you pursue?

-

Your communications and relationships with partners in the community?

-

From today's workshop itself, what did you like most about it?

-

For today's workshop, what improvements would you suggest for future Human Services scenario workshops?

-

Other comments

Please share any other comments you have regarding this project, including any other impact this effort has had or may have on your work.

3) BUILDING YOUR OWN HUMAN SERVICES 2035 SCENARIOS

To build your community's version of the Human Progress and Human Services 2035 Scenarios, first define your geographical focus, e.g. the city, county or region. Then, determine whether you want to consider human services as whole and the six specific areas (see below) or some subset of these.

Start with a sample set of Human Services 2035 Scenarios: pick the state and local effort that is closest to the situation of your community, department or organization (see the list on website: <http://altfutures.org/projects/human-progress-and-human-services-2035/>)

Read the introduction on scenario construction, pages 1 to 3 in the national report (and have other participants do so as well):

http://altfutures.org/wp-content/uploads/2018/10/IAF_Human_Services_and_Human_Progress_2035.pdf

- Gather a team of scenario writers who can deal with each of the segments you want to include in your Human Services 2035 scenarios:
 - The macro environment - the community's future (economics, technology, social conditions)
 - Human Services in general
 - The specific areas you want to explore – most of the twelve Human Services 2035 scenario efforts explored these:
 - Aging services
 - Behavioral Health
 - Children, Youth, and Family Services
 - Disability Services
 - Housing Services
 - Income Supports

Choose one or more scenario writers to work on each of these.

- Take each of the sections of the Scenarios you are using and adjust/tailor the analysis and forecasts to fit your community in the expectable (scenario 1); challenging (scenario 2); and visionary (scenarios 3 and 4) scenarios
- Combine the adjusted forecasts for each section into the four scenarios; read, edit, make each scenario story coherent, add imagination, impacts
- Finish the written scenario report; develop PowerPoint or other summaries
- Use the scenarios as described in the tool kit to do 1) the conversation or 2) the full Scenario Workshop - prepare, enjoy, imagine, aspire.
- Let IAF know what you have developed, and please send the scenarios and the results to futurist@altfutures.org