On June 2, 2016, as a final step in its project on the future of caregiving, a workshop was held at the Futures Gallery at the Institute for the Future in Palo Alto, California.

The purpose of the workshop was to view a set of three digital video scenarios created by IFTF on caregiving in 2031 and to “playtest” a toolkit that provides a series of exercises intended to guide exploration of implications of the scenarios and to identify specific actions to improve the future of caregiving.

This report contains a series of large “wall graphics” created during the workshop by a graphic recorder, along with a summary of the workshop discussions.

The workshop was led by IFTF staff members, Richard Adler, Rachel Maguire, and Miriam Lueck Avery.
Participants in the June 2 workshop included advocates, service providers, academics and researchers, foundation representatives, and entrepreneurs, along with IFTF staff members.

**Outside Participants**
- Marcy Adelman, Founder & Board Member, Open House
- Bruce Chernof, President & CEO, The SCAN Foundation
- Gail Gibson Hunt, President & CEO, National Alliance for Caregiving
- Kathy Kelly, Executive Director, Family Caregiving Alliance
- Helene Martel, Director, Elder Care and Palliative Care, Kaiser Permanente Care Management Institute
- Rajiv Mehta, Project Director, Atlas of Caregiving Pilot
- Charissa Raynor, Founding Executive Director, SEIU 775 Benefits Group
- Susan C. Reinhard, SVP and Director, AARP Public Policy Institute
- Seth Sternberg, Co-Founder & CEO, Honor
- Dolores Gallagher Thompson, Professor of Research, Dept of Psychiatry and Behavioral Sciences, Stanford School of Medicine
- Thuc Vu, Co-Founder & CEO, OhmniLabs
- Kate Weiland, Program Officer, Gordon & Betty Moore Foundation
- Phylene Wiggins, Senior Director of Community Investments, Santa Barbara Foundation
- Paula Wolfson, Manager, Avenidas Care Partners

**Robert Wood Johnson Foundation Participants**
- David Adler, Senior Program Officer
- Tara Oakman, Senior Program Officer

**IFTF Staff**
- Richard Adler, Distinguished Fellow, Project Co-Leader
- Rachel Maguire, Research Director, Project Co-Leader
- Cindy Baskin, Project Manager
- Miriam Lueck Avery, Research Director
- Rod Falcon, Program Director
- Marina Gorbis, Executive Director
- Katherine Haynes Sanstad, Program Director

**Graphic Recorder**
- Leslie Salmon-Zhu
About the Project
In 2015-16, the Institute For The Future (IFTF), with support from the Robert Wood Johnson Foundation (RWJF), conducted a project to explore how caregiving, particularly unpaid family caregiving for older adults in the U.S., is likely to change in the coming decades.

The main deliverable from the project is a set of three digital video scenarios that illustrate plausible, but distinctly different futures for caregiving in 2031. Each scenario illustrates a possible intervention that could help avert a looming “caregiving crisis” that has been predicted as the number of people needing care increases faster than the supply of potential caregivers. The scenarios are intended to help inspire and inform efforts to find effective solutions to this crisis.

The “Three Scenarios for Crisis Averted” are:

• **Neighbors Care**, which explores new social and market arrangements for caregiving, especially for those without children or close family members;

• **Angels in the Floorboard**, which looks at the role of technology in supporting caregivers; and

• **CARER Act**, which examines the potential of more closely integrating “informal” family caregiving with the formal healthcare system.

IFTF also created a “toolkit” with exercises to guide exploration of the scenarios.

The scenarios and the toolkit can be found online at [www.iftf.org/caregiving2031](http://www.iftf.org/caregiving2031).
About Future Scenarios

Scenarios are stories about the future, set in the future, based on a specific set of assumptions generated from research (expert interviews, signal spotting, trends analysis).

IFTF develops future scenarios not to present best-case and worst-case depictions of the future, but rather to visualize intersecting and interacting future forces (trends, drivers, discontinuities) in a compelling way to provoke action in the present.

The scenarios created for this project are intended to drive new conversations that highlight choices that are faced now and in the near future by policymakers and others working to support caregivers, and improve the experience for caregivers in the future.

Getting Started – with Sacred Cows

To encourage the workshop participants to get beyond their present mindsets in exploring the scenarios, the workshop facilitators invited them to introduce themselves by sharing a “sacred cow” assumption about caregiving that they were willing to set aside during the workshop.

Assumptions included the belief that “truckers (or anyone for that matter) can’t be caregivers;” that caregiving is purely a “family business” (with no role for the government or other outside agencies); that family caregiving must be exhausting, hard and stressful; that it’s a role and set of jobs the requires humans; and that more money is required to solve for the challenges facing caregivers today.
Working in small breakout groups, participants watched the scenarios and discussed actions that could be taken in the near-term future to promote positive aspects of each scenario or avoid negative consequences. After each breakout, the participants reconvened to share the actions they had identified. These actions included:

**Actions for Neighbors Care:**

1. Take advantage of community-based mechanisms (Nextdoor, church groups, social networks) to build caregiving networks
2. Take advantage of untapped volunteer resources (x2)
3. Mobilize ‘non-friends’ as part of support network (x2)
4. Work for policy change that LEGITIMIZES non-family caregivers
5. Integrate social/medical services through new role
6. Explore ways to flag an event and prompt health care to take action
7. Foster a national conversation about life planning
8. Help people understand and visualize what is available to them
9. Make Accelerated Care Benefits happen
10. Create a “match” service for needs and resources (including people)

**Actions for Angels in the Floorboards:**

1. Prepare for norms and expectations to change such that any time freed up by technology will be “filled up” by new tasks/responsibilities
2. Use and improve tech experiences with IT & applications (gap in training)
3. Train the workforce to use apps in best ways
4. Focus on female designers since most caregivers are women
5. Include designers of different groups, ages, languages
6. Invest in building a “Care Grid”
7. Focus on empathy design
8. Design for different needs and expectations of different cultures  *(cont. on next page)*
Actions for **Angels in the Floorboards** (cont. for previous page):

9. Invest in management and monitoring of medications
10. Invest in digital care coordinating devices
11. Prepare for tech repair/installation home services
12. Invest in infrastructure (broadband, Wi-Fi)

**Actions for CARER Act:**

1. Make policy changes on a federal to reduce confusion
2. Design education and training programs that are appropriate; do not try to standardize
3. Don’t do too much (don’t put too much in new program/legislation): keep it simple
4. Anticipate the need for very clear labor laws to protect both caregivers and care recipients (How do you fire a family caregiver?)
5. Be mindful about changing relationship between family caregivers and recipients (now that the caregiver is paid)
6. Work to assure that FAMILIES-OF-CHOICE have access to all policy changes
7. Be aware of different cultural treatments of a paid relationship
8. Integrate families more into health care systems
9. Focus on caregivers’ social welfare
10. Confront passive assumption that the family caregiver WANTS to provide this care.
11. Be creative. Typical family caregiver is close to Social Security age—Allow them to receive SS benefits.
12. Consider whether this policy change would undercut/undermine trained workforce
13. Consider who the care recipient “belongs to” (Hospital or health plan because are payer? Family caregiver? Doctor?)
14. Focus on family team approach (not all on one person’s shoulders)
The role of technology in caregiving

During the workshop, IFTF facilitated a panel to discuss the potential of technology to improve caregiving and alleviate the burden on caregivers. The panelists were: Marina Gorbis and Rod Falcon from IFTF, Seth Sternberg from Honor, and Thuc Vu from OhmniLabs.

Marina described “Ruby’s Bequest,” a 2008 IFTF project that explored the “future of caring” (as opposed to caregiving). Participants in an online game were invited to contribute ideas about how community members in this imaginary town could take better care of one another. A key takeaway from the project was that while a lot of caregiving tasks may be done through new on-demand models, caring is different and requires strengthening human connections.

Seth shared his belief that a voice interface is ideal for many caregiving applications, but it will take effort to ensure that people with few resources have access to it. He also described how the technology behind Honor matches families in need of care services with what they call CarePros. He sees technology as a tool to power human relationships, with the machine learning algorithm optimizing the process of finding the right CarePro for each family’s particular need.

Thuc demonstrated his company’s product, a small “telepresence” robot similar to the one portrayed in the “Angels in the Floorboards” scenario and explained how it could be used to deliver care remotely. Future robots will have the ability to monitor vital signs, provide access to medical information, and have extensions to carry out physical tasks.

Rod challenged the common assumption that automation (or robots) are to be feared because they will replace human jobs. He agreed with Seth about the value of voice-enabled technology, citing the use of the Amazon Echo in homes and clinical settings as a care tool. He highlighted the future potential for exoskeletons to support people at home, and machine learning solutions such as Chrono Therapeutics to create effective feedback loops and reinforce behavior change.
Co-creating and exploring additional scenarios

After discussing the three scenarios developed by IFTF, workshop participants were charged with creating their own scenario. Using a process outlined in the toolkit, attendees chose from a list of particularly challenging caregiving cases (dementia care, remote caregiving, caring for a person with multiple complex medical conditions, single caregiver responsible for caring for 2+ recipients, a frail caregiver).

The group collectively chose the challenge of providing care for someone with dementia: Dorothy, who is 87 years old, suffers from several other chronic conditions, and is being cared for by a younger sister and a grandson. After identifying the caregiving needs that Dorothy had, the group focused on current and future resources that could be brought to bear to support her and her caregivers.

The purpose of creating and exploring additional scenarios such as this is to allow participants to apply the processes and tools for scenario analysis to situations of particular concern to them, to demonstrate that using foresight to drive present-day actions can expand the range of choices and produce better outcomes, and to encourage people to incorporate foresight in the ongoing discussion of the challenge of caregiving.
Before closing the session, the participants reflected on the process, video scenarios, and tools used during the workshop and discussed how they might use them in other settings. Some of the ideas included using the videos at upcoming meetings and conferences and community planning sessions; to galvanize public policy changes; and to build awareness about the urgent challenges and promising opportunities surrounding caregiving.
About IFTF
The Institute for the Future (IFTF) is an independent, nonprofit strategic research group with almost fifty years of forecasting experience. The core of our work is identifying emerging discontinuities that will transform global society and the global marketplace. We provide organizations with insights into business strategy, design process, innovation, and social dilemmas.

Our research spans a broad territory of deeply transformative trends, from health and health care to technology, the workplace, and human identity. IFTF is based in Palo Alto, California.
For access to the video scenarios the toolkit, please visit: www.iftf.org/caregiving2031.

For more information about the project, please contact Richard Adler (radler@affiliates.iftf.org) or Rachel Maguire (rmaguire@iftf.org).