



Future Scenario

Choose the scenarios most relevant to your system or replace the examples with your own.



Eligibility Rules



Staffing Model



Channel Mix

Scenario 1
(e.g. older population)

Where do rules break down first?
What flex or supports keep people eligible?

Where does staffing collapse?
What workforce supports keep services running?

Where do channels fail clients?
What options or backups keep access open?

Scenario 2
(e.g. funding shock)

Where do rules break down first?
What flex or supports keep people eligible?

Where does staffing collapse?
What workforce supports keep services running?

Where do channels fail clients?
What options or backups keep access open?

Scenario 3
(e.g. digital adoption)

Where do rules break down first?
What flex or supports keep people eligible?

Where does staffing collapse?
What workforce supports keep services running?

Where do channels fail clients?
What options or backups keep access open?