

**Volunteers of America North Louisiana
Adult Day Health Center
1133 Southpointe Parkway**

Retreat Agenda

Thursday, September 24, 2020

12:30 Welcome and inspirational moment

12:35 Rules of engagement (see list on <https://voanorthla.org/scenario-planning>)

12:45 Summary of what we've learned in the Zoom calls:

- Economy
- Social
- Political/Governmental
- Service Populations

1:15 How scenarios allow us to define the uncertainties.

1:30 What is likely to drive the mission of VOA in the future?
What assumptions have we made about the future in planning?

1:45 What two, non-correlated factors are most likely to have the biggest impact?

2:00 Break

2:15 What are the implications of each quadrant? (4 small groups of 5)

- General description of the world as defined by that quadrant (name it)
- How does the world get there: headlines

How might the following uncertainties impact each scenario?

- ✓ Service delivery models
- ✓ Funding
- ✓ Workforce
- ✓ Community (demographics, income, family values/structures)
- ✓ Technology
- ✓ Governance (include tax changes, regulatory changes)
- ✓ Economy
- ✓ Competition

3:45 How likely is each scenario?

4:30 How prepared are we to succeed in each scenario?

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Retreat Agenda

Friday, September 25, 2020

- 8:00 Inspirational moment
- 8:05 Review scenarios
- 8:15 What are the risks and challenges of each scenario? (same groups as prior day)
- 9:15 What are the winning capabilities needed to be successful in each scenario? (same groups)
- 10:00 Break
- 10:15 What do we need to do over the next 3 years?
- 11:00 What do we need to do over the next 12 months?
- 11:45 Next steps