

From Today to Tomorrow: Exploring the Future of AI in Developmental Services

A journey through the next 5, 10, and 20 years of
technology, inclusion, and innovation

November 20th, 2025

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Inspiring Possibilities

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Key AI Advances – Past 12 Months

- **GPT-5 Released**
- Advances in **multimodal** generative AI
- Growth of **agentic** AI and workflow automation
- Increase in **AI investment** and infrastructure
- **Human -centred design, ethics, governance** increasingly in focus

With AI adoption now moving into scaling, it's no longer "if" DS organizations can benefit - it's "how and when."

Interesting to indispensable



AI



The background features a complex digital environment. On the left, there are faint, glowing wireframe structures that resemble architectural models or data frameworks. The right side is dominated by a perspective view of a digital highway, with numerous bright red and blue light trails streaking towards a glowing horizon. The overall color palette is dark blue and black, punctuated by vibrant reds and blues.

AI is no longer a distant concept for the
DS sector.

It's here – and it's already changing how
we work and how we design services.



Technological turning point for the DS sector.

We can watch the future happen.... or we can help build it.

Time Travel Journey

Intelligent,
connected
systems

2030 -2035

Transformative
human -AI
partnerships

2035 -2045

Hands -on
integration of
generative AI

2025 -2030



What's coming, what's possible, and what it's going to take for DS to lead:

- responsibly
- ethically
- always human-centered

“The future of AI is not about replacing humans, it's about augmenting human capabilities.”

Sundar Pichai (CEO of Google)

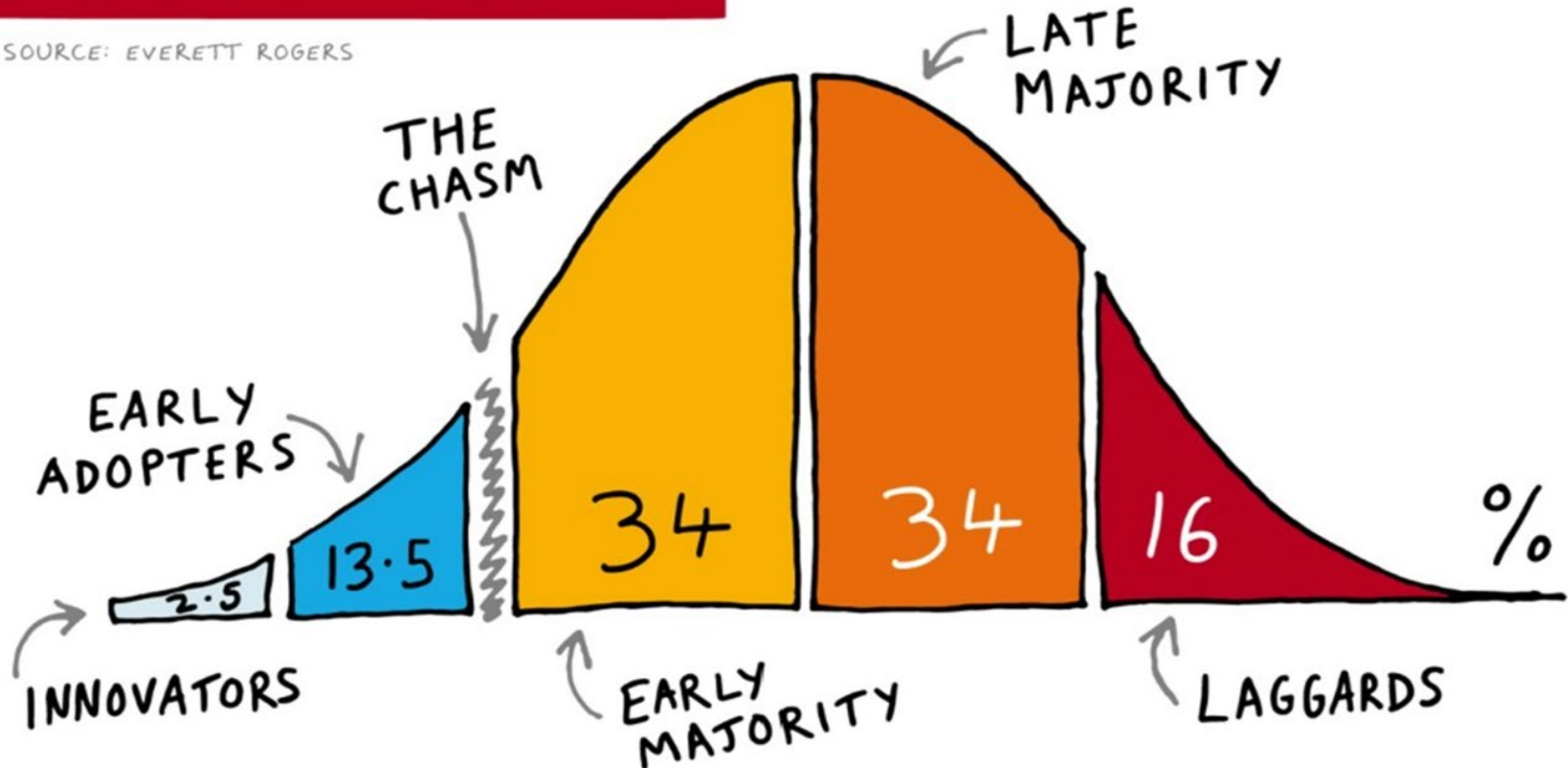
“There are a lot of things that we don’t do, that we used to do, because we have the tools, and we’re more effective as a species because of that – (using AI) is just another example of that.”

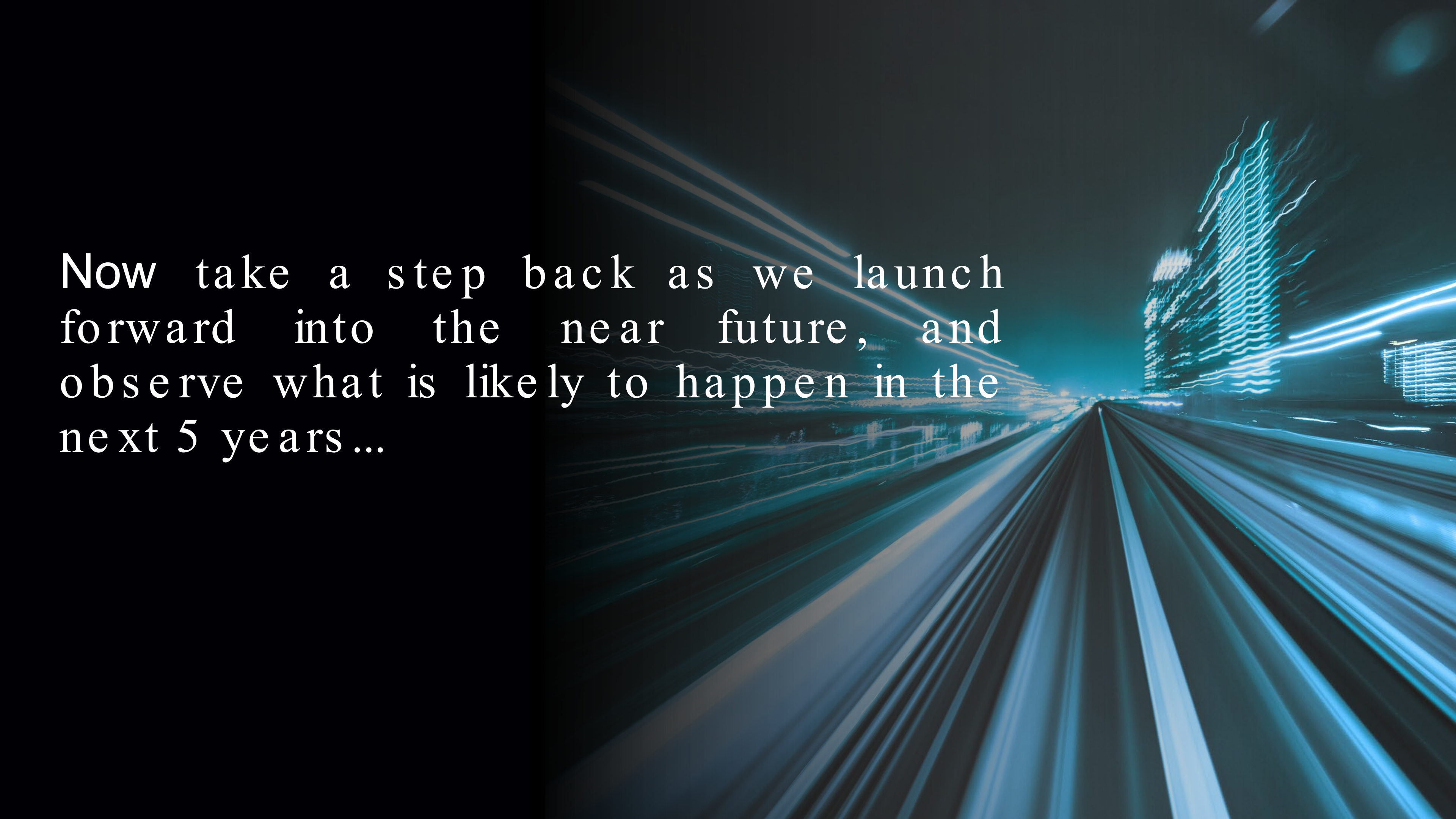
Michael Dell (CEO of Dell Technologies)

Innovation Adoption

DIFFUSION OF INNOVATION

SOURCE: EVERETT ROGERS





Now take a step back as we launch forward into the near future, and observe what is likely to happen in the next 5 years...



2025 –2030 – The Hands -On Era

- **Generative AI becomes fully mainstream,** with practical use cases emerging across many industries. Tools like ChatGPT, Copilot, Gemini, Grok, and Perplexity are widely adopted for everyday work and productivity.
- **Agentic AI begins to gain momentum.** Governments, technology companies, and large organizations increasingly use autonomous AI systems to streamline operations and automate repetitive workflows.



2025 –2030 – The Hands -On Era

- AI supports documentation, planning, and communication, helping teams work more efficiently and consistently. Eg. Strategy development, goal setting, reporting.
- Organizations begin developing formal policies and frameworks to ensure AI is adopted transparently, and in a privacy-preserving, responsible manner.
- Federal/Provincial Framework Resources:

<https://www.canada.ca/en/government/system/digital> -government/digital -

government -innovations/responsible -use -ai.html

<https://www.ontario.ca/page/ontarios> -trustworthy -artificial -intelligence -ai-
framework

Audience Poll

Does your organization have an AI policy?



Audience Poll

Does your organization have an AI governance framework?



2025 –2030 – The Hands -On Era

- **Speech, text, and translation tools significantly improve accessibility,** enabling broader participation and smoother communication across languages and abilities.
- **Chatbots enhance staff training and onboarding** by developing learning content, automating routine workflows, and providing interactive access to documentation.
- **Advanced voice interaction and real -time text translation** become widely adopted, improving collaboration and reducing communication barriers.



2025 –2030 – The Hands -On Era

- **The focus shifts toward digital literacy and ethical data use,** as individuals and organizations adapt to increasingly AI-driven workflows.
- **Soft skills remain essential,** but growing technical demands mean employees will require practical, hands-on training to build and maintain new digital competencies.



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Inspiring Possibilities

5-Year Impact

- **30–50% reduction in administrative workload,** driven by the combined use of generative and agentic AI tools.

- **Enhanced accuracy and compliance,** as AI supports documentation, reporting, and adherence to sector standards. (Keeping in mind AI still has its own error rates)

- **More time for meaningful human connection.**

Time saved through AI automation can be redirected toward hands-on support, relationship-building, and tasks that continue to require empathy, judgment, and direct human involvement.



And that foundation — learning by doing — sets the stage for the next leap forward:

when AI stops being a tool and starts being *a teammate.*



Audience Poll

Fact or Fiction



Fact?

By 2030, most organizations will use AI to forecast staffing needs.



By 2030, most organizations will use AI to forecast staffing needs.

Answer: FACT

- ✓ Predictive workforce planning is already accelerating in healthcare, social services, hospitality, and logistics.
- ✓ McKinsey's 2025 AI report shows rapid growth in predictive analytics adoption, especially for staffing shortages and scheduling.

Fact?

Agentic AI - AI that completes multi-step tasks independently - is still 10–15 years away.



Agentic AI - AI that completes multi-step tasks independently - is still 10–15 years away.

Answer: FICTION

- ✗ Not true.
- ✓ Agentic AI is already here.
- ✓ OpenAI, Google, Anthropic, and Microsoft all released early agentic systems in 2024–25.



Fact?

Text-to-video AI is still experimental and not available to the public.



Text-to-video AI is still experimental and not available to the public.

Answer: FICTION

As of 2025, several text-to-video systems exist publicly:

Google's Veo

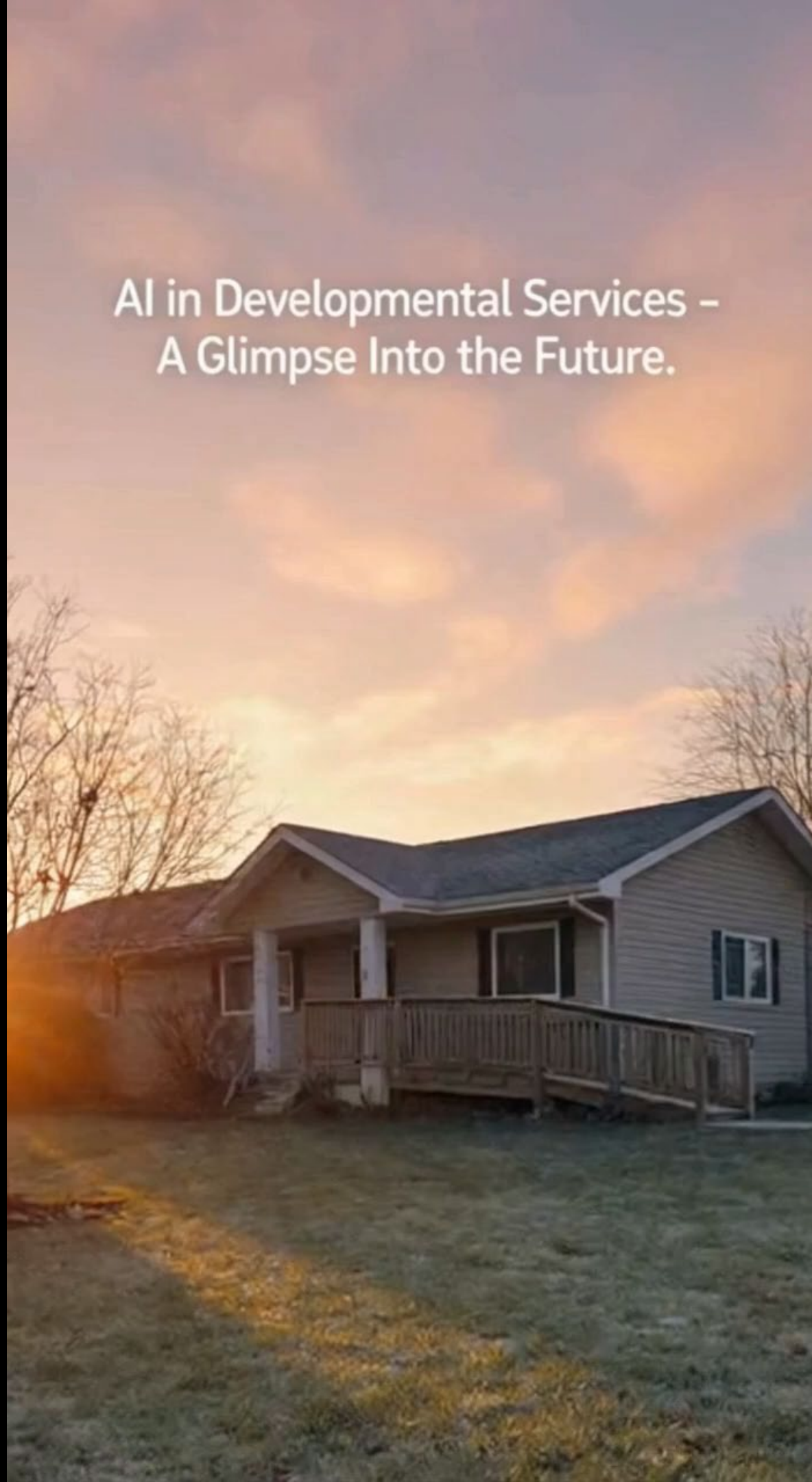
Pika

Sora





AI in Developmental Services –
A Glimpse Into the Future.





2030 - 2035

The Connected Era

Integration



2030 - 2035 The Connected Era

AI integrates healthcare, education, housing, and developmental services, creating a more seamless and coordinated support system for individuals and families.

Integration



2030 - 2035 The Connected Era

Ethics and governance frameworks become standardized, ensuring consistent, transparent, and responsible use of AI across sectors.



2030 - 2035 The Connected Era

Predictive analytics guide care planning and resource allocation, helping organizations anticipate needs, improve outcomes, and respond proactively.



ANALYTICS

From Reactive to Proactive

Today:

- Notes scattered
- Staff trying to interpret trends
- No system-to-system communication

2032:

- AI flags patterns
- Suggests staffing adjustments
- Creates early-warning indicators
- Summaries pushed to support workers



2030 - 2035 The Connected Era

KPIs/OKRs and data analysis tools enhance decision -making, giving leaders clearer insights into organizational performance and supporting more strategic, evidence-based planning.



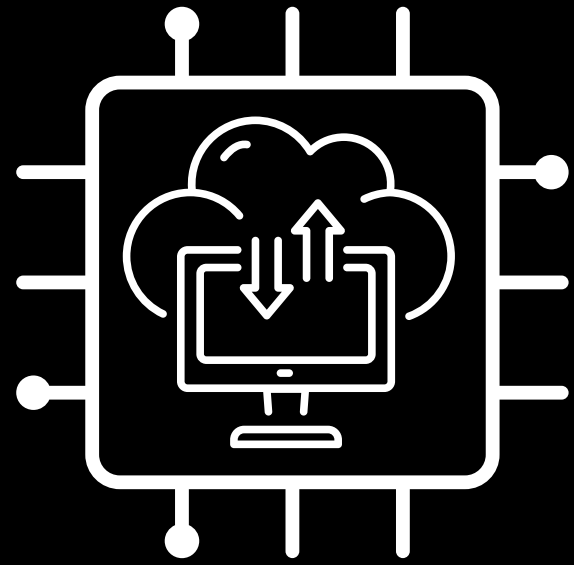
2030 - 2035 The Connected Era

VR/AR tools elevate training and therapeutic experiences, offering immersive environments that improve skill-building, engagement, and support to people.

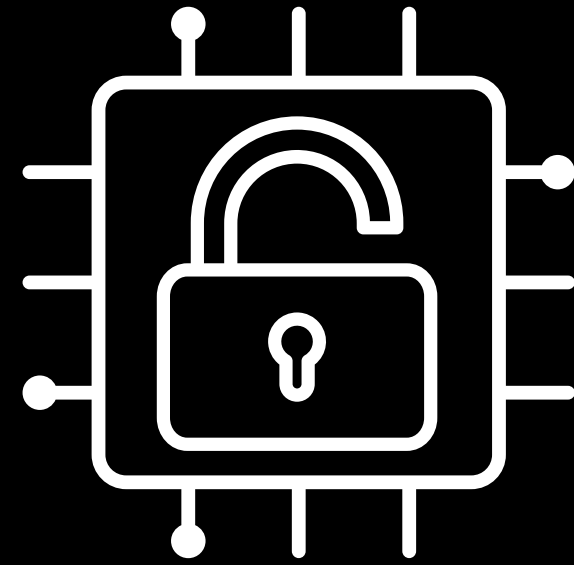
Imagine – onboarding a new support worker



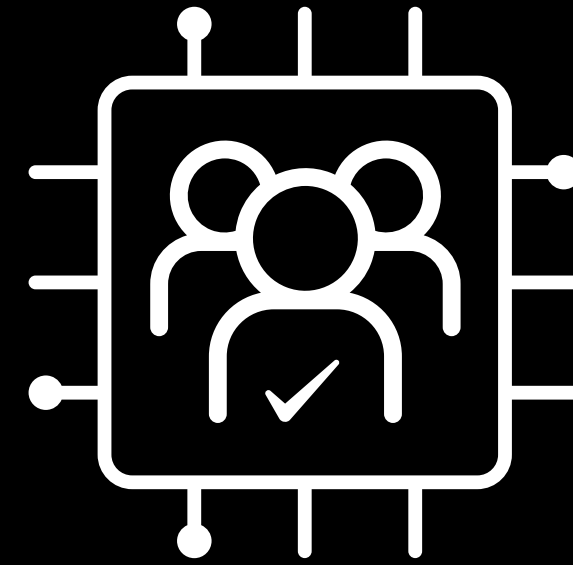
10-Year Impact



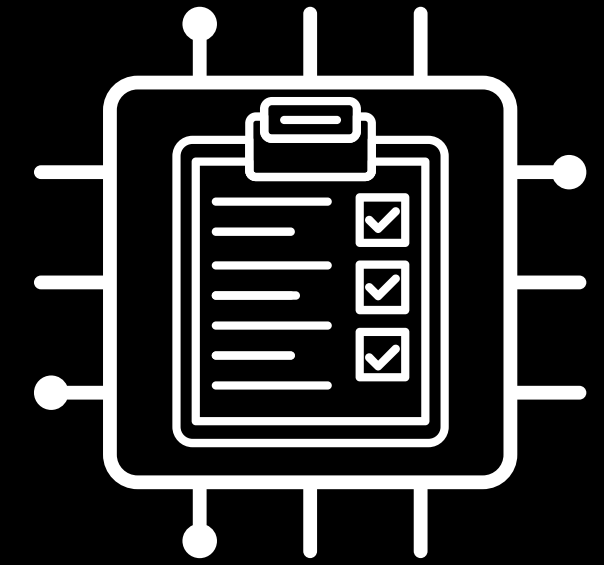
Real-time data sharing strengthens collaboration across sectors.




Accessibility improves for underserved communities .



New staff roles emerge.



Developmental services agencies gain advanced analytical and planning capabilities.

A futuristic cityscape with tall skyscrapers and flying vehicles under a blue sky. The scene is bathed in a soft, blue light, suggesting a dawn or dusk setting. The buildings are sleek and modern, with some featuring curved facades and large glass windows. In the foreground, there are elevated roads and structures, possibly part of a transit system. The overall atmosphere is clean, advanced, and optimistic.

Now let's look further ahead —
beyond connected systems — to a
world where AI becomes an
invisible partner in everyday life.



2035 –2045

The Transformative Era



2035 –2045 – The Transformative Era

- **AI-enhanced smart homes** improve safety and independence through adaptive sensory environments and unobtrusive monitoring.
- **Predictive crisis -prevention systems** identify early indicators of risk and support proactive intervention.
- **Adaptive AI wellness and therapy models** personalize sensory regulation, emotional support, and cognitive prompts in real time.
- **AI care companion agents** provide 24/7 coaching, reminders, emotional regulation prompts, and communication support.



2035 –2045 – The Transformative Era

- **VR/AR training and therapy tools** offer immersive life-skills, employment, and social-skills learning environments.
- **Interactive visual and audio models** dynamically adapt to user needs in real time, creating personalized, responsive learning and support experiences.



2035 –2045 – The Transformative Era

- **Brain – AI Interfaces**

Less invasive assessment techniques can help identify someone's needs even if other communication is limited

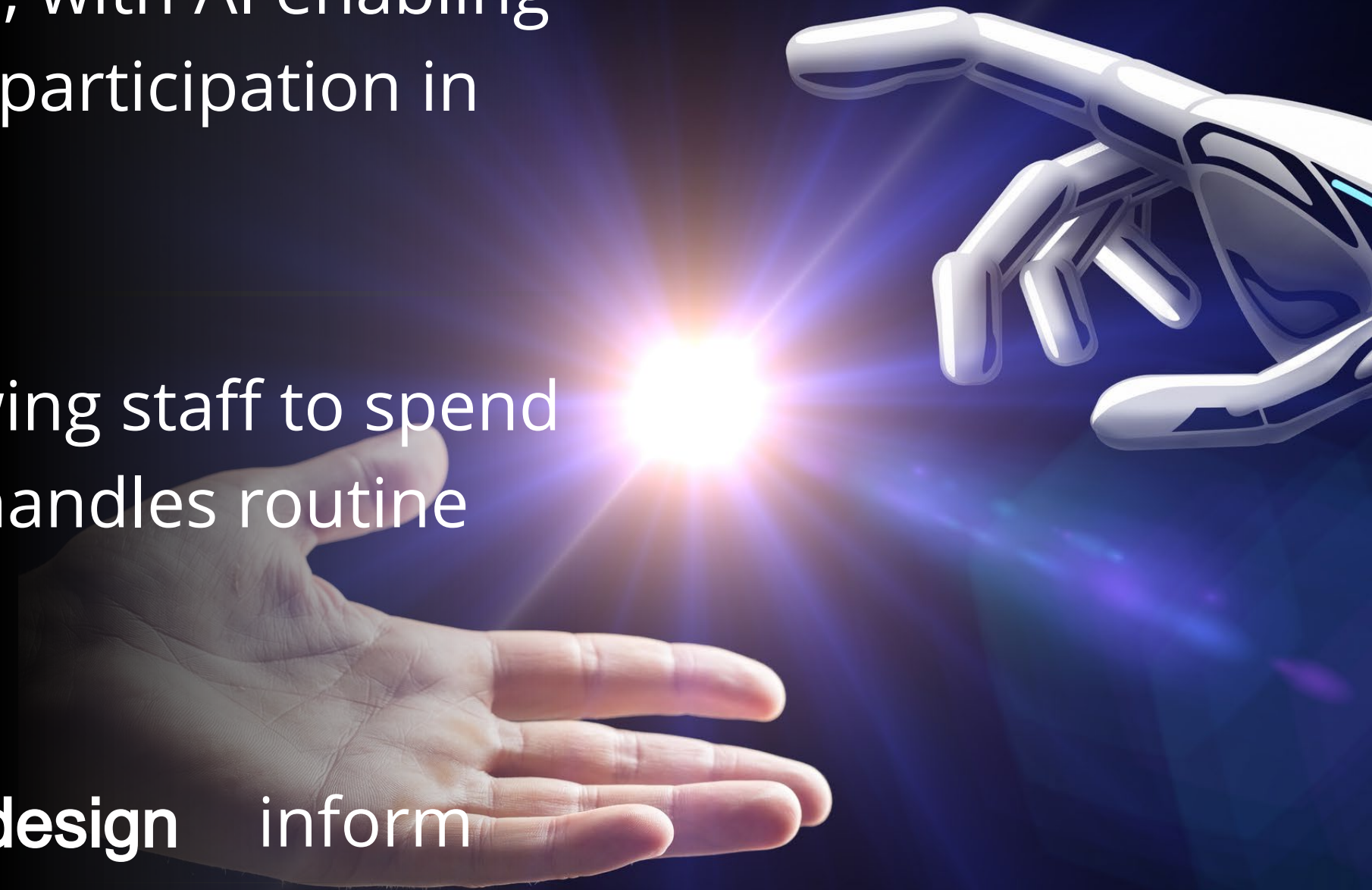
- **AI Translators for Cognitive and Communication Barriers**

Speech-to-intent tools translate complex language into simplified formats and convert gestures, AAC device signals, or visual cues into natural-speech—creating smoother communication between staff, families, and individuals.



20 -Year Impact

- Independence and inclusion are redefined, with AI enabling greater autonomy, choice, and meaningful participation in community life.
- **Technology amplifies compassion,** allowing staff to spend more time on human connection while AI handles routine tasks.
- **Data ethics, trust, and person -centered design** inform every decision, ensuring safe, transparent, and respectful use of technology in DS.

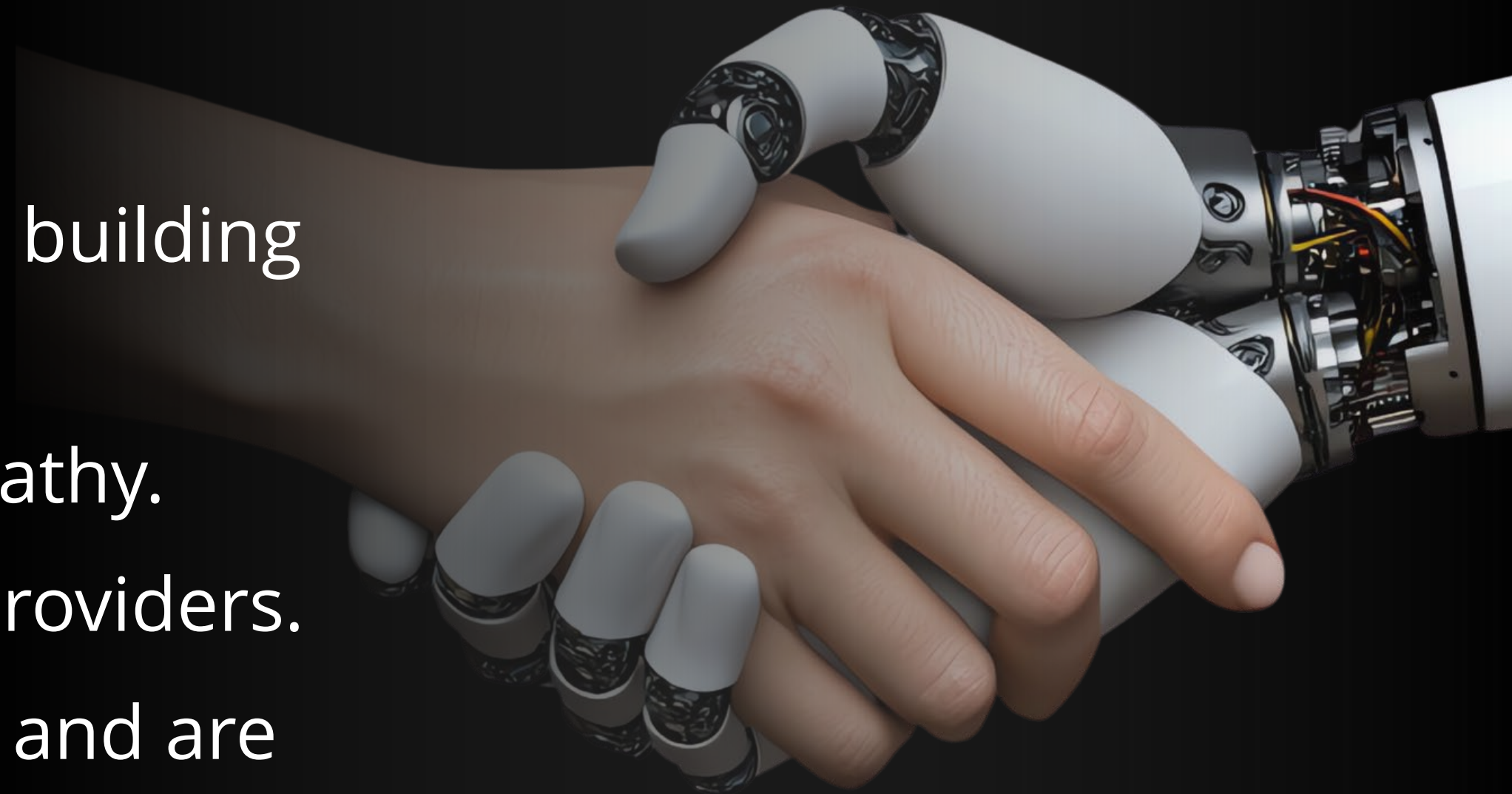


What about Challenges?

- **Privacy and Data Sovereignty** – in DS our data is sensitive!
- **Cyber Security & Controls** – connected systems = increased risk
- **Job Security and Workforce Confidence** – roles will evolve but empathy, judgement, connection remains irreplaceable
- **Over-reliance** – AI can suggest, humans must decide
- **Disaster Planning** – we'll need digital continuity plans and AI failure protocols

What Will Define Success?

- Understanding workflows and building strategically
- Blending innovation with empathy.
- Supporting both people and providers.
- Building systems that learn — and are person-centered.



Takeaways for DS Agencies:

#1 - Build AI Literacy & Ethics Across the Workforce

AI readiness is no longer just a technical skill - it's professional competency.

Every staff member should understand:

- What AI can and cannot do
- How to question AI outputs
- Where ethical boundaries must be protected
- How AI can support their role, not replace it

Takeaways for DS Agencies:

#2 - Start With One Pain Point — Pilot, Learn, Evaluate

Large-scale change isn't required. Momentum often starts with a single workflow.

i.e. documentation summaries, scheduling, communication supports, onboarding, etc.

Action: Identify one bottleneck area. Test an AI-enabled approach with a small team. Track value, lessons, and risks, then scale responsibly.

Takeaways for DS Agencies:

#3 - Partner Across Sectors & Communities - Now

The future we described - predictive planning, shared infrastructure, real-time updates - requires **collaboration**, not competition.

Action: Connect with peer agencies, local colleges, tech partners, MCCSS initiatives, and cross-sector working groups.

Pool learning. Share frameworks. Build a supportive ecosystem rather than reinventing the wheel.

The Journey Continues

“The best way to predict the future is to create it.”

– Peter Drucker

Together, we can design a future where technology serves humanity - and everyone belongs.

Thank you

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