

ALBERTA SENIORS AND COMMUNITY SUPPORTS

Annual Report

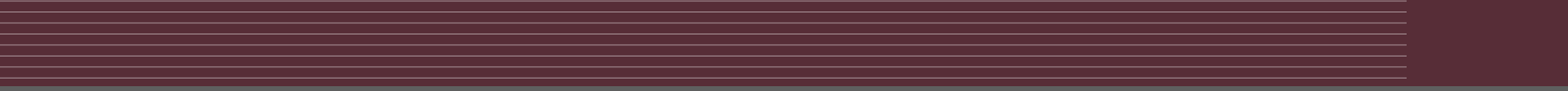
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## ABBREVIATIONS

AADL.....	Alberta Aids to Daily Living
ABII .....	Alberta Brain Injury Initiative
AISH .....	Assured Income for the Severely Handicapped
ASB .....	Alberta Seniors Benefit
ASHC.....	Alberta Social Housing Corporation
DAA.....	<i>Dependent Adults Act</i>
ODI.....	Office for Disability Issues
OPG.....	Office of the Public Guardian
PDA.....	<i>Personal Directives Act</i>
PDD.....	Persons with Developmental Disabilities
PDPDI.....	Program Development for Persons with Disabilities Initiative
PPC .....	Protection for Persons in Care
RASL.....	Rural Affordable Supportive Living
SNA.....	Special Needs Assistance for Seniors

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## PREFACE

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 Ministries.

The annual report of the Government of Alberta released June 26, 2006 contains the Minister of Finance's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

**This annual report of the Ministry of Seniors and Community Supports contains the Minister's accountability statement, the audited consolidated financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan. This Ministry annual report also includes:**

- **the financial statements of entities making up the Ministry including the Department of Seniors and Community Supports, the Alberta Social Housing Corporation, and the Persons with Developmental Disabilities Boards, for which the Minister is responsible,**
- **other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the Ministry has anything to report.**

## MINISTER'S ACCOUNTABILITY STATEMENT

The Ministry's Annual Report for the year ended March 31, 2006, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 5, 2006 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[original signed]

**Yvonne Fritz**

Minister of Seniors and Community Supports

## MESSAGE FROM THE MINISTER



This year was very productive for the Ministry of Seniors and Community Supports as we continued to renew the valuable programs and services we provide to Alberta's seniors, persons with

disabilities, and those in need of housing. Throughout 2005-06, we also introduced some important changes that are making a real difference in the lives of tens of thousands of Albertans.

Over the past year, we supported the MLA Task Force on Continuing Care Health Service and Accommodation Standards. In response to recommendations brought forward by the task force, we developed new accommodation standards for supportive living and long-term care facilities, and began work to update monitoring, reporting and enforcement processes.

Introducing the new standards is just one step taken by our provincial government to improve the quality of life for Albertans in our continuing care system. Our Ministry also provided new funding to enhance benefits for low-income seniors and clients of the Assured Income for the Severely Handicapped (AISH) program in designated assisted living and long-term care facilities.

This busy and rewarding year was also filled with many initiatives to strengthen one of

the most comprehensive packages of seniors' benefits in the country. Our new dental and optical programs are an important investment in the health of Alberta's seniors, both today and in the future. We also introduced the Education Property Tax Assistance Program to help seniors with year-to-year increases in the education portion of their property taxes. I'm so pleased that thousands of Alberta seniors have embraced these new programs and are accessing the support they provide.

Throughout 2005-06, our Ministry also enhanced our efforts to assist Albertans with disabilities. The AISH program was renewed to better meet the needs of people with disabilities who are unable to earn a living through work. AISH clients received an increase to their monthly living allowance and employment earnings exemptions, and personal income support benefits were introduced to assist clients with extra monthly and one-time expenses.

I also had the opportunity to present the first *Blind Persons' Rights Act* identification cards to celebrate amendments to this legislation. The provisions of this updated act help ensure Albertans who are blind receive equal opportunities and access to public services and facilities.

The Alberta Aids to Daily Living program was transferred to our Ministry this year as part of our government's goal to better integrate programs and services for seniors and Albertans with disabilities. This

important program provides Albertans with financial assistance for medical equipment to help them maintain their independence.

With a growing economy, revenue from oil and gas production, and a budget surplus, Albertans told our government to invest funds in priority areas like supportive living for our lower-income seniors. In response, the province invested \$117 million to help develop more than 5,000 new or upgraded supportive living, affordable housing or seniors lodge units for Albertans. This funding will reduce pressures on the province's long-term care facilities, which was one of the concerns heard by the MLA Task Force on Continuing Care Health Service and Accommodation Standards. The funding will also be used for much needed maintenance and upgrades to many of our seniors' lodges.

To increase the amount of affordable housing in the province, we also allocated \$44 million to develop 755 sustainable, affordable housing units for low-income households through the Canada-Alberta Affordable Housing Agreement.

In addition, to address the urgent need for more housing in Fort McMurray, up to 3,600 new housing units are expected to be built on a 371-acre parcel of land, which the Ministry sold using a new request for proposal process.

Together, all of our programs reflect our Ministry's continued commitment to assisting our seniors, persons with disabilities and those in need of housing today, while ensuring we can continue to address their needs in the future.

[original signed]

**Yvonne Fritz**

Minister of Seniors and Community Supports



## MANAGEMENT'S RESPONSIBILITY FOR REPORTING

The Ministry of Seniors and Community Supports consists of the Department of Seniors and Community Supports, the Seniors Advisory Council for Alberta, the Premier's Council on the Status of Persons with Disabilities, Persons with Developmental Disabilities (PDD) boards, and the Alberta Social Housing Corporation (ASHC).

The executives of the individual entities within the Ministry have the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the Ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports, and other financial and performance reporting.

Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the Ministry rests with the Minister of Seniors and Community Supports. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including consolidated financial statements and performance results. The consolidated financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The consolidated financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the province under Ministry administration,
- provide Executive Council, Treasury Board, the Minister of Finance and the Minister of Seniors and Community Supports any information needed to fulfill their responsibilities, and
- facilitate preparation of Ministry business plans and annual reports required under the *Government Accountability Act*.

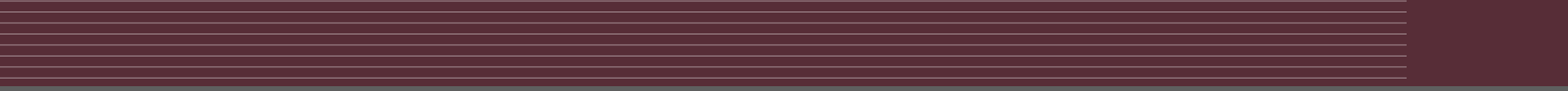
In fulfilling my responsibilities for the Ministry, I have relied, as necessary, on the executive of the individual entities within the Ministry.

[original signed]

**Tim Wiles**

Deputy Minister

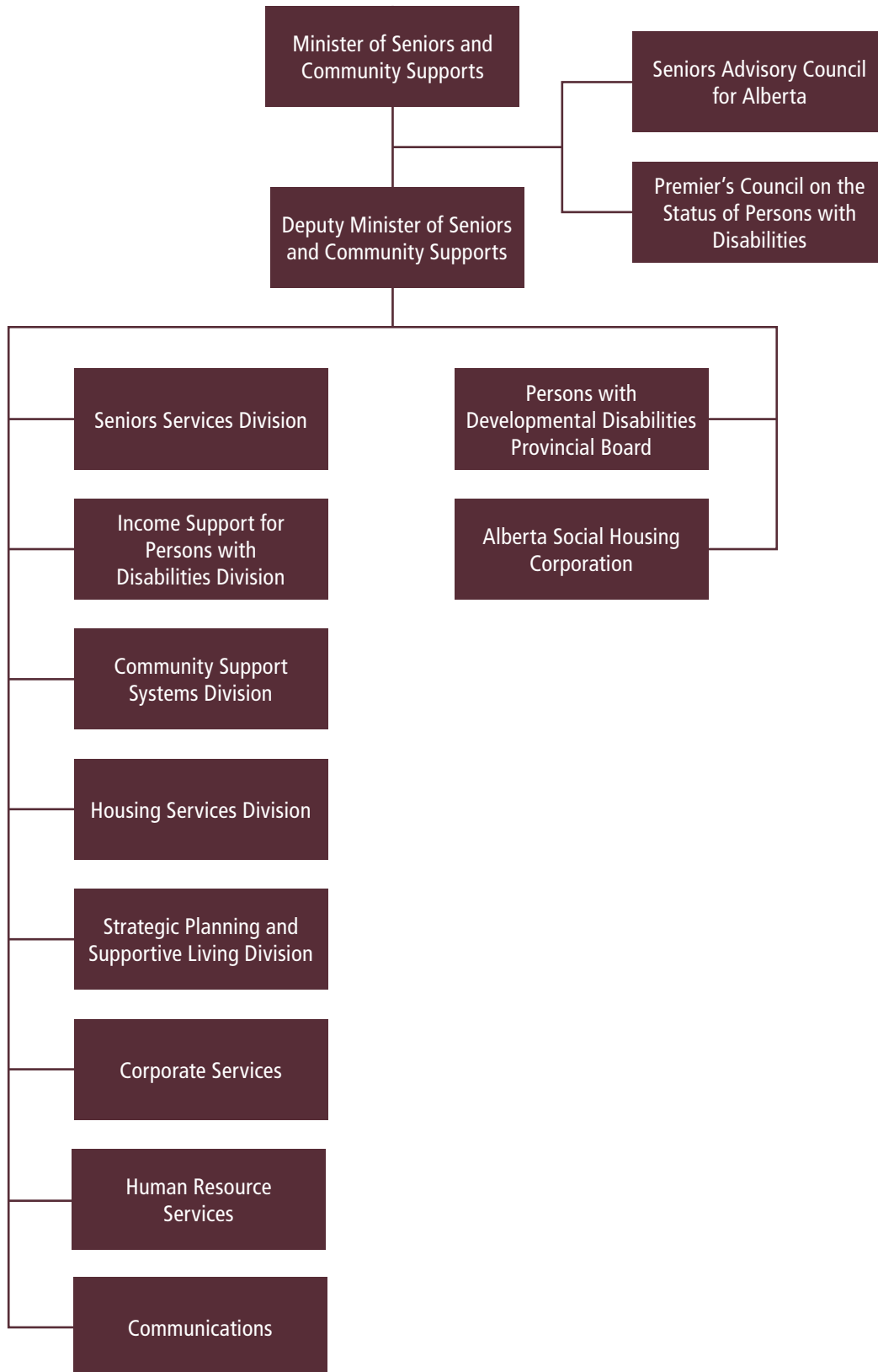
September 5, 2006



OVERVIEW

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# CHART OF MINISTRY ENTITIES



## OPERATIONAL OVERVIEW

### SENIORS SERVICES DIVISION

The Seniors Services Division is responsible for planning and delivering programs and information services for seniors.

Seniors' programs consist of the Alberta Seniors Benefit (ASB) program, the Special Needs Assistance for Seniors (SNA) program, and the dental, optical and education property tax assistance for seniors programs. Information services include the seniors information line and seniors information services offices.

### INCOME SUPPORT FOR PERSONS WITH DISABILITIES DIVISION

The Income Support for Persons with Disabilities Division is responsible for planning and delivering the Assured Income for the Severely Handicapped (AISH) program.

AISH provides a living allowance and personal income support benefits to adult Albertans with a permanent disability that severely impairs their ability to earn a living. AISH also provides clients and their dependents with health benefits, including premium-free Alberta Health Care Insurance, prescription drugs, essential diabetic supplies, optical, dental, emergency ambulance services, and waiver of the co-payment fee for Alberta Aids to Daily Living (AADL) supports.

### COMMUNITY SUPPORT SYSTEMS DIVISION

The Community Support Systems Division is responsible for administering:

- the *Protection for Persons in Care Act*; which requires that abuse involving adults receiving care services be reported and investigated;
- the Office for Disability Issues (ODI), which supports the Premier's Council on the Status of Persons with Disabilities, and helps address issues related to provincial disability programs;
- the Alberta Brain Injury Initiative (ABII), which improves access to community supports for adults with acquired brain injury.

### HOUSING SERVICES DIVISION

The Housing Services Division, through management assistance, funding and planning, supports local governments, not-for-profit organizations, and private sector organizations in providing affordable housing options for lower-income Albertans and persons with special needs. As well, the division administers funding to emergency shelters, transitional housing, and housing for low-income individuals and families, seniors and persons with special needs.

The division operates the Gunn Centre, a government-owned and operated transitional housing facility for men who are homeless, and are likely to have mental health difficulties, be recovering from substance abuse, and/or experiencing other social barriers to self-sufficiency.

## **STRATEGIC PLANNING AND SUPPORTIVE LIVING DIVISION**

The Strategic Planning and Supportive Living Division is responsible for:

- the Office of the Public Guardian (OPG), which provides guardianship services and support for private guardians, and helps Albertans plan for the future through personal directives;
- the Alberta Aids to Daily Living (AADL) program, which helps Albertans with a long-term disability, chronic illness or terminal illness maintain their independence by providing medical equipment and supplies for their medically assessed needs;
- setting accommodation standards and monitoring and enforcing compliance with those standards in supportive living and long-term care facilities; setting long-term care accommodation rates; administering supportive living capital grant programs;
- coordinating corporate strategic planning and research relating to Alberta's aging population; coordinating Ministry business planning and reporting activities; and
- supporting the Seniors Advisory Council for Alberta.

## **CORPORATE SERVICES**

Corporate Services supports the Ministry's financial planning, budgeting, payments and financial accountability activities. It is responsible for supporting the Ministry's information technology, administrative services, and business continuity and disaster recovery planning. As well, Corporate Services coordinates the Ministry's information and records management, administration of Freedom of Information and Protection of Privacy (FOIP) processes, and legislative services.

## **HUMAN RESOURCE SERVICES**

Human Resource Services plans, develops and delivers the Ministry's human resource programs, policies and practices. These include staffing, classification, employee relations, training and development, and managing the delivery of pay and benefits.

## **COMMUNICATIONS**

Communications provides advice and support to the Minister and the Ministry on providing clear and timely information to the public about key initiatives, programs and services. Communications also provides consulting services on issues management, strategic planning, media relations, writing, publishing, and website content.

## Boards and Agencies

### **PERSONS WITH DEVELOPMENTAL DISABILITIES (PDD) PROVINCIAL BOARD**

The PDD Provincial Board funds, coordinates, monitors and assesses the activities of six PDD community boards, and works with ministries and public and private bodies to coordinate supports and services to adults with developmental disabilities. The six community boards develop regional plans for services and supports for adults with developmental disabilities that are responsive to the needs of those adults, meet standards and ensure reasonable service access. The Provincial Board approves these plans.<sup>1</sup>

### **ALBERTA SOCIAL HOUSING CORPORATION**

Alberta Social Housing Corporation (ASHC) facilitates the provision of social housing accommodation to low-income families and individuals, seniors, and those with special needs. The ASHC owns and administers the province's housing assets, services long-term debt associated with these assets, manages mortgage agreements (including those with the Canada Mortgage and Housing Corporation), and administers the disposal of provincially owned properties that are no longer appropriate for social housing programs.

### **SENIORS ADVISORY COUNCIL FOR ALBERTA**

The Seniors Advisory Council for Alberta brings the views of seniors to the attention of government. The council makes recommendations to the government on the coordination of policies and programs relating to seniors and responds to government reports and specific requests for advice. It is also responsible for coordinating annual Seniors' Week celebrations.

### **PREMIER'S COUNCIL ON THE STATUS OF PERSONS WITH DISABILITIES**

The Premier's Council on the Status of Persons with Disabilities works with the disability community to identify concerns and communicate these to government.

## SUMMARY OF KEY ACTIVITIES IN THE PAST YEAR

The following summarizes some of the Ministry's key activities and accomplishments during 2005-06. This summary highlights capital investment, program and legislative initiatives, improvements in efficiency, consultations with stakeholders, and outsourcing initiatives.

### CAPITAL INVESTMENT

In 2005-06, the Ministry dedicated significant new capital funding as follows:

- \$77 million was committed to the development of 1,640 rural affordable supportive living units through the Rural Affordable Supportive Living (RASL) program. The purpose of RASL is to provide affordable supportive living options to accommodate persons with high health care needs who would benefit from more appropriate alternatives to long-term care accommodation.
- \$44 million was provided for sustainable, affordable housing for low-income households through the Canada-Alberta Affordable Housing Agreement, in two phases. In Phase I, \$25 million was provided, resulting in the development of 586 units. \$19 million was provided in Phase II, resulting in the development of 169 units.

- \$25 million was provided through the Rural Affordable Partnership Initiative, resulting in assistance for the construction of 577 units.
- \$15 million was provided for urgent maintenance and necessary upgrades for 77 lodges in 68 communities, primarily in rural areas.

### THREE NEW PROGRAMS FOR SENIORS

The Ministry's new dental and optical assistance for seniors programs were introduced on April 1, 2005. These are an important investment, amounting to approximately \$55 million annually, in the good health of Alberta's seniors. The programs are income-based with maximum assistance provided to lower-income seniors. Approximately 14,000 seniors per month received benefits from these programs in 2005-06.

The Education Property Tax Assistance for Seniors program responded to the concerns raised by senior homeowners about year-to-year increases in the education portion of their property taxes. The program provides an annual rebate to assist senior homeowners facing an increase in the education tax portion of their property taxes. Approximately 53,000 senior households received rebates for the 2005 property tax year.



## INCREASED FINANCIAL ASSISTANCE FOR RESIDENTS IN LONG-TERM CARE AND DESIGNATED ASSISTED LIVING

The Ministry responded to the needs of low-income people in private rooms in long-term care and in designated assisted living facilities by providing enhanced financial support through the ASB and AISH programs. Clients of these programs who reside in long-term care facilities are now better able to afford the cost of a private room. Prior to the change, operators were asked to charge lower-income residents the semi-private room rate in situations where only a private room was available. In addition, clients in designated assisted living facilities are now funded at the same level as clients in long-term care, thereby increasing lower-income clients' access to this community-based alternative to long-term care.

As of January 2006, approximately 8,900 seniors and 900 AISH clients in long-term care and designated assisted living facilities received assistance with their accommodation fees.

These changes reflect the recommendations of the MLA Task Force on Continuing Care Health Service and Accommodation Standards, and are intended to increase choice and help offset some of the costs of accommodation and related services in long-term care and designated assisted living.

## RENEWAL OF THE ASSURED INCOME FOR THE SEVERELY HANDICAPPED (AISH) PROGRAM

A major focus in 2005-06 was on implementing significant changes to the AISH program resulting from the recommendations of the 2004 MLA AISH Review. The Ministry introduced the renewed *Assured Income for the Severely Handicapped Act*, which is intended to make the AISH program more responsive to client needs.

Effective April 1, 2005, the AISH living allowance increased to a maximum of \$950 a month, a \$100 increase. The government also committed to increase the living allowance to \$1,000 maximum on April 1, 2006, and to review the benefit level every two years beginning in 2007.

On October 1, 2005, the Ministry introduced Personal Income Support Benefits to help AISH clients meet extra needs like caring for a guide animal, special diets or emergency travel. In addition, employment income exemptions were increased to allow AISH clients to earn more money without it affecting their AISH living allowance. Changes in some of the rules about how income is treated also reduced the effect that outside income like inheritances or cash gifts has on the AISH living allowance.

These changes will enhance quality of life for the more than 34,000 AISH clients by helping them cover expenses to manage their unique needs.

## CONTINUING CARE STANDARDS

During 2005-06, the Ministry provided support to the MLA Task Force on Continuing Care Health Service and Accommodation Standards. The Ministry addressed key recommendations of the task force's report, including developing accommodation standards for supportive living and long-term care facilities.

The Ministry began developing an implementation strategy for licensing supportive living facilities, and monitoring and enforcing standards in both supportive living and long-term care facilities. Completion of all phases of this project is scheduled for spring 2007.

## ENHANCEMENTS TO PDD'S COMMUNITY DELIVERY SYSTEM

The Ministry prepared new legislation, for introduction in April 2006, to enhance the role of the PDD community boards that administer services to persons with developmental disabilities. The new legislation proposes transferring the functions of the PDD Provincial Board to the Ministry, while creating direct reporting lines between the Ministry and the PDD program's six community boards.

In February 2006, the Ministry announced \$10 million in new funding to provide a wage increase for the 12,000 front-line staff working for community agencies that support approximately 9,200 adult Albertans with developmental disabilities. The retroactive wage increase will help

to stabilize a workforce where turnover, particularly among front-line staff, continues to be high.

## BLIND PERSONS' RIGHTS ACT AMENDED

The *Blind Persons' Rights Act* was amended in 2005. The act, which protects the rights of blind people to access public services and facilities, now includes higher fines for violations and identifies clear standards for training guide dogs. Albertans who are blind and use a guide dog may voluntarily apply for identification cards, available free of charge, as proof that their guide dog team meets established standards.

## STAKEHOLDER CONSULTATIONS

The Ministry completed extensive public and stakeholder consultations for the legislative reviews of the *Dependent Adults Act* and *Personal Directives Act* to prepare for the introduction of revised legislation in spring 2007. More than 4,200 Albertans responded to a public survey, attended public meetings and stakeholder focus groups (including special focus groups for dependent adults), or completed an online questionnaire. In addition, key representatives from Australia and other provincial jurisdictions in Canada were consulted to provide knowledge of best practices in guardianship and trusteeship.

First Nations Chiefs and representatives from Aboriginal and Métis organizations in Alberta were invited to participate in the legislative review of the *Dependent Adults Act* and *Personal Directives Act*. In

addition, Office of the Public Guardian staff completed training to enhance their understanding of Aboriginal culture and communities.

Approximately 200 people attended a full-day information session in Edmonton on the AISH program geared to the needs of First Nations members. The Ministry also held education sessions with the Siksika Nation, the Piikani Nation, the Blood Nation, and members of Treaty 7 in Calgary to provide information about disability-related services and to identify opportunities for future collaboration.

### **IMPROVEMENTS IN EFFICIENCY AND EFFECTIVENESS**

Seniors' programs, including the new dental, optical and education property tax assistance programs, implemented administrative efficiencies, including document imaging that permits more efficient and timely assessing/processing of applications and information. In addition, the Ministry explored the potential for data sharing with Social Development Canada to help ensure seniors are receiving the assistance for which they are eligible.

The Ministry initiated a new process for managing complaints under the *Protection for Persons in Care Act*. To enhance fairness, a summary report of the investigation is now provided to the complainant, the agency, the alleged victim (or the guardian/agent), and the alleged abuser so they can comment on the summary report before a decision is made.

### **LAND SALES**

Under a request for proposal (RFP) process, the Ministry successfully completed the sale of Parcel D in the Timberlea subdivision in Fort McMurray. This 371-acre parcel was sold by the Alberta Social Housing Corporation at a fixed price of \$50,000 per acre (\$18.5 million). This land will provide up to 3,600 dwelling units, including land for 300 affordable housing units to be managed by the local housing operator. The purchaser of the land will sell the lots at cost plus a fixed margin, which is expected to be somewhat below current market levels. Restrictions are in place to prevent speculation for a period of five years. The purchaser will also build all of the multi-family projects and selling prices will be limited to cost plus 10 per cent.

A similar RFP process was undertaken in January 2006 for a second Alberta Social Housing Corporation-owned parcel in the Timberlea subdivision. Parcel F is a 300-acre parcel, of which 221 acres are suitable for development. The sale of this land is expected to provide up to 2,500 housing units, of which 300 will be affordable housing units.

## **TRANSFER OF ALBERTA AIDS TO DAILY LIVING (AADL) TO SENIORS AND COMMUNITY SUPPORTS**

The AADL program was successfully transferred to Seniors and Community Supports from Health and Wellness. In 2005-06, the program provided a total of approximately 121,249 benefits to 79,686 clients. The average client benefit was \$1,009. Benefits were provided in the following five benefit areas: hearing and augmentative communication; medical/surgical supplies and custom footwear; mobility and equipment; prosthetics, orthotics and seating; and respiratory benefits.

Increased funding of \$850,000 provided clients with access to specialized power wheelchair benefits, including power tilt, recline and elevating leg rests.

Through the AADL program, the Ministry provided a grant to the Canadian National Institute for the Blind for the Specialized Technical Equipment Program. This program provides technical equipment and visual aids to blind, deafblind, and visually impaired Albertans for home use.

RESULTS ANALYSIS

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# REPORT OF THE AUDITOR GENERAL ON THE RESULTS OF APPLYING SPECIFIED AUDITING PROCEDURES TO PERFORMANCE INFORMATION



To the Members of the Legislative Assembly

Management is responsible for the integrity and objectivity of the performance results included in the *Ministry of Seniors and Community Supports' 2005-2006 Annual Report*. My responsibility is to carry out the following specified auditing procedures on performance information in the annual report. I verified:

## Performance Measures

### Completeness

1. Performance measures and targets matched those included in Budget 2005. Actual results are presented for all performance measures (see exception below).

### Reliability

2. Information in reports from external organizations, such as Statistics Canada, matched information that the Ministry used to calculate the actual results.
3. Information in reports that originated in the Ministry matched information that the Ministry used to calculate the actual results. In addition, I tested the processes the Ministry used to compile the results.

### Comparability and Understandability

4. Actual results are presented clearly and consistently with the stated methodology and are presented on the same basis as targets and prior years' information.

## Supplemental Measures

5. Information in reports matched information that the ministry used to calculate the actual results.

I found an exception for the measure *Eligibility Decision Time in Working Days for AISH Applications*. There was no data reported for this measure; therefore, I was not able to complete procedures one to four above. Management explains in the Results Analysis under Goal 4 why data was not reported.

As my examination was limited to these procedures, I do not express an opinion on whether the set of performance measures is relevant and sufficient to assess the performance of the Ministry in achieving its goals.

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**Fred J. Dunn**, FCA  
Auditor General

Edmonton, Alberta  
July 29, 2006

## FINANCIAL PERFORMANCE OVERVIEW

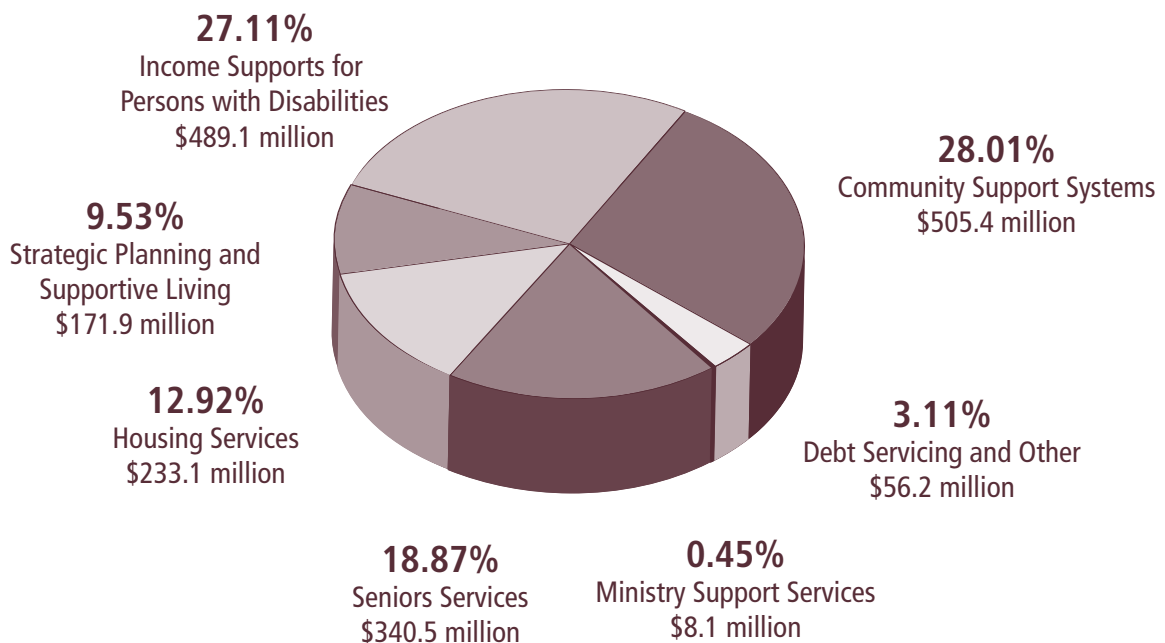
In 2005-06, the Ministry of Seniors and Community Supports spent \$1.804 billion against an authorized budget of \$1.811 billion. The \$1.804 billion includes expenditures for continuing care initiatives, additional housing projects and increased assistance to the PDD Boards that were funded by supplementary estimates totaling \$140.85 million.

Direct grants to individuals and organizations made up approximately \$1.297 billion or 72 per cent of total expenditures. These grant payments included:

- \$466.4 million for income support and health benefits under the AISH program;
- \$328.1 million to provide financial assistance and support to eligible seniors through programs like ASB, SNA, seniors' dental, optical and property tax assistance programs, and seniors' project grants;
- \$134 million for housing program grants, as well as \$44 million in expenditures under the Canada-Alberta Affordable Housing Program Agreement and \$77 million for Rural Affordable Supportive Living;
- \$82 million for Alberta Aids to Daily Living grants;
- \$165.5 million for grants paid by the PDD Boards and the Alberta Social Housing Corporation.

The following chart provides a comparative breakdown of Ministry expenditures by program.

### SUMMARY OF MINISTRY EXPENSE - \$1.804 BILLION



The following information provides an overview of program changes and an explanation of significant expenditure variances. Further information on goals, strategies and performance measure results is included in the section entitled “Performance Results.” The table below outlines the actual expenditures incurred, in comparison to the resources budgeted, to achieve the goals of each core business.

## MINISTRY EXPENSE BY CORE BUSINESS

Millions					
	2005-06				2004-05
	Estimates from Business Plan	Adjustments (supplementary estimates)	Authorized Budget	Actual	Actual
<b>Core Business 1</b> Providing services, programs, and planning for seniors and the aging population	\$337.1	\$4.8	\$341.9	\$341.8	\$269.6
<b>Goals</b> 1. Seniors in need have access to financial supports that enable a secure and dignified way of living 2. Seniors, families of seniors, and service providers have access to accurate, timely information on programs and services for seniors 3. Government policies, programs, and plans anticipate and respond to the needs of seniors today and in the future					
<b>Core Business 2</b> Providing supports, services and planning for persons with disabilities	\$990.8	\$22.4	\$1,013.2	\$996	\$875.4
<b>Goals</b> 4. Albertans with a severe and permanent disability have access to funding to meet their basic shelter, food, health and personal needs 5. Albertans with disabilities have an opportunity to achieve full citizenship by inclusion in the social, economic and cultural life of the province					
<b>Core Business 3</b> Supporting the provision and ongoing management of housing for lower-income Albertans	\$220	\$63.7	\$283.7	\$292.3	\$226.5
<b>Goals</b> 6. Provincially-owned and -supported housing is managed efficiently and effectively and utilized appropriately 7. Lower-income Albertans have access to a range of housing options that will meet their needs					



Millions					
	2005-06				2004-05
	Estimates from Business Plan	Adjustments (supplementary estimates)	Authorized Budget	Actual	Actual
<b>Core Business 4</b> Providing supports to enhance choice and well-being for clients of the Ministry	\$121.9	\$50	\$171.9	\$174.2	\$89
<b>Goals</b>					
8. Albertans in need of support have choices for independence, safety and well-being					
9. When needed, adult Albertans will have supports in making decisions that affect their personal lives					
<b>Total Core Business Expense</b>	<b>\$1,669.8</b>	<b>\$140.9</b>	<b>\$1,810.7</b>	<b>\$1,804.3</b>	<b>\$1,460.5</b>

Highlights of changes in the Ministry's spending are as follows:

### **CORE BUSINESS 1**

Providing services, programs and planning for seniors and the aging population

Core Business 1 includes program funding for grant payments under the Alberta Seniors Benefit (ASB), Special Needs Assistance (SNA), Education Property Tax Assistance, Dental Assistance for Seniors and Optical Assistance for Seniors programs, as well as funding for Client and Information Services, and other services that support delivery of seniors programs.

The budget for Core Business 1 increased by \$4.8 million (from \$337.1 million to \$341.9 million) in 2005-06 due to the approval of a supplementary estimate to fund recommendations resulting from the MLA Task Force on Continuing Care Health Service and Accommodation Standards.

Expenditures for Core Business 1 increased by 27 per cent (from \$269.6 million to \$341.8 million) over the prior year due to ASB program enhancements and the introduction of Dental and Optical Assistance for Seniors programs, and Education Property Tax Assistance.

## **CORE BUSINESS 2**

### **Providing supports, services and planning for persons with disabilities**

Core Business 2 includes financial assistance provided to Persons with Developmental Disabilities (PDD) Boards and the Assured Income for the Severely Handicapped (AISH) program.

Expenditures for Core Business 2 increased by 14 per cent (from \$875.4 million to \$996 million) over the prior year due to a 23 per cent (\$90 million) increase in expenditures for the AISH program. Expenditures for AISH increased due to caseload growth as well as program cost increases resulting from the implementation of recommendations from the AISH review. Further increases in expenditures relate to additional funding provided to the PDD Boards (\$31 million). These funds were used to accommodate growth in the number of individuals supported by PDD and to address increased salary costs for PDD-contracted agencies.

The average monthly caseload for AISH has increased by approximately eight per cent over two years, from 30,863 in 2003-04 to 33,262 in 2005-06. Net caseload growth for PDD has averaged about four per cent annually since 2000-01.

## **CORE BUSINESS 3**

### **Supporting the provision and ongoing management of housing for lower-income Albertans**

Core Business 3 includes major program funding for lodge assistance, support to community and seniors housing providers, rent supplements, seniors supportive housing incentives, the Canada-Alberta Affordable Housing Agreement, special needs housing and homeless support, as well as funding for services that support delivery of housing programs.

The budget for Core Business 3 increased by \$63.7 million (from \$220 million to \$283.7 million) in 2005-06 due to the approval of a supplementary estimate to fund lodge renovations and repairs, development of rural affordable housing partnerships, Phase II of the Canada-Alberta Affordable Housing Agreement, and an increase in lodge assistance program funding to cover residents' increased service needs and increased lodge operating costs.

Expenditures for Core Business 3 increased by 29 per cent (from \$226.5 million to \$292.3 million) over the prior year due primarily to increased expenditures as a result of the supplementary estimate funding provided for the initiatives noted above. Expenditures for the Affordable Housing Program and Affordable Housing Partnership Initiative totaled

\$44 million in 2005-06, and brought the total Ministry commitment for affordable housing units to 2,400. Other increases to expenditures in Core Business 3 include additional support provided to community and seniors housing providers for increased operating and maintenance costs. Costs for seniors housing providers were paid through the Alberta Social Housing Corporation in 2005-06.

The budget for Core Business 3 was over-spent by three per cent. Actual expenditures totaled \$292.3 million, in relation to a \$283.7 million total budget. This was primarily due to the need to fund necessary maintenance of housing assets.

## CORE BUSINESS 4

Providing supports to enhance choice and well-being for clients of the Ministry

Core Business 4 includes major program funding for Strategic Planning and Supportive Living, and for Protection for Persons in Care. Programs and services offered by Strategic Planning and Supportive Living include funding for: supportive living and long-term care accommodations, public guardian services, Alberta Aids to Daily Living, and Rural Affordable Supportive Living (RASL).

Expenditures for Core Business 4 increased by 96 per cent (from \$89 million to \$174.2 million) over the prior year due primarily to additional funding provided to support the development of rural affordable supportive living units through the RASL program in 2005-06. In addition, program expenditures included staff salaries, contracts and other expenses related to implementing accommodation standards and accountability mechanisms in supportive living and long-term care settings.

## MINISTRY EXPENSE BY FUNCTION

Function	in millions		
	2005-06		2004-05
	Authorized Budget	Actual	Actual
Health	\$ 83.5	\$ 85.4	\$ 80.7
Social Services	1,401.6	1,388.7	1,182.7
Housing	286.7	291.2	155.9
Debt Servicing Costs	38.9	39.0	41.2
	<b>\$ 1,810.7</b>	<b>\$ 1,804.3</b>	<b>\$1,460.5</b>

## PERFORMANCE RESULTS

### Core Business 1

#### Providing services, programs, and planning for seniors and the aging population

### GOAL 1

#### Seniors in need have access to financial supports that enable a secure and dignified way of living

The programs provided by the Ministry help seniors live with dignity by enabling them to make their own financial decisions, secure their basic living needs, and continue as participating and contributing members of the community.

In 2005-06, approximately 141,500 of Alberta's 350,000 seniors received monthly cash benefits through the Alberta Seniors Benefit (ASB) program, averaging approximately \$150 per household (consisting of one or two seniors). In 2005-06, 23,000 seniors (or 18,000 households) received support from the Special Needs Assistance for Seniors program (SNA), for a total annual expenditure of approximately \$19.4 million. The average grant provided was \$1,100.

#### STRATEGY 1.1

Implement enhanced financial, dental and optical, and property tax relief programs for seniors

The Ministry collaborated with the Alberta Dental Association and College of Alberta Denturists to successfully launch the Dental Assistance for Seniors program on April 1, 2005. The objective of implementing a "seamless" program that provides seniors with financial support for basic dental care was achieved. The dental program currently provides assistance to over 11,000 seniors per month. Seniors can claim up to \$5,000 per person every five years for allowable dental expenses.

The new Optical Assistance for Seniors program was also successfully launched on April 1, 2005, and currently provides assistance to over 3,300 seniors per month. Seniors receive up to \$230 every three years toward the costs of prescription eyeglasses.

### STRATEGY 1.2

Continue to identify potential improvements to income-based seniors' benefits that are responsive to changing needs, and that result in improved fairness and simplified eligibility and administration

Approximately 220,000 seniors were automatically enrolled in the new seniors dental and optical programs using data from the ASB program. This was beneficial to clients, as they did not have to fill in another application to receive benefits, and administratively efficient. To ensure additional efficiencies, applicants for the dental and optical programs were automatically assessed for ASB eligibility.

Through collaboration with nine municipalities, including Edmonton and Calgary, the new seniors' property tax program automatically enrolled more than 67 per cent of eligible senior homeowners without requiring an application process. Since January 2005, the program has provided assistance to over 53,000 senior households. In addition, the Ministry used the program to deliver the City of Edmonton's Homeowner Grant, which provided a rebate on the municipal taxes for senior homeowners who are eligible for ASB. This allowed over 9,800 seniors in Edmonton to receive both their municipal and education property tax rebates in one cheque.

### STRATEGY 1.3

Examine new approaches to providing supports for seniors that respond to individual needs

As a result of additional funding provided to the ASB program, people in designated assisted living were funded at the same level as if they were in long-term care. Any recipient of ASB who was assessed and placed in an identified facility by the health authority was eligible for enhanced funding effective January 2006.

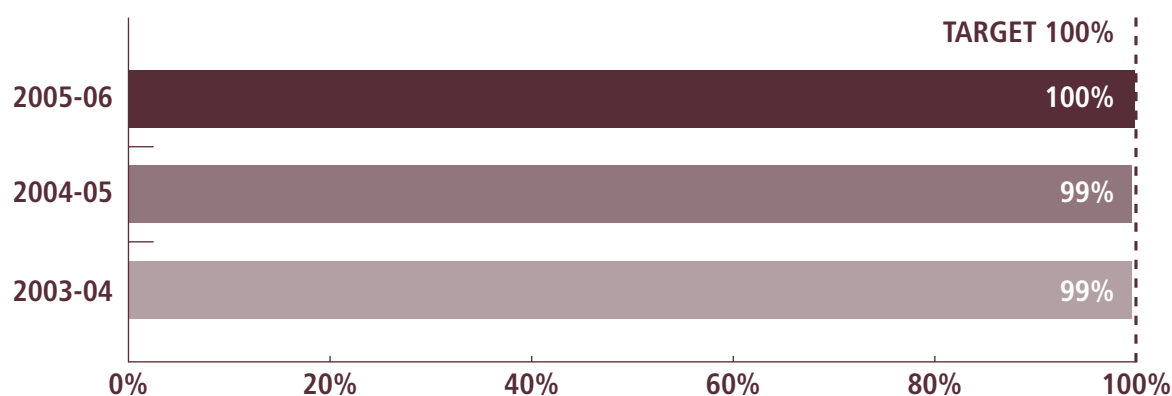
ASB recipients residing in long-term care also received additional financial support through the ASB program to assist with the cost of accommodation fees.

## GOAL 1: PERFORMANCE MEASURES

### Measure 1.a: Percentage of seniors provided with the opportunity to apply for Alberta Seniors Benefit (ASB)

It is important that seniors have the opportunity to apply for benefits, such as ASB, for which they are eligible and which help them to maintain their independence and live in a secure and dignified way. Although some eligible seniors may choose not to apply for ASB (the program is voluntary), if it can be demonstrated that seniors have been made aware of the program, have received an application package and have made a decision whether to submit an application, the Ministry has succeeded in communicating the program. The Ministry provides a contact and feedback mechanism to ensure all eligible seniors are given the opportunity to apply for ASB.<sup>2</sup>

#### PERCENTAGE OF SENIORS PROVIDED WITH THE OPPORTUNITY TO APPLY FOR ALBERTA SENIORS BENEFIT



Source: *Seniors and Community Supports, Seniors Services Division*

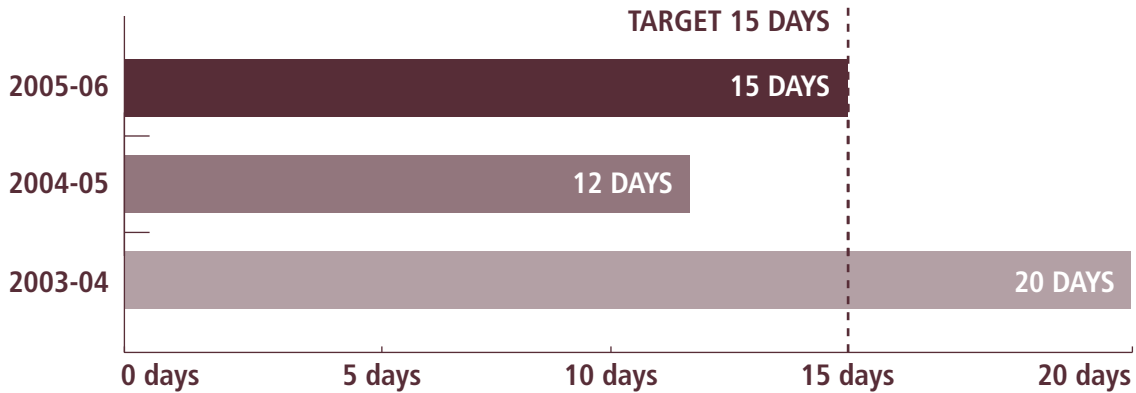
#### Results and Analysis

In 2005-06, the Ministry met its target of 100 per cent of seniors having the opportunity to apply for the Alberta Seniors Benefit.<sup>3</sup> As a result of consistently high performance in this measure, the Ministry will pursue additional performance indicators for this goal.

### Measure 1.b: Assessment time in working days for Special Needs Assistance for Seniors (SNA) program applications

This measure calculates the number of working days the Ministry takes to assess applications to the SNA program. Seniors who apply to the program need help meeting extraordinary expenses or financial emergencies; therefore, the Ministry's timely assessment of requests for assistance is an important part of an applicant's ability to live in a secure and dignified way.

## ASSESSMENT TIME IN WORKING DAYS FOR SPECIAL NEEDS ASSISTANCE FOR SENIORS PROGRAM APPLICATIONS



Source: *Seniors and Community Supports, Seniors Services Division, Special Needs Assistance for Seniors Information System*

### Results and Analysis

The Ministry met the 2005-06 target by achieving an average of 15 working days to assess an application to the SNA program.<sup>4</sup> The number of working days increased from the previous year as a result of the extra workload to implement changes to the program's computer system. In addition, in December 2005 the program introduced document imaging and ceased using paper records. These system changes required additional staff training and time to become familiar with new processes. Although the immediate impact was an increase in the number of working days to assess an application, it is expected these system improvements will increase efficiency in the future.

## GOAL 2

**Seniors, families of seniors, and service providers have access to accurate, timely information on programs and services for seniors**

Seniors and Community Supports provides information via telephone, publications such as *Seniors Programs and Services Information Guide*, the Ministry website, seniors information services offices, and correspondence. This information is important in enabling seniors, family members and service providers to learn about supports for which seniors may be eligible, and helps them make wise choices about housing, health service needs and other matters affecting their lives.

### STRATEGY 2.1

Review the delivery of information services to seniors, their families and service providers to ensure that the information provided is consistent and accurate

The Ministry initiated the first stage of a multi-phase, multi-year project to increase accessibility and consistency of information services. The first stage involves creating a database of information to be accessed by Seniors and Community Supports.

The Ministry also implemented service standards to monitor the quality of information delivery and identify areas for improvement.

### STRATEGY 2.2

Identify new opportunities for educating communities, service providers and individuals on programs and services relating to seniors

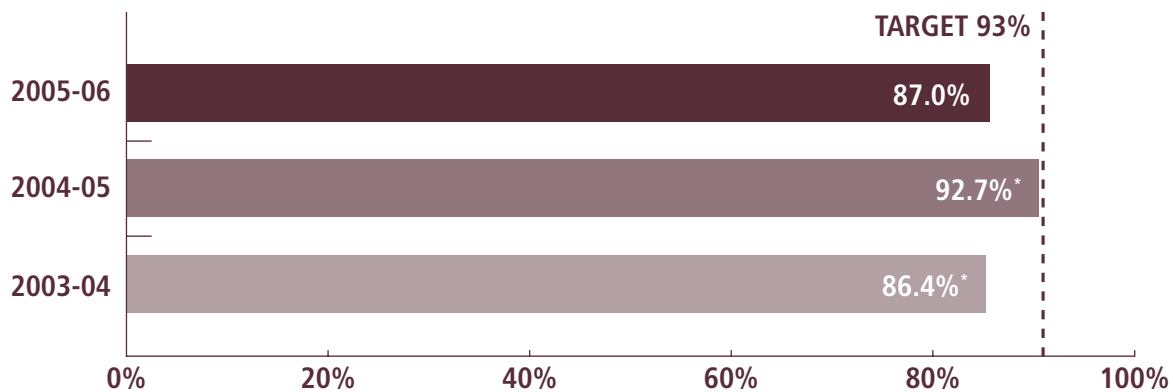
The Ministry heard that many Albertans would like more detailed information on programs and services for seniors. The Ministry responded to this feedback by offering presentations to service providers that enabled them to provide more detailed information to seniors within their communities.

## GOAL 2 PERFORMANCE MEASURE

### Satisfaction with information services provided by telephone access

This measure assesses clients' satisfaction with information services provided to seniors by the Ministry through the Seniors Information Line. This information is intended to help seniors become well-informed about programs and services for which they may be eligible and that contribute to their independence and well-being.<sup>5</sup>

### SATISFACTION WITH INFORMATION SERVICES PROVIDED BY TELEPHONE ACCESS



Source: Seniors and Community Supports, Seniors Services Division

\*The target for 2004-05 and 2003-04 was 90%



## Results and Analysis

Survey results for this measure indicate that 87 per cent of clients are satisfied with information services provided by telephone access. This is slightly below the results of the previous year and slightly above the 2003-04 results of 86.4 per cent. The results fall below the target of 93 per cent.

The introduction of three new division programs (optical, dental and education property tax assistance programs for seniors) in April 2005 resulted in a greater number of calls to the information line. A total of 249,000 calls were received in 2005-06 compared to 156,000 in 2004-05. This impacted the level of service the Ministry was able to provide. To respond to higher call volumes, the Ministry allocated additional staff. Another survey, using the same methodology, was conducted in January 2006 to determine the effect of these staffing changes on satisfaction levels. The additional survey showed an increase in overall satisfaction to 92.5 per cent.

## GOAL 3

### Government policies, programs, and plans anticipate and respond to the needs of seniors today and in the future

The Ministry plans, researches and analyzes social, economic and political trends, emerging issues, and policies and programs within Alberta, across Canada and globally. The knowledge resulting from these activities enables the Ministry to examine the potential impact of programs or policies on seniors today and in the future, and helps government develop policies, programs and plans that are sustainable and responsive to seniors.

#### STRATEGY 3.1

Develop approaches to encourage adult Albertans to make sound financial decisions to prepare them for self-reliance and well-being in their senior years

This multi-phase strategy will be developed over a three-year period, beginning in 2005-06. During 2005-06, the Ministry completed the first phase with a discussion paper identifying issues, options, and potential government roles in helping Albertans prepare for retirement.

### STRATEGY 3.2

Work with Infrastructure and Transportation to prepare for the aging of the driving population

Through the Alberta Traffic Safety Plan, the Ministry worked with Infrastructure and Transportation to increase the government's awareness of the mobility needs and road safety concerns of seniors and persons with disabilities.

### STRATEGY 3.3

Develop a complementary provincial strategy on preventing the abuse of seniors in families through the cross-ministry strategy for the prevention of family violence and bullying

In the first phase of this project, the Ministry chaired a cross-ministry working group to identify key issues relating to elder abuse. The working group included representatives from Justice, Solicitor General and Public Security, Children's Services, Health and Wellness, Alberta Alcohol and Drug Abuse Commission, Government Services, and Aboriginal Affairs and Northern Development.

The Ministry provided a total of \$455,000 funding assistance to seniors' safe shelters in Edmonton and Calgary. The shelters provide safe places to stay and supportive counselling for seniors who are experiencing abuse or neglect.

### STRATEGY 3.4

Work with federal, provincial and territorial jurisdictions to advance strategies for supporting family caregivers, promoting healthy aging, researching the cumulative impact of costs on seniors, and to review the National Framework on Aging

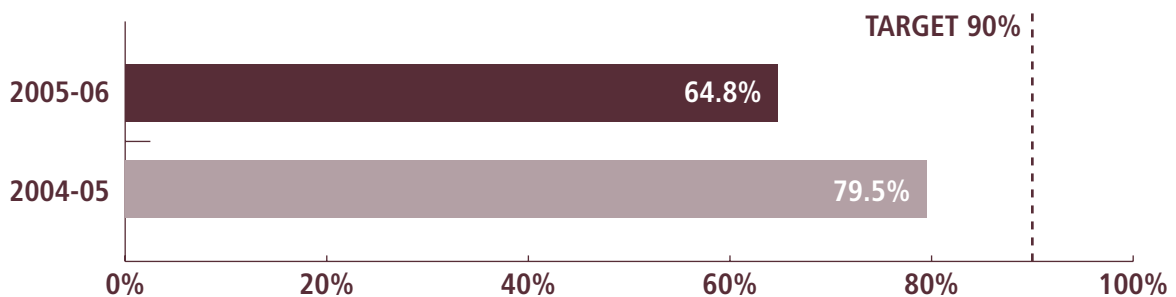
The Federal/Provincial/Territorial Ministers responsible for Seniors met in Quebec City in May 2005. Ministers reaffirmed their commitment to work together to prepare for the challenges and opportunities resulting from Canada's growing seniors' population. The Ministry contributed to discussion materials prepared for the meeting on family caregivers, healthy aging, safety and security, and the cumulative impact of costs on seniors.

## GOAL 3 PERFORMANCE MEASURE

### Satisfaction of departments and agencies with the Ministry's collaborative activities, and contribution to joint initiatives regarding seniors' issues

The Ministry works with other ministries and agencies to coordinate policies and initiatives that reflect the needs of current and future seniors. These activities include contributing to joint working groups and initiatives, and providing information, advice and analysis of issues relating to seniors and Alberta's aging population. Satisfaction of government departments and agencies is a measure of the quality of the Ministry's services in this area.<sup>6</sup>

### SATISFACTION OF DEPARTMENTS AND AGENCIES WITH THE MINISTRY'S COLLABORATIVE ACTIVITIES, AND CONTRIBUTION TO JOINT INITIATIVES REGARDING SENIORS' ISSUES



Source: 2006 Satisfaction Survey Final Report, Seniors and Community Supports, Planning and Research Branch

#### Results and Analysis

In 2005-06, 64.8 per cent of those surveyed were satisfied with the Ministry's performance on contributing to joint project goals or objectives. This is significantly below the target of 90 per cent. Satisfaction levels also decreased significantly from the previous year. Satisfaction results for 2004-05 were 79.5 per cent.

A review of respondents' comments to open-ended questions indicated one potential source of dissatisfaction is a perceived lack of collaboration and clarity of roles on issues relating to seniors housing and continuing care. It is expected that satisfaction with the Ministry's collaborative activities will improve as work on standards for continuing care and planning for seniors' supportive living progresses.

## Core Business 2

### Providing supports, services and planning for persons with disabilities

#### GOAL 4

Albertans with a severe and permanent disability have access to funding to meet their basic shelter, food, health and personal needs

The Assured Income for the Severely Handicapped (AISH) program assists Albertans who have a severe disability that prevents them from working to earn a living. The program provides a living allowance, health benefits and personal income support benefits that help them meet their needs and live as independently as possible.

In 2005-06, the Ministry provided benefits to more than 34,000 clients.

#### STRATEGY 4.1

Provide income support and health benefits to meet the basic needs of Albertans who are eligible under the Assured Income for the Severely Handicapped (AISH) program

To better meet the needs of AISH clients, the Ministry facilitated the AISH program's transition from Human Resources and Employment, including developing financial and management procedures and practices to administer the AISH program in 31 regional offices across Alberta.

As a first step in developing a new information technology system for the AISH program, the Ministry developed an AISH performance measure tracking system with rules and supporting processes to ensure data integrity.

#### STRATEGY 4.2

Implement the approved recommendations from the Government MLA AISH Review Committee to renew the AISH program following government approval processes, to ensure responsiveness to client needs and program affordability

In 2005-06, the Ministry renewed the AISH program. Key enhancements included increasing the AISH living allowance to a maximum of \$950 per month, introducing Personal Income Support Benefits to meet AISH clients' unique needs, and introducing new legislation. The government also committed to increase the living allowance to a \$1,000 maximum on April 1, 2006, and to review the benefit level every two years beginning in 2007.

### STRATEGY 4.3

Coordinate the implementation of the approved recommendations from the AISH review through the cross-ministry Health Innovation and Wellness Initiative

The Ministry collaborated with Health and Wellness on a cross-ministry pharmaceuticals initiative, to ensure the unique health needs of AISH clients were recognized.

The Ministry coordinated with Health and Wellness the expansion of modified AISH benefits to residents of designated assisted living and long-term care.

## GOAL 4 PERFORMANCE MEASURE

### Eligibility decision time in working days for AISH applications

The measure calculates the number of working days<sup>7</sup> the Ministry takes to process applications for the AISH program. Timely processing of AISH applications is important to ensure eligible candidates receive benefits they require to meet their needs. To measure eligibility decision time, the Ministry monitors the length of time it takes, in working days, to process a completed application and determine eligibility.

#### Results and Analysis

This was a new measure in the 2005-08 Ministry business plan and data was collected for the first time. The Ministry is unable to report results on the performance measure in 2005-06 as the data available at this time is incomplete.

In order to ensure completeness and accuracy of data related to this measure in the future, the Ministry developed a new electronic tracking system, which was put into use on April 1, 2006. The information gathered for this performance measure will be improved in 2006-07 with the use of this new system. Additional procedures and controls will be implemented to improve data integrity.

## GOAL 5

### Albertans with disabilities have an opportunity to achieve full citizenship by inclusion in the social, economic and cultural life of the province

“Full citizenship by inclusion in the social, economic and cultural life of the province” means that persons with disabilities are valued, participating and contributing community members. Persons with disabilities who are fully included will have opportunities to participate in employment, recreational activities, volunteer work, education and other activities. Ministry initiatives facilitate access to supports needed to achieve this inclusion.

#### STRATEGY 5.1

Respond to the Alberta Disability Strategy by having the Office for Disability Issues collaborate with other ministries to improve cross-government coordination of policy and provide more effective program delivery for Albertans with disabilities

The Ministry worked with Community Development, through the William Watson Lodge Advisory Board and the Access Kananaskis Project, to create more inclusive program opportunities for people with disabilities in Alberta’s parks.

The Ministry partnered with Advanced Education on *The Future Starts With You* publication, a review of barriers facing students with disabilities in post-secondary settings.

#### STRATEGY 5.2

Pilot an integrated service delivery project to deliver provincial government services to persons with disabilities

Planning began in the south and northeast regions for a pilot project to integrate service delivery for people with disabilities. The service coordination will assist people with disabilities to access local supports and become more involved in their communities. Initial implementation of the pilot project occurred in Lethbridge and Medicine Hat in summer 2006.

### STRATEGY 5.3

Contribute to the development of programs and services that support the needs of persons with disabilities by responding to the outcomes of the Gaps in Service Initiative, continuing to support and enhance the Alberta Brain Injury Initiative, and coordinating interdepartmental work on issues relating to the Alternative Communications Strategy

Through the Alberta Brain Injury Initiative, the Ministry provided additional funding for supports for over 3,000 adults with brain injury, as well as their families and informal caregivers. The Ministry also funded groups providing support to caregivers of brain injury survivors and increased access to Caregiver College education sessions.

The Ministry funded four pilot projects (in Westlock, Hinton/Edson, and the Red Deer and Cold Lake regions) focused on assisting adults with fetal alcohol spectrum disorder (FASD). The projects facilitate independent living and enable people with FASD to achieve and maintain healthy lives. Results from the projects indicate that relationships between project mentors and clients have been maintained, resulting in greater client stability.

Under the Alberta Child and Youth Initiative, the Ministry assisted in the development of a provincial strategy relating to individuals with FASD. In addition, the Ministry collaborated on the Aboriginal Youth Suicide Prevention Strategy to support three pilot projects in Lethbridge, Eden Valley and High Prairie. Evaluations conducted in 2005 show that these projects have had positive results.

The Ministry ensured that closed captioning and sign language interpreters were available at public meetings, such as the Roundtable on Disability Issues, consultations held for the Aboriginal Youth Suicide Prevention Strategy, and the legislative reviews of the *Dependent Adults Act (DAA)* and the *Personal Directives Act (PDA)*. Communication materials for the AISH review and the *Blind Persons' Rights Act* were made available in audio and Braille. As well, Braille agendas were available at public meetings for the DAA and PDA legislative reviews.

#### STRATEGY 5.4

Promote and facilitate community employment for adults with developmental disabilities

Approximately one-third of adults with developmental disabilities receiving PDD-funded services received employment support. Last year, 1,858 individuals were placed in jobs, while another 2,110 individuals participated in employment preparation programs.

PDD funded the Alberta Association for Community Living and Alberta Rotary Clubs to provide presentations to Rotary Club members regarding the employment potential of adults with developmental disabilities. As a result, 28 new employment opportunities for adults with developmental disabilities were generated by Alberta businesses.

PDD completed negotiations with the Workers' Compensation Board (WCB) to ensure that individuals with developmental disabilities who volunteer or participate in subsidized employment programs can have WCB insurance coverage.



### STRATEGY 5.5

Work with communities to increase inclusion of adults with developmental disabilities, especially in the areas of education and access to public transportation and community health services

PDD worked with a number of regional health authorities and community organizations to improve access to health services for adults with developmental disabilities. As a result, these adults gained better access to services such as mental health services, home care, use of portable medical equipment, and cancer prevention education.

PDD worked with communities to increase their capacity to provide transport for persons who normally experience barriers to transportation, including persons with developmental disabilities. Westlock, Vegreville and Barrhead are now able to assist with such transportation because they combined the resources of community organizations, volunteers and municipal funding.

In 2005-06, 59 individuals with developmental disabilities were enrolled at 12 post-secondary educational institutions. These positions were funded by PDD and are an example of successful inclusive post-secondary education.

PDD funded more than 50 community projects that helped facilitate community participation of adults with developmental disabilities. These included helping to develop a school resource centre, assisting persons with developmental disabilities to participate in the Toastmasters program, and providing business support such as insurance, accounting and legal services to entrepreneurs with developmental disabilities.

PDD also funded a project with the Kainai Nation and the Aboriginal Council of Lethbridge to help First Nations individuals with developmental disabilities maintain links to their Aboriginal culture while living away from their reserves.

### STRATEGY 5.6

Work with other provincial ministries to promote inclusion and to improve access to general government services for adults with developmental disabilities

PDD partnered with Human Resources and Employment, and Health and Wellness to fund and deliver demonstration projects on employment training for 500 individuals with disabilities in nine locations in the province.

One of the projects, “TARGET Supported Employment for Youth,” is a job placement service for youths aged 18-24 with mental health disorders or mild developmental disabilities. Since November 2005, 25 youths have participated successfully.

PDD partnered with the Alberta Mental Health Board, the Canadian National Institute for the Blind, and the Canadian Paraplegic Association to help individuals with developmental disabilities, visual impairments, physical disabilities and/or chronic mental health concerns to obtain independent employment.

### STRATEGY 5.7

Support opportunities for adults with developmental disabilities and their families to enhance their leadership and advocacy skills so that they can effectively influence programs and policies

Three PDD community boards established board intern positions so that individuals with developmental disabilities could participate directly in governance processes. Other PDD community boards supported advisory groups of individuals with developmental disabilities who met with the board on a regular basis.

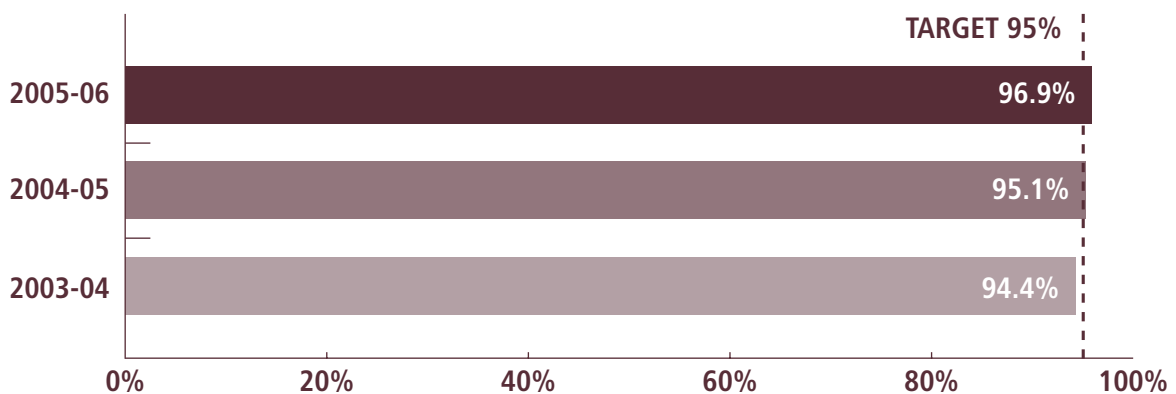
More than 75 individuals with developmental disabilities attended a PDD-sponsored self-advocacy conference in Lethbridge, and 89 self-advocates attended a PDD-hosted Leadership Retreat. Several self-advocates were recognized for their advocacy efforts and leadership.

## GOAL 5 PERFORMANCE MEASURES

### Measure 5.a: Percentage of adults with developmental disabilities, supported by PDD-funded services, who exercise control over their lives

All PDD-funded service providers in Alberta must undergo Creating Excellence Together (CET) certification through the Alberta Association of Rehabilitation Centres once every three years to receive funding from PDD.<sup>8</sup> This measure is taken from the CET Quality of Life section of the survey tool used to assess the service providers, and indicates whether or not the delivery of supports reflects the individual's preferences and needs as defined by the individual.<sup>9</sup>

### PERCENTAGE OF ADULTS WITH DEVELOPMENTAL DISABILITIES, SUPPORTED BY PDD-FUNDED SERVICES, WHO EXERCISE CONTROL OVER THEIR LIVES



Source: Persons with Developmental Disabilities Provincial Board

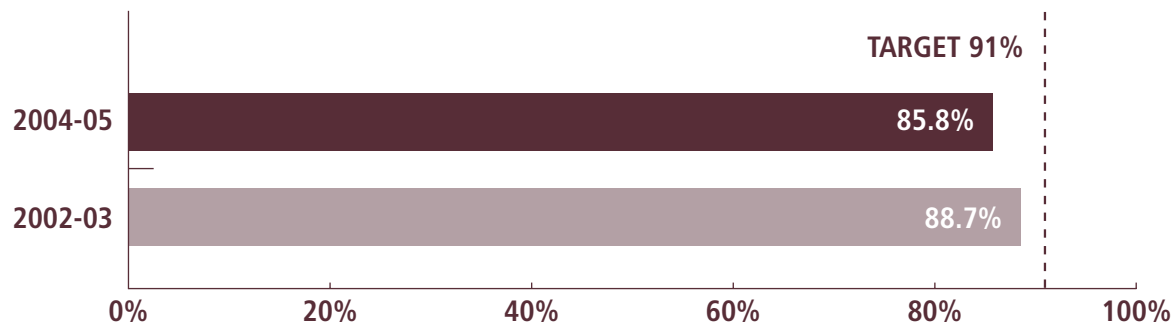
#### Results and Analysis

Results for this measure have been consistently high for the previous two survey periods. In 2005-06, 96.9 per cent of adults with developmental disabilities who were interviewed during service provider certification reported they felt encouraged and supported to do things independently and their choices were respected and implemented as much as possible.

### Measure 5.b: Satisfaction, by families/guardians of persons with developmental disabilities, with PDD-funded services

Many of the individuals who are assisted by the PDD program are supported by family and/or guardians. As informed stakeholders, families and guardians provide important feedback on the quality and direction of the program. This measure reflects overall satisfaction with PDD-funded services and helps improve services by identifying areas of potential concern.

## SATISFACTION, BY FAMILIES/GUARDIANS OF PERSONS WITH DEVELOPMENTAL DISABILITIES, WITH PDD-FUNDED SERVICES



Source: *Persons with Developmental Disabilities Provincial Board*

### Results and Analysis

Satisfaction is measured by a survey conducted every two years. The last survey was conducted in 2004-05,<sup>10</sup> and results indicated that 85.8 per cent of families/guardians reported overall satisfaction with PDD-funded services received by the person to whom they provided guardianship. Satisfaction dropped slightly from 2002-03 and remained below the 2004-05 target of 91 per cent. In their comments, survey respondents linked overall levels of satisfaction with barriers to community living such as a lack of affordable, accessible housing and transportation.

### **Measure 5.c: Percentage of persons with brain injury and/or other disabilities and their families/caregivers reporting they feel supported by Community Support Services**

Two Ministry initiatives that support persons with disabilities are the Alberta Brain Injury Initiative (ABII) and the Program Development for Persons with Disabilities Initiative (PDPDI). Services are provided by contracted agencies funded by the Ministry's Community Support Services Branch. Clients and their families/guardians were asked a number of questions about the agency providing services.<sup>11</sup> This is a new measure in the 2005-08 business plan and is reported here for the first time.

### Results and Analysis

Persons with brain injury and/or other disabilities receiving services through an agency were asked if they feel the support they receive from the agency makes their life better, if contact with the agency helps them to make better choices and if they would ask people at the agency for help if they needed it. The responses to these three questions were combined

to embrace the concept of “feeling supported” by Community Support Services. Based on an average of 280 responses to the three questions, 89 per cent of clients with brain injury and/or other disabilities reported that they felt supported.

Family members and guardians were asked if the agency made it easier for them to support the individual with brain injury and/or other disabilities. Based on 102 responses to the question, 75 per cent of families/guardians responded *Yes* to this question.

## **Core Business 3**

### **Supporting the provision and ongoing management of housing for lower-income Albertans**

#### **GOAL 6**

Provincially-owned and -supported housing is managed efficiently and effectively and utilized appropriately

Seniors and Community Supports is responsible for a housing portfolio that enables access to emergency shelter and to subsidized housing for Albertans who cannot afford to pay full market rent for their accommodation. To fund and administer this housing portfolio, the Ministry partners with the federal government, through the Canada Mortgage and Housing Corporation, and housing operators, such as municipalities and non-profit housing organizations.

In 2005-06, approximately 67,000 Albertans were served through more than 40,000 subsidized housing units administered by 177 local housing operators.

**STRATEGY 6.1**  
Ensure effective governance structures are in place for the community-based provision of family, special purpose, and seniors’ housing in urban, rural and remote communities

In 2005-06, 30 operational reviews were conducted on housing operators. These reviews included examining the governance structures of the organizations. The Ministry engaged in regular discussions with housing operators, providing support, feedback and interpretation of the *Alberta Housing Act* and regulations.

### STRATEGY 6.2

Support the transfer of ownership and/or management of provincially-owned housing to public and non-profit housing entities to allow for better and more appropriate use of local housing resources

To align public housing with changing community needs, the Ministry transferred ownership of 70 community housing units, valued at \$9.5 million, throughout the province, and ownership of one lodge, valued at \$1.9 million. These transfers supported the further development of affordable housing in high-need, high-growth communities.

### STRATEGY 6.3

Maintain a flexible approach to managing the Ministry's housing portfolio that takes into account changing resident needs

The Ministry worked with housing operators to ensure that the increases to the AISH living allowance would not result in higher rents for AISH clients living in social housing.

A total of \$2.1 million in special services grants was made available to lodges that provide a high level of support for residents who require additional services such as special diets, more frequent housekeeping services and personal assistance. These increased grants assisted those lodges that provide these services. The grants were distributed to 128 lodges (approximately 3,935 eligible residents).

The Ministry provided more than \$12 million through the Private Landlord Rent Supplement, a program that subsidizes the difference between 30 per cent of a tenant's household income and market rent in privately owned rental units.

The Ministry also provided almost \$1 million through the Fixed Rate Rent Supplement Program, which provides rent subsidies to qualified applicants, and also provides transitional assistance to help social housing tenants move to market housing. In addition, approximately \$700,000 was allocated to cost-shared rent supplement programs administered by the Canada Mortgage and Housing Corporation. These compensate lenders for the effects of inflation on their investments in housing cooperative projects.

**STRATEGY 6.4**

Work with housing operators to ensure the housing portfolio is adequately maintained

Seventy-seven lodges in 68 communities, primarily in rural areas, received funding totaling \$15 million for urgent maintenance and necessary upgrades.

The Ministry provided \$41 million to assist management bodies with their operational and maintenance budgets.

**STRATEGY 6.5**

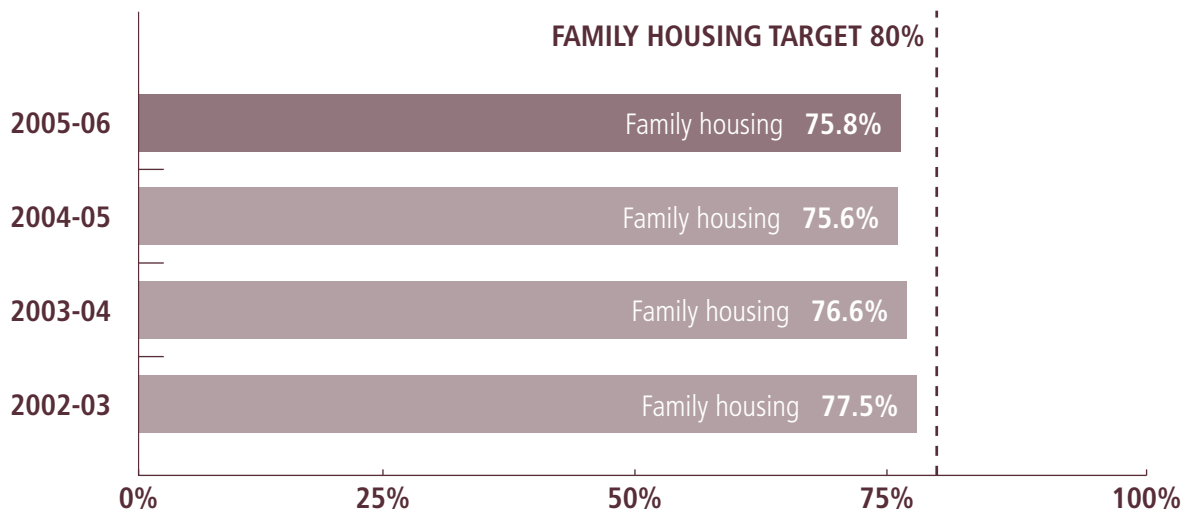
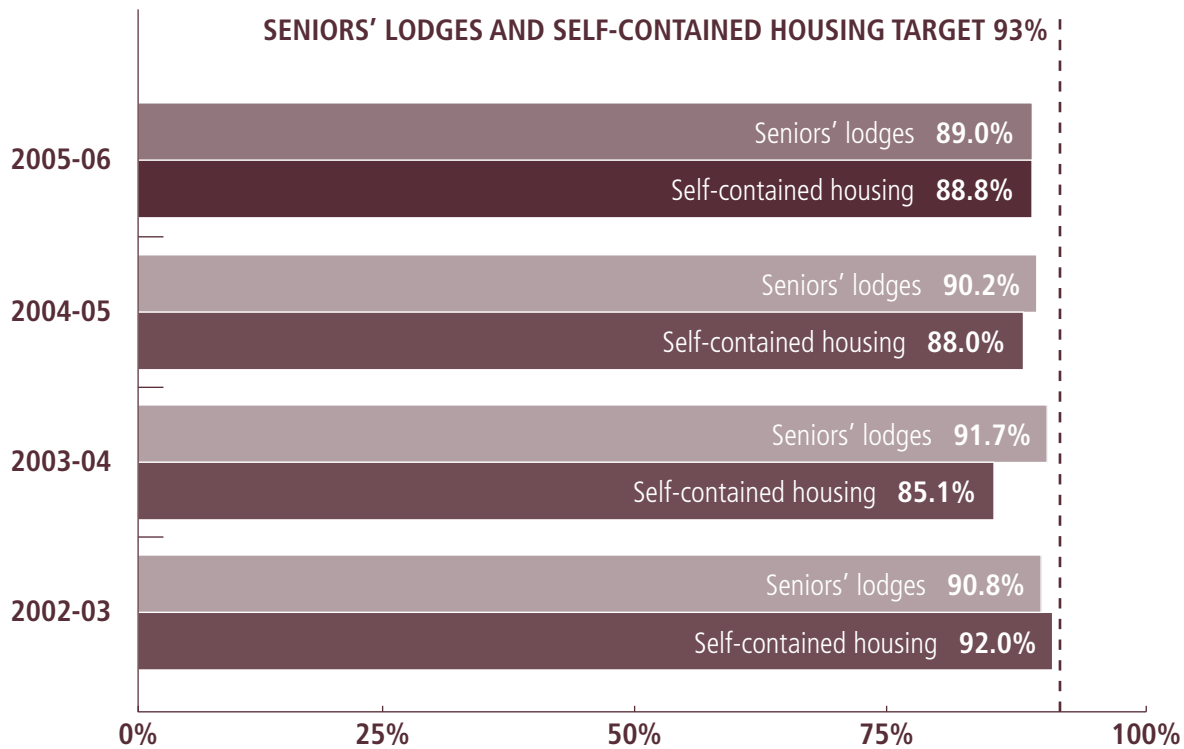
Monitor the operations and business practices of housing operators to ensure the operators are being economical and accountable

The Ministry monitored the operations and business practices of social housing operators by reviewing and approving their annual operating and capital budgets, reviewing their audited financial statements and quarterly financial reports, and providing feedback on their performance.

**GOAL 6 PERFORMANCE MEASURES****Quality of accommodation provided by housing operators, and where appropriate, services provided, as indicated by satisfaction of residents**

This measure assesses satisfaction of residents with the quality of accommodation in seniors' lodges, self-contained housing and family housing.<sup>12</sup> It provides a means of verifying that the residents of provincially owned or supported housing are receiving safe, adequate, suitable and affordable housing that is properly managed and maintained.

## QUALITY OF ACCOMMODATION PROVIDED BY HOUSING OPERATORS, AND WHERE APPROPRIATE, SERVICES PROVIDED, AS INDICATED BY SATISFACTION OF RESIDENTS



Source: *Seniors and Community Supports, Housing Services Division, Housing Satisfaction Study, 2006*

### Results and Analysis

Of seniors residing in lodges, 89 per cent reported being satisfied with their accommodation and the services provided. Although high, the level of satisfaction did not meet the target of 93 per cent. Results for this measure have remained relatively stable and consistent over time.



Of seniors residing in self-contained apartments, 88.8 per cent reported they were satisfied with their accommodation. Although performance did not meet the target of 93 per cent, satisfaction has been improving since the drop in satisfaction between 2002-03 and 2003-04.

Of family housing residents, 75.8 per cent reported being satisfied. The level of satisfaction has been relatively consistent since 2002-03 but remains below the established target of 80 per cent.

## GOAL 7

### Lower-income Albertans have access to a range of housing options that will meet their needs

The Ministry works with housing organizations and other levels of government to identify housing needs and generate capital to increase the supply of, and access to, affordable and low-cost housing options for lower-income families and individuals, and persons with special needs.

#### STRATEGY 7.1

Develop a set of guiding principles to support a continuum of housing and related services to promote the health and well-being of Albertans

The Ministry worked with other provinces, territories and the federal government to develop a draft *National Housing Framework: An Approach to Guide Housing in Canada*. The framework identifies a common vision and principles for housing in Canada. The principles address roles and responsibilities, outcomes, effective practices, funding, consultation and accountability for the continuum of housing in Canada.

#### STRATEGY 7.2

Encourage local communities to take a lead role in the development of community housing plans by identifying a range of shelter and related services coordinated to support progression to independent community living

Seven high-growth, high-need communities in Alberta – Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat and Red Deer – submitted community plans. The Ministry worked with each community, providing input and advice for their housing plans.

### STRATEGY 7.3

Encourage local communities to work in collaboration with the public, private and non-profit housing sectors to develop sustainable housing solutions

The Ministry assisted the Edmonton Joint Planning Committee on Housing and Research Subcommittee develop solutions to long-term housing and support service requirements. Four community research projects were completed (partly or fully funded by the Edmonton Joint Planning Committee on Housing).

These research projects helped develop solutions to address the needs of different homeless groups such as street-involved women, homeless youth in Edmonton, “urban nomads” in Edmonton, and the need for “wrap-around services” for homeless persons.

### STRATEGY 7.4

Coordinate housing and related services for persons with special needs and those who are homeless to enable them to live independently

The Ministry assisted Aboriginal Affairs and Northern Development to develop recommendations for the First Ministers’ Meeting on Aboriginal Issues, held in November 2005. At the meeting, First Ministers and national Aboriginal leaders agreed on a 10-year plan to improve the quality of life of Aboriginal people across Canada by making a commitment to address the special housing needs of Aboriginal people.

Through the Provincial Homeless Initiative, the Ministry provided \$3 million to help support homeless initiatives in Calgary, Edmonton, Fort McMurray, Grande Prairie, Red Deer, Lethbridge and Medicine Hat. A total of \$19 million was provided to 25 emergency shelters across the province. This funding resulted in 2,453 spaces in 2005-06.

Twenty-five residents from the Gunn Centre, a transitional housing facility for men, were assisted in moving to independent living in the community. This resulted from the client-centred case-management model used by the Centre.

### STRATEGY 7.5

Facilitate access to provincially-owned land for building affordable housing

Under a request for proposal process, the Ministry sold Parcel D in the Timberlea subdivision in Fort McMurray. This land is expected to provide up to 3,600 dwelling units, of which 300 are allocated for affordable housing units.

The Ministry facilitated access to vacant land and/or structures worth more than \$7.7 million across the province, including three parcels worth \$7.5 million and 43 lots worth approximately \$200,000. The land was either sold to provide additional housing units or was transferred to management bodies or municipalities to improve housing in the community.

## GOAL 7 PERFORMANCE MEASURE<sup>13</sup>

### Measure 7.a: Number of affordable housing units developed with support from provincial funding

There is a challenge in meeting the need for affordable housing in Alberta's high-growth, high-need communities. The Ministry's strategy is to help communities build a complete range of housing options based on locally assessed needs. This measure counts the number of affordable housing units that are committed through agreements signed under the Canada-Alberta Affordable Housing Agreement.<sup>14</sup>

#### Results and Analysis

In 2005-06, 755 affordable housing units were developed with support from provincial funding. The number of units was below the target of 880 units due to changes to the Canada-Alberta Affordable Housing Agreement, which now supports more substantial subsidies for a smaller number of developments. The intention is to subsidize a greater portion of capital expenses to reduce the rents charged to cover operational costs.

The 755 units developed in 2005-06 are in addition to 1,162 units developed in 2004-05 and 872 units developed in 2003-04.

## Core Business 4

### Providing supports to enhance choice and well-being for clients of the Ministry

## GOAL 8

### Albertans in need of support have choices for independence, safety and well-being

Albertans who experience frailty, illness or disability may need support services to help them live as independently as possible. The Ministry facilitates the development of affordable supportive living projects and access to income supports to help cover the costs of supportive living. The Ministry works with its partners to develop and monitor standards for supportive living and long-term care accommodation.

In addition, the *Protection for Persons in Care Act* legislates mandatory reporting of suspected abuse of persons receiving government-funded care. In 2005-06, the Ministry investigated

530 reports involving 818 complaints of abuse under the *Protection for Persons in Care Act* and made recommendations to agencies and facilities, focusing on preventing abuse from occurring in the future.

**STRATEGY 8.1**

Advance the shift from long-term care to supportive living by:

**8.1.1**

Supporting the development of affordable supportive living, (e.g. through the Seniors Supportive Housing Incentive Program)

In 2005-06, the Ministry committed \$77 million toward the development of 1,640 rural affordable supportive living units through the Rural Affordable Supportive Living program.

**8.1.2**

Improving the policies and programs that help lower-income persons cover costs of living in supportive living accommodation

Lower-income residents in designated assisted living accommodation were provided with income assistance through the Alberta Seniors Benefit and Assured Income for the Severely Handicapped programs, which were provided with supplemental funding for this purpose.

## STRATEGY 8.2

In partnership with other ministries, health authorities and facility operators:

### 8.2.1

Establish and implement standards, monitoring mechanisms, and quality improvement processes for supportive living and long-term care accommodation

Developing, implementing, monitoring and enforcing long-term care and supportive living accommodation standards is a multi-phase project. The first phase, developing standards, was accomplished in 2005-06 in collaboration with Health and Wellness and with input from supportive living and long-term care operators, other stakeholders and the public. An MLA task force travelled to nine communities to seek input on the draft *Continuing Care Health Service and Accommodation Standards* and receive feedback on other aspects of the continuing care system. The Alberta government accepted the MLA task force's report in principle, and in February 2006 announced its first strategies to begin responding to the report's recommendations. The implementation for the standards, including monitoring and quality improvement processes, is expected to be complete by April 2007.

### 8.2.2

Implement a mechanism to adjust long-term care accommodation fees to reflect economic factors such as increases in the cost of living and inflation

The Ministry collaborated with health, housing and long-term care representatives to develop a financial costing model that can be applied to the various levels of supportive living and long-term care facilities.

The model will provide a close approximation of the actual costs associated with providing accommodation services. The Ministry also developed a mechanism for estimating the effects of inflation on the operating costs of long-term care facilities.

### STRATEGY 8.3

Provide leadership in safeguarding vulnerable adults receiving care services by responding to the legislative review of the *Protection for Persons in Care Act*

Dr. Neil Brown, MLA for Calgary-Nose Hill, was appointed to advise on matters related to the legislative review of the *Protection for Persons in Care Act*. Stakeholders were consulted in order to review the legal, administrative and social implications of possible legislative amendments and non-legislative solutions.

### STRATEGY 8.4

Participate in provincial initiatives to improve safeguards that assist in protecting vulnerable adults receiving care services

PDD developed a mechanism for consistently monitoring service provider compliance with the abuse prevention, response and staff training expectations of the PDD Abuse Prevention and Response Protocol. Two protocol policy clarifications, which addressed the role of guardians and the scope of ethical responsibility to take action, were provided to trainers across the province.

## GOAL 8 PERFORMANCE MEASURES<sup>15</sup>

### Measure 8.a: Quality of accommodation services provided in long-term care facilities, as indicated by satisfaction of residents/families/guardians

This measure assesses satisfaction of residents or their families/guardians with the quality of accommodation in long-term care facilities.<sup>16</sup> This was an interim measure introduced for the 2005-06 year. Once accommodation standards are in place, it will be replaced with a measure of the quality of accommodation services provided in supportive living and long-term care facilities, as indicated by the percentage of facilities reviewed that meet or exceed provincial standards.

#### Results and Analysis

On average, 82.3 per cent of respondents rated their accommodation services as excellent or good (24.8 per cent rated them as excellent, and 57.5 per cent rated them as good). The Ministry worked toward a target of 93 per cent satisfaction. In general, the lowest ratings were achieved for food quality and services and the highest ratings for overall condition of facilities and the cleanliness of linens and rooms.

## Measure 8.b: Number of affordable supportive living spaces for aging in place developed with support from provincial funding

This was a new measure in the 2005-08 Ministry business plan and is reported here for the first time.<sup>17</sup> The measure reflects the Alberta government's recognition of the need for new affordable supportive living spaces.

### Results and Analysis

In 2005-06, a total of 1,640 new affordable supportive living spaces were approved through provincial capital grant programs. Development of affordable supportive living accommodation is impacted by changes in the housing and construction industries, including increasing costs and demand for materials and labour.

## GOAL 9

### When needed, adult Albertans will have supports in making decisions that affect their personal lives

Adult Albertans who are unable to make their own personal decisions may be provided with a court-ordered guardian as a substitute decision-maker under the terms of the *Dependent Adults Act*. Where no appropriate private party is available, a public guardian may be appointed. A Public Guardian from the Office of the Public Guardian (OPG) may also be appointed as decision-maker of last resort under the *Mental Health Act*. In 2005-06, the OPG provided personal decision-making services to approximately 1,800 dependent adults in Alberta, and information and support to more than 8,300 private guardians.

The Ministry, through the OPG, also encourages adult Albertans to make personal directives, which may name a substitute decision-maker in the event the person becomes unable to make personal decisions.

#### STRATEGY 9.1

Implement the approved recommendations of the Office of the Public Guardian Mandate Review to develop a new model for public guardianship

The Ministry continued to work toward implementing recommendations from the 2004-05 OPG mandate review. Recommendations included improved referral and intake processes, client participation in decision-making, advocacy for persons with disabilities, culturally sensitive service delivery, and encouraging family members or other private individuals to act as guardian when appropriate.



### STRATEGY 9.2

Conduct a review of the Community Involvement Program to ensure the delivery of supports for private citizens applying for guardianship are efficient, appropriate and effective

The Ministry's Community Involvement Program (CIP) contracts with community agencies to provide information on guardianship and to assist individuals with applications for guardianship. An independent evaluation of all CIPs in Alberta, completed in March 2006, suggested that private guardians are satisfied with CIPs, but there is a need to increase public awareness of the programs and clarify CIP service delivery and accountability requirements.

### STRATEGY 9.3

Examine new roles for the Office of the Public Guardian related to providing training and support to private guardians

*Understanding Guardianship in Alberta*, a new information pamphlet for private guardians, was developed and distributed to 8,000 private guardians in Alberta. This pamphlet, along with the booklet *Understanding Personal Directives*, was translated into French, Spanish, German, Cantonese, and Punjabi. Additionally, self-help kits for guardianship application and review were simplified to facilitate their use.

### STRATEGY 9.4

Promote personal directives for adult Albertans

The Ministry initiated a joint project with Aboriginal Affairs and Northern Development to promote the use of personal directives among Aboriginal and Métis people.

More than 30 Aboriginal and Métis professionals attended a workshop about personal directives. Fifteen participants from this session registered for further training so they could deliver workshops about personal directives within their own communities.

### STRATEGY 9.5

Complete the legislative review of the *Dependent Adults Act* and *Personal Directive Act* in 2007, and implement changes approved by the Government

Cindy Ady, MLA for Calgary-Shaw, was appointed to lead the review of the *Dependent Adults Act* and *Personal Directives Act*. The extensive consultations conducted will form the basis for revised legislation to be introduced in 2007.

### STRATEGY 9.6

Enhance electronic information tools to provide effective case management to better manage increasing caseloads of guardianship services provided by the Ministry

The Ministry completed improvements to the OPG Information System. These improvements ensure client data is secure and allow OPG staff to access vital client information while away from the office, after hours, and on weekends. This enhanced access helps workers make critical decisions while travelling or in emergency situations.

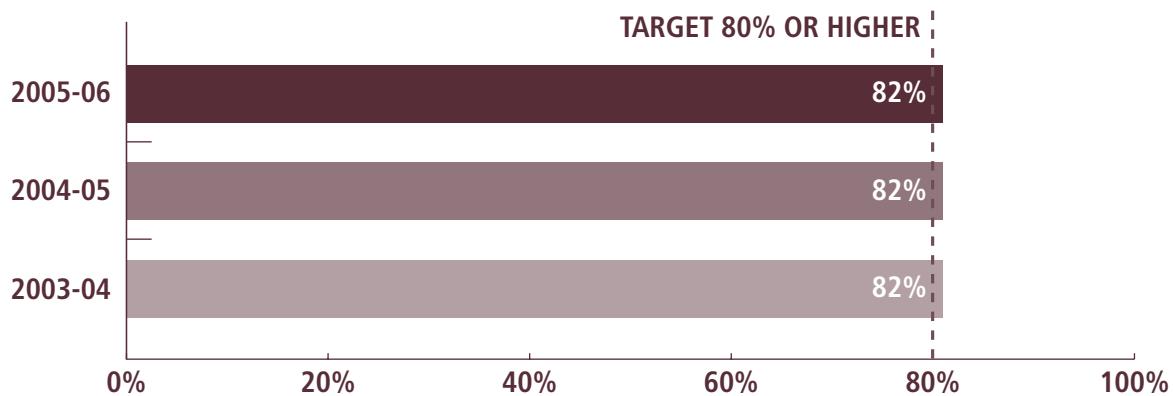
## GOAL 9 PERFORMANCE MEASURES

### Measure 9.a: Percentage of dependent adults with private guardians

This measure calculates the percentage of dependent adults (i.e. adults with court-ordered guardians) who have private guardians.

Private guardianship is generally preferred over public guardianship. In most cases, family members or other persons with an emotional bond to the dependent adult are in the best position to serve in his or her best interests. Public guardianship should only be considered when no private guardian is able, willing or appropriate to take on the task. In general, private guardianship is possible and appropriate in approximately 80 per cent of guardianship cases.<sup>18</sup>

### PERCENTAGE OF DEPENDENT ADULTS WITH PRIVATE GUARDIANS



Source: *Seniors and Community Supports, Strategic Planning and Supportive Living Division, Office of the Public Guardian Information System, April 2006*

### Results and Analysis

As of March 31, 2006, there was a total of 10,140 dependent adults in Alberta. The Public Guardian acted as a guardian for 1,807 dependent adults. There were 8,333 dependent adults with private guardians. The target of 80 per cent or higher was achieved with a ratio

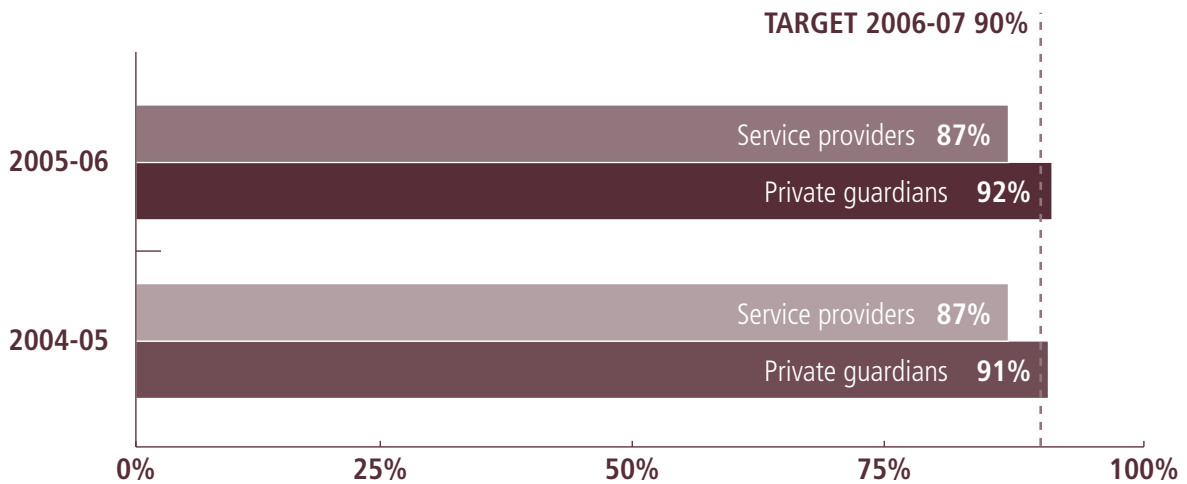
of private to public guardianship of 82 per cent to 18 per cent. These figures do not include referrals made to the OPG to act as guardian (1,807 is the number where the OPG has a current court order to act as guardian).

The decision on whether to appoint a private or public guardian is ultimately made by the courts, not the Ministry, in accordance with the requirements of the *Dependent Adults Act*. The decision depends on the availability, in each case, of an appropriate potential private guardian and on what is deemed to be in the best interests of the dependent adult.

**Measure 9.b and c: Satisfaction with supports and decision-making services provided by the Office of the Public Guardian**

This measure assesses the satisfaction of private guardians and service providers of dependent adults with the supports and services they receive from the OPG.<sup>19</sup>

**SATISFACTION WITH SUPPORTS AND DECISION-MAKING SERVICES PROVIDED BY THE OFFICE OF THE PUBLIC GUARDIAN**



Source: *Seniors and Community Supports, Office of the Public Guardian, Satisfaction Survey Report, March 2006; Satisfaction Survey Report: Service Providers, June 2006*

**Results and Analysis**

In 2005-06, 92 per cent of private guardians expressed satisfaction with the OPG. These results are consistent with 2004-05, when 91 per cent of private guardians stated they were satisfied with OPG services and supports. The private guardians surveyed in this reporting period were likely to have had recent contact with the OPG as they had applied for or reapplied for guardianship in the 12 months prior to the survey and were therefore familiar with services offered.

The satisfaction of service providers in 2005-06 was 87 per cent, which is consistent with the 2004-05 results.

## **New Measure 9.d: Satisfaction of dependent adults with supports and decision-making services provided by the Office of the Public Guardian**

This is a new measure in the 2005-08 business plan and is reported here for the first time. It assesses the satisfaction of dependent adults with supports and decision-making services provided by the OPG.<sup>20</sup>

### **Results and Analysis**

A total of 26 dependent adults with a public guardian participated in focus groups held in five communities across the province and shared their views about the supports and services they received from their public guardians. Focus groups were used to gather information, as dependent adults are likely to have difficulty with traditional data collection techniques involving written or telephone surveys.

Eighty-eight per cent of the participants indicated they were satisfied and felt respected by their public guardian. However, due to the small number of persons participating in the focus groups, these results cannot be interpreted as representative of all dependent adults with a public guardian.

## FORWARD LOOKING INFORMATION

In 2005-06, the Ministry met challenges, created opportunities, and achieved many successes. The achievements of 2005-06 will provide a sound foundation on which to build future initiatives and enhancements.

Implementation of the new *Assured Income for the Severely Handicapped (AISH) Act* and regulations will allow various program changes to help government better respond to client needs. Improvements to the current income reporting process will make reporting easier for approximately 85 per cent of AISH clients. The new act will also ensure that when overpayments occur, clients will have the opportunity to appeal before a debt is assessed and collection action is taken. This new process will allow government to consider special circumstances and, if appropriate, excuse the client from repaying the amount they were overpaid.

With new PDD legislation in place, the Ministry will continue to work towards better coordination of programs that support adults with disabilities. The new legislation will also enhance the role of the community boards that administer services through the PDD program in 2006-07.

The 2006-07 year will see new funding for housing initiatives. This includes a further \$44 million under the Canada-Alberta Affordable Housing program to address housing needs in high-growth, high-need areas, and \$24 million under the Rural Affordable Supportive Living program. In addition, newly announced federal trust funds in the amount of \$81 million to support affordable housing and \$48 million to support Aboriginal off-reserve housing will be available to Alberta pending federal government budget approval. Increased shelter funding of \$2 million will support additional spaces where they are most needed, and a \$2 million increase in rent supplement funding will address increased market rents and support additional rent supplement allocations.

Following the announcement of the Supportive Living Accommodation Standards and Long-Term Care Accommodation Standards in May 2006, the Ministry will focus on implementing all aspects of the accommodation standards by April 2007. In the coming year, the Ministry will develop new legislation to enforce the accommodation standards. As well, processes will be developed to license all supportive living facilities, monitor and enforce accommodation standards, implement complaint investigation and resolution processes, develop a system for reporting the results of inspections, and deliver information and training sessions on the accommodation standards.

## ENDNOTES

- <sup>1</sup> Changes to PDD Board functions took place in May 2002. The *Persons with Developmental Disabilities Amendment Act*, 2006, transferred the functions of the provincial board to the Ministry, and created direct reporting lines between the Ministry and the community boards.
- <sup>2</sup> This mechanism adds additional steps to previous efforts informing seniors about the ASB program. All Albertans continue to receive an ASB program application package three months before their 65th birthday or when they move to Alberta and apply for health insurance. In addition, the Ministry mails an information sheet and business reply mail card to all seniors who have not applied for benefits, asking them whether they intend to apply. They are also given the option of receiving a new application form. The information obtained during this follow-up is used to measure seniors' "opportunity to apply."
- <sup>3</sup> Results were based on a response rate of 64 per cent of 12,040 households contacted. Feedback from this proportion of the census group is valid for the entire population within +/- 1 per cent, 99 times out of 100.
- <sup>4</sup> Results were calculated using data from the Special Needs Assistance Information System. The results identify the number of working days from the received date to the decision date. Working days are normal business days and do not include weekends and holidays. Applications that required additional information from an applicant were excluded.
- <sup>5</sup> In previous years, the Ministry reported on satisfaction with the *Seniors Programs and Services Information Guide* and Seniors Information Services Offices. For 2005-06, this performance measure was simplified to include only telephone access through the Seniors Information Line, as this is the primary method of contact with the Ministry for seniors. The methodology for determining satisfaction with telephone access remains the same as in previous years.  
  
Satisfaction data for telephone access was collected through telephone questionnaires of randomly selected clients who had contacted the Ministry on the previous day. The surveys were conducted during a two-week period, twice a year. The top two survey categories of a six-point scale, *very satisfied* and *satisfied*, were combined for an overall rating of satisfaction.
- <sup>6</sup> Satisfaction data was gathered by a telephone survey of 56 stakeholders. The survey was conducted by a private research company. To select the list of survey participants, the Planning and Research and the Supportive Living and Long-term Care Development branches were asked to review their files and projects over the previous year and submit a list of contacts who had collaborated in joint initiatives with the Ministry regarding seniors' issues during 2005-06. Contacts identified included provincial and federal government employees and key representatives of community-based agencies. The survey was conducted between February 22 and March 10, 2006. The top two categories of a six-point scale, *very satisfied* and *satisfied*, were combined for an overall rating of satisfaction. This measure has been discontinued in the 2006-09 business plan due to a restructuring of the business plan.
- <sup>7</sup> Working days are normal business days and do not include weekends and holidays. These are calculated from the date an AISH adjudicator accepts the completed application to the date the eligibility decision is made.
- <sup>8</sup> New service providers apply for certification. Existing service providers are notified by Alberta Association of Rehabilitation Centres (subsequently renamed Alberta Council of Disability Services) that the three-year period has elapsed and the service provider applies for re-certification.
- <sup>9</sup> The service provider is evaluated based on indicators and standards for Quality of Service, Organizational Framework and Quality of Life, as outlined by the CET survey tool. Performance measure 5.a is based on a question from the Quality of Life portion of the survey. The Quality of Life portion of the certification survey

is conducted with a random sample of individuals receiving PDD-funded services from each service provider undergoing CET certification and is collected through face-to-face interviews with individuals and/or their family/guardian if the individual is unable to communicate independently. A Random Number Generator is used to select the interview sample, which is reviewed for comprehensive coverage of all services provided. A sample of five per cent or five individuals (whichever is larger) receiving PDD-funded services from a service provider undergoing CET certification is selected. In 2005-06, 72 service providers were surveyed. Surveys are conducted throughout the fiscal year.

<sup>10</sup> The 2004-05 satisfaction survey was conducted by an independent research firm and is a full population survey. A written questionnaire was sent by mail to all legal guardians (including public guardians) and/or family members (in the absence of a legal guardian) of adults with developmental disabilities receiving services funded by PDD. A total of 4,189 survey forms (4,066 to family/private guardians and 123 to public guardian representatives) were distributed in 2004-05. A total of 1,554 survey forms were returned, representing a response rate of 37.1 per cent. Responses of *strongly agree* and *agree* were combined and are reported as *satisfied*. Responses of *disagree* and *strongly disagree* were combined and reported as *dissatisfied*. Results are considered to be accurate within a margin of +/- 1.64 per cent, 19 times out of 20.

<sup>11</sup> Data for this measure is collected through a telephone survey conducted by an independent research firm of randomly selected clients and family/caregivers from lists provided by service delivery agencies funded through Community Support Services. Surveys were conducted in March 2006.

For the client sample, a random sample was selected from a population of 902 persons receiving services under the ABII and 26 persons receiving services from PDPDI. The population of 902 was considered to be typical of the full population of clients receiving services through ABII. The sample consisted of 315 respondents (300 from ABII and 15 from PDPDI). The combined sample size was considered accurate within +/- 4.5 per cent, 19 times out of 20. The sample size for PDPDI clients is too small to allow for conclusions as to whether or not results differ by client group.

For the caregiver sample, service delivery agencies provided contact information for 180 family members and guardians, of which 117 responded to the survey. This sample size is estimated to be accurate within +/- 5.4 per cent, 19 times out of 20.

<sup>12</sup> Satisfaction was determined through a survey conducted by a private research company. A random sample of clients from the Ministry's housing programs was surveyed by telephone about their overall satisfaction with the quality of their accommodation. In 2005-06, 1,200 telephone interviews (400 for each resident group) were completed with residents of seniors' lodges, self-contained housing and family housing. The survey also measured a number of variables to assess the quality of accommodation including overall condition, safety and affordability, and services provided by the housing operator. The results from the top two categories of a six-point rating scale, *very satisfied* and *satisfied*, were combined to obtain an overall rating of satisfaction. The research was conducted in February and March 2006. Results based on a sample size of 400 are accurate within +/- 4.9 per cent, 19 times out of 20.

<sup>13</sup> The Ministry's 2005-08 business plan notes that baseline data for a new measure, "Number of working days on social housing wait list for applicants who are determined to be in critical need," would be reported in 2005-06. The Ministry has initiated a process for developing the measure, and this will continue through 2006-07.

<sup>14</sup> Results include agreements that were signed between April 1, 2005, and March 31, 2006, and may include projects in any phase of development. Once the agreement has been signed and capital funds are committed, the number of units is recorded.

<sup>15</sup> Supplemental information for Goal 8 performance measures: In May 2006, the Ministry contracted with an independent research firm to conduct a survey to develop baseline data on the percentage of persons involved in

Protection for Persons in Care investigations who were satisfied with the investigation process. The survey results indicated a 49 per cent satisfaction rate. However, the relatively low response rate (83 individuals) and short reporting period (January to March 2006) are likely to have impacted the validity of the results of this initial survey.

- <sup>16</sup> Recipients of billing information for residents living in long-term care were surveyed by telephone in March 2006. The survey was conducted in March 2006 by a private research company.

Approximately 10,000 notices were distributed in the billing statements of long-term care residents asking whether they would be willing to participate in a survey and 1,277 consent forms were returned. The recipient of the billing statement may be the resident or a trustee, such as a family member or guardian. Telephone numbers were selected at random from the returned letters. A total of 443 interviews were completed.

For this measure respondents were asked eight questions on a five-point rating scale. The results from the top two categories of the scale, *excellent* and *good*, were combined to obtain an overall rating of satisfaction. The questions measured a number of variables, including overall condition of facility, safety and security, affordability, general living environment, food services and quality, and cleanliness of resident rooms, common areas and linens. Responses to the eight questions were averaged for an overall measure of satisfaction. Results for this survey are accurate within +/- 3.8 per cent, 19 times out of 20.

- <sup>17</sup> This measure counts the number of affordable supportive living spaces that will be developed using grant funding committed to projects by the Ministry during 2005-06, as documented in the Rural Affordable Supportive Living Program Funding Commitments.

- <sup>18</sup> Statistics on the number of court-ordered public and private guardians are compiled by the OPG. The percentage of private guardians is calculated from these statistics.

- <sup>19</sup> A survey, conducted by a private research company in February 2006, was administered to a random sample of private guardians who had applied for or renewed guardianship within the past 12 months. This group of private guardians was asked to rate their level of overall satisfaction with OPG services. The survey used a four-point scale and the top two categories, *very satisfied* and *somewhat satisfied*, were combined for an overall satisfaction rating. A total of 428 private guardians responded. The survey results are estimated to be accurate within +/- 4.1 per cent, 19 times out of 20.

The survey for service providers was administered by a private research company in May and June 2006 to a random sample of organizations that provided services for dependent adults between April 2005, and March 2006. Service providers were asked to rate their level of overall satisfaction with OPG services. The survey used a four-point scale and the top two categories, *very satisfied* and *somewhat satisfied*, were combined for an overall satisfaction rating. A total of 222 service providers responded. The survey results are estimated to be accurate within +/- 4.5 per cent, 19 times out of 20.

Future surveys for this measure will be conducted every two years. No survey will be conducted in 2006-07.

- <sup>20</sup> The Ministry contracted with a private social services agency to gather input from dependent adults, including information for this performance measure. The input was gathered by means of focus groups.

To select focus group participants, the OPG provided the agency with names of 159 individuals whom OPG staff believed could participate in focus groups and who represented different guardianship arrangements and disability groups served by different OPG regional offices. Using this list of potential participants, the agency coordinated focus groups of between five and ten participants in five communities (Wainwright, Edmonton, Red Deer, Calgary and Lethbridge). The focus groups consisted of 42 dependent adults, of whom 26 had public guardianship arrangements and were thus considered for this performance measure.

The 26 participants were asked if they were satisfied with the Public Guardian who helped them with their decision-making, and whether their Public Guardian respected them.