



Seniors, Community and Social Services

Ministry Business Plan

Seniors, Community and Social Services

Business Plan 2024-27

Ministry Fact Sheet – Mandate and Structure

The Ministry of Seniors, Community and Social Services helps provide stability for vulnerable Albertans through the delivery of high-quality social supports and programs to those who need them, when they need them. Through an integrated service delivery model, the ministry works with the unique circumstances, experiences and strengths of individuals and families to promote participation and inclusion in their communities. By working closely with community partners and civil society, the department ensures supports and services are delivered in a timely and responsive manner.

Seniors, Community and Social Services provides financial support and other benefits to help vulnerable Albertans and seniors with low incomes meet their basic needs. These supports and benefits help provide stability for Albertans, while also providing opportunities to foster self-reliance and self-sufficiency. Through initiatives like indexing financial benefits to the annual rate of inflation and providing funding to support food security and transportation needs, the ministry is also helping low-income Albertans manage the rising costs of living.

To help ensure all Albertans have a place to call home, Seniors, Community and Social Services collaborates with non-profit organizations, other orders of government and the private sector to build, renew, maintain and operate affordable housing units for Albertans who need it most. This includes providing funding to support seniors' lodges and seniors' independent living apartments. The ministry currently supports approximately 58,600 affordable housing units that serve more than 108,500 Albertans. Seniors, Community and Social Services will continue to improve and expand the housing system by 40 per cent, to serve a total of 82,000 households by 2031. Under the Stronger Foundations affordable housing strategy, the ministry has improved and expanded Alberta's rent assistance program and is working to increase mixed-use or mixed-income housing models, which will enable longer-term sustainability through the Affordable Housing Partnership Program. The ministry is also working to develop and implement an affordable and attainable housing strategy for low- and middle-income renters and buyers to ensure Alberta's housing is affordable now while building a stronger future.

In partnership with municipalities and civil society, the ministry is committed to taking action on homelessness, making sure everyone has a safe place to stay and can be connected to housing with appropriate supports. Informed by the advice and recommendations from the Coordinated Community Response to Homelessness Task Force, the Government of Alberta began implementation of the Action Plan on Homelessness in October 2022. The Action Plan includes piloting the shelter Service Hub model to provide individuals experiencing homelessness with increased connections to key resources including housing, mental health and recovery supports. The model was initially piloted at the Calgary Drop-in Centre and Hope Mission in Edmonton, and has been successfully expanded to Wapiti House in Grande Prairie. Onsite support was provided at the hubs to improve access to financial programs including Income Support and Assured Income for the Severely Handicapped. Having onsite support was effective in removing barriers for clients and building the capacity of shelter staff to help people complete applications for assistance. The ministry is building on the success of this model and incorporating key learnings across the province. This approach is also being used to support the City of Edmonton providing targeted assistance to vulnerable individuals in encampments.

The ministry continues to work with individuals, families, community-based organizations, First Nations and Métis people to promote inclusion and improve the lives of Albertans with disabilities. Additionally, career and employment programs help connect Albertans with disabilities to jobs, which in turn benefits the economy.

Through career, employment, and training activities, the ministry focuses on helping unemployed or underemployed Albertans and people with disabilities or other barriers find work and gain independence. Career

and employment initiatives focus on solving labour challenges and helping Albertans find jobs, build skills and advance their careers.

Through collaborative action and partnerships, the ministry will continue to help improve Albertan’s capacity and resilience, ensuring families and communities have opportunities to grow and thrive.



A more detailed description of Seniors, Community and Social Services and its programs and initiatives can be found at: www.alberta.ca/seniors-community-and-social-services.

The Ministry of Seniors, Community and Social Services remains committed to regulatory approaches and program delivery that reduce unnecessary government oversight and emphasizes outcomes, in order to improve access to government services, attract investment, support innovation and competitiveness, and grow Alberta businesses.

Ministry business plans should be considered in conjunction with all budget documents - including the Fiscal Plan, Government Strategic Plan, and Estimates - which work together to provide a complete overview of government’s commitment to responsible fiscal management.

2024-27 Business Plan

Outcome 1

Stability - Albertans are safe and have timely and consistent access to supports and services to help meet basic needs and maximize their independence

Supporting vulnerable Albertans with financial benefits, access to housing supports and emergency benefits ensures that all Albertans can meet their basic needs and maximize their independence.

Key Objectives

- 1.1 Continue to address affordability concerns of seniors with low income and vulnerable Albertans.
- 1.2 Provide funding to support food security for vulnerable and low-income Albertans.
- 1.3 Continue to implement the Action Plan on Homelessness through a recovery-oriented, housing-focused delivery model.
- 1.4 Continue to implement Stronger Foundations, Alberta’s 10-Year Strategy to address affordable housing across the province.
- 1.5 Create a strategy for attainable and affordable housing focused on middle- and low-income renters and buyers.
- 1.6 Review the Seniors Lodge Program to ensure it meets the needs of communities and seniors.
- 1.7 Continue to modernize and digitize financial support systems to improve access, simplify processes and enhance service delivery for Albertans, to ensure sustainable, high-quality services are provided to those who need them.

Initiatives Supporting Key Objectives

- In 2024-25, \$2.7 billion, which includes indexing for inflation, is allocated to Assured Income for the Severely Handicapped, Income Support and seniors benefits.
- In 2024-25, \$536.4 million is allocated in grants and low-interest home equity loans through seniors financial assistance programs to support more than 189,000 seniors with low income to meet basic needs.
- In 2024-25, \$5 million is allocated to funding for community organizations that support food security for Albertans in need.
- In 2024-25, \$108.1 million is allocated to homeless shelters to provide safe temporary accommodations and basic needs services, and \$101.5 million to provide safe housing and supports to those experiencing homelessness.
- In 2024-25, \$198.4 million is allocated to build, renew and maintain affordable housing in Alberta. This includes \$62.1 million for the Affordable Housing Partnership Program.
- In 2024-25, \$256.6 million is allocated to operate government-supported affordable housing programs. This includes \$86.6 million to provide rent assistance for Albertans in need through the Rent Supplement Program.

Performance Metrics

1.a Performance Measure: Median time between when an Assured Income for the Severely Handicapped (AISH) application is ready for medical adjudication and an eligibility decision is made (in weeks)

The target processing time of 9.0 weeks to determine AISH eligibility demonstrates the ministry’s commitment to provide Albertans with permanent disabilities timely access to financial supports. This processing time includes the time taken by applicants to provide the required documentation. In 2022-23, the median time between when an AISH application is ready for medical adjudication and eligibility decision was 11.6 weeks.

Targets	2024-25	9.0	2025-26	9.0	2026-27	9.0
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1.b Performance Measure: Online Seniors Financial Assistance (SFA) application utilization

This measure describes the percentage of first-time SFA applications completed online among total applications received within a fiscal year. The target of 45 per cent speaks to the ministry's red tape reduction efforts in providing fast and easy access, and efficiency in application to SFA programs. In 2022-23, the SFA applications completed online represented 38 per cent of the total SFA applications received from first-time applicants.

Targets	2024-25	45%	2025-26	50%	2026-27	55%
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1.c Performance Measure: New Affordable Housing Units and Rental Subsidies Available for Albertans with Low Income

This measure reports on the number of new affordable housing units and new rental subsidies the ministry has funded, committed to, or supported for Albertans in need. The target of 1,500 is set to reflect progress toward achieving the goal of supporting 25,000 more households by 2032-33, as identified in the 10-year Stronger Foundations strategy. In 2022-23, the ministry delivered 2,325 new affordable housing units and new rental subsidies to Albertans with low income.

Targets	2024-25	1,500	2025-26	1,700	2026-27	3,800
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Outcome 2

Participation - Albertans participate in their communities through employment, volunteerism and other opportunities to reach their individual potential and contribute to community life

Ensuring Albertans can access employment and fully participate in their community promotes individual prosperity and Alberta's economy.

Key Objectives

- 2.1 Provide career and employment information services to improve employment outcomes of Albertans experiencing underemployment and unemployment.
- 2.2 Provide supports for adults and children with disabilities and their families through enhanced cross-sector coordination, innovative best practices and modernization.
- 2.3 Implement the cross-ministry Fetal Alcohol Spectrum Disorder (FASD) Strategic Plan 2024-2027 to ensure effective supports for Albertans impacted by FASD.
- 2.4 Provide funding to support access to transportation services for low-income and vulnerable Albertans.

Initiatives Supporting Key Objectives

- In 2024-25, \$95.9 million is allocated to provide career and employment services for unemployed Albertans.
- In 2024-25, \$5 million is allocated to supporting transportation for low-income and vulnerable Albertans.

Performance Metrics

2.a Performance Measure: Percentage of participants employed after receiving Career and Employment Information Services: workshops, exposure courses, job placements, and Disability Related Employment Supports

The target of 65 per cent demonstrates the ministry's effectiveness in helping Albertans get back to work. In 2022, 75 per cent of participants were employed after receiving Career and Employment Information Services.

Targets	2024	65%	2025	65%	2026	65%
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Outcome 3

Inclusion - Albertans can access social services across the province that foster their resiliency and support community inclusion and diversity

Making social services accessible to Albertans across the province ensures they have an opportunity to remain and be included in their communities.

Key Objectives

- 3.1 Support municipalities and Metis Settlements to design and deliver preventive social programs which help to address key social issues in their communities.
- 3.2 Support Albertans to age well at home and prevent elder abuse by collaborating with community-based seniors-serving organizations, health and other sectors, and all orders of government.
- 3.3 With support from the Premier’s Council on Charities and Civil Society, expand civil society’s capacity to address emerging social issues and improve supports for Albertans.

Initiatives Supporting Key Objectives

- In 2024-25, \$105 million is allocated through Family and Community Support Services to municipalities and Metis Settlements to develop and deliver preventative social services programming.
- In 2024-25, \$6.2 million is allocated through seniors community grants to senior-serving sector organizations, to develop and deliver programming for seniors to age well in their homes and to prevent elder abuse.

Performance Metrics

3.a Performance Measure: Satisfaction of families/guardians of clients accessing the Persons with Developmental Disabilities program that services are helping the client to be a part of their community

The target of 86 per cent demonstrates the ministry’s commitment to support adult Albertans with developmental disabilities to be included in their community as much as they want to be. In 2021-22, 86 per cent of families/guardians were satisfied Persons with Developmental Disabilities services helped the client be a part of their community as much as they want to be.

Targets	2024-25	N/A ¹	2025-26	86%	2026-27	N/A ¹
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3.b Performance Indicator: Seniors’ sense of belonging to local community

This indicator is a proxy for social inclusion and community connectedness, and is tied to the ministry’s work related to social isolation, age-friendly communities, ageism, and aging in community.

	2019	2020	2021	2022
Percentage of Alberta seniors reporting positive sense of belonging to local community	76%	73%	72%	71%

¹ This is a biennial survey. No targets included for years when the survey is not conducted.

STATEMENT OF OPERATIONS

(thousands of dollars)	Comparable		2024-25 Estimate	2025-26 Target	2026-27 Target
	2023-24 Budget	2023-24 Forecast			
REVENUE					
Labour Market Development	85,128	85,128	85,128	85,128	85,128
Services on First Nations Reserves	48,143	48,143	48,643	49,143	49,643
Other Federal Transfers	159,475	121,925	133,000	137,100	140,600
Investment Income	1,822	2,645	2,730	2,820	2,920
Premiums, Fees and Licences	5,000	5,000	5,000	5,000	5,000
Other Revenue	67,072	60,857	49,978	50,493	31,008
Ministry Total	366,640	323,698	324,479	329,684	314,299
Inter-Ministry Consolidation Adjustment	(2,228)	(3,728)	(3,734)	(3,734)	(3,734)
Consolidated Total	364,412	319,970	320,745	325,950	310,565
EXPENSE					
Ministry Support Services	33,280	33,280	33,453	33,999	34,419
Employment and Income Support	792,107	886,746	792,914	796,628	807,591
Assured Income for the Severely Handicapped	1,538,451	1,559,836	1,642,930	1,710,584	1,797,325
Disability Services	1,551,241	1,558,420	1,612,688	1,678,952	1,693,453
Homeless and Outreach Support Services	188,435	223,335	203,422	203,480	199,524
Community Supports and Family Safety	136,139	137,139	136,171	136,204	136,229
Seniors Services	28,337	26,751	28,551	31,880	35,266
Alberta Seniors Benefit	493,958	474,506	506,777	532,274	557,720
Housing	10,745	10,745	10,960	11,178	11,346
Public Guardian and Trustee Services	27,265	27,265	27,893	28,405	28,796
Services Provided to Other Ministries	2,228	2,228	2,634	2,634	2,634
Affordability Supports and Inflation Relief	275,700	192,700	-	-	-
Alberta Social Housing Corporation	337,094	355,851	474,690	574,936	646,569
Ministry Total	5,414,980	5,488,802	5,473,083	5,741,154	5,950,872
Inter-Ministry Consolidation Adjustment	(25,228)	(25,228)	(25,634)	(25,634)	(25,634)
Consolidated Total	5,389,752	5,463,574	5,447,449	5,715,520	5,925,238
Net Operating Result	(5,025,340)	(5,143,604)	(5,126,704)	(5,389,570)	(5,614,673)
CAPITAL INVESTMENT					
Disability Services	572	2,972	572	572	572
Public Guardian and Trustee Services	3,500	4,500	3,500	3,500	-
Alberta Social Housing Corporation	56,898	76,506	36,789	34,420	35,940
Consolidated Total	60,970	83,978	40,861	38,492	36,512