

# Community and Social Services

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Annual Report **2018–2019**

**Note to Readers:**

Copies of the annual report are available on the Alberta Open Government Portal website [www.alberta.ca](http://www.alberta.ca)

**Community and Social Services**

**Communications**

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Phone: 780-427-4801

ISBN: 978-1-4601-4300-1 (Print)

ISBN: 978-1-4601-4301-8 (PDF online)

ISSN: 2371-9176 (Print)

ISSN: 2371-9184 (PDF online)

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## Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Fiscal Planning and Transparency Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 21 ministries.

The annual report of the Government of Alberta contains the consolidated financial statements of the province and the *Measuring Up* report, which compares actual performance results to desired results set out in the government's strategic plan.

**This annual report of the Ministry of Community and Social Services contains the financial information 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:**

- **other financial information as required by the *Financial Administration Act and Fiscal Planning and Transparency Act*, as separate reports, to the extent that the ministry has anything to report; and**
- **financial information related to Persons with Developmental Disabilities Clients Trust Funds and the McCullough Centre Residents Trust Fund.**

In December 2018, government announced changes to the 2018-19 ministry annual reports. Ministry and department audited financial statements previously included in the annual report of the Ministry of Community and Social Services have been replaced with the financial information of the ministry on pages 53 - 61.

Key information previously contained in the annual reports of each of the 21 ministries is now included in the audited consolidated financial statements of the province.

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## Message from the Minister



This annual report highlights the important work Community and Social Services does to help support Albertans. By working in partnership with community organizations, we are able to deliver effective outcomes and supports to individuals in need. This collective work has a direct impact on the quality of life for many Albertans, and supports them to live full lives with dignity and equal opportunity.

In my short time as Minister, I have witnessed the positive outcomes the Ministry of Community and Social Services delivers. As we move ahead, I look forward to continuing this collaboration with my colleagues, ministry staff and stakeholders, building on these successful partnerships. I also look forward to forging new partnerships, focused on meeting future challenges, and creating job opportunities. By working together, we will continue to build a strong and inclusive province.

*[Original signed by]*

*Honourable Rajan Sawhney  
Minister of Community and Social Services*

# Management's Responsibility for Reporting

The Ministry of Community and Social Services includes:

- Department of Community and Social Services
- Premier's Council on the Status of Persons with Disabilities
- Family Violence Death Review Committee
- Community and Social Services Appeal Panels

The executives within the ministry have the primary responsibility and accountability for the ministry. 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 strategic plan, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the accompanying ministry financial information and performance results for the ministry rests with the Minister of Community and Social Services. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, including the financial information and performance results. The financial information and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial information is prepared using the government's stated accounting policies, which are based on Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – Information used in applying performance measure methodologies agrees with the underlying source data for the current and prior years' results.
- Understandability – the performance measure methodologies and results are presented clearly.
- Comparability – the methodologies for performance measure preparation are applied consistently for the current and prior years' results.
- Completeness – outcomes, performance measures and related targets match those included in the ministry's Budget 2018.

As Deputy Minister, in addition to program responsibilities, I am responsible for 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, the President of Treasury Board and Minister of Finance and the Minister of Community and Social Services information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Fiscal Planning and Transparency Act*.

In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executives within the ministry.

*[Original signed by]*

*Shannon Marchand*  
*Deputy Minister of Community and Social Services*  
*June 3, 2019*

# Results Analysis

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## Ministry Overview

To achieve its vision the ministry is focused on achieving three outcomes:

**Outcome One: Stability** – Albertans are safe and achieve housing and financial stability

**Outcome Two: Participation** – Albertans actively participate in inclusive communities

**Outcome Three: Inclusion** – Alberta's communities are supportive, safe, inclusive and engaged

Community and Social Services is composed of the areas described below.

### Office of the Deputy Minister

The Deputy Minister oversees the ministry under the direction of the Minister and is the liaison between the elected official and ministry employees. The Deputy Minister provides strategic advice, oversees the ministry's day-to-day operations, budget and program development.

### Delivery Services Portfolio

The Delivery Services Portfolio division oversees the Ministry's front-facing client-serving channels by delivering programs and services directly to Albertans. In 52 Alberta Supports and Alberta Works Centres across the province, regional staff, working in seven regions and one virtual region, get Albertans the help they need. The division connects Albertans to social-based services and supports offered by the Government of Alberta. Alberta Supports ensures Albertans can connect to the right services at the right time and experience streamlined access to services as their needs change.

### Community Services and Supports

The Community Services and Supports division works with community agencies to provide programs and services that focus on family and sexual violence prevention, promoting healthy relationships, family and community safety, homelessness and preventive social services. Services include women's emergency and second-stage shelters, adult homeless shelters, and housing stabilization programs, such as *Housing First* through community-based organizations, and programs and services that enhance well-being and improved resilience and prevent bullying, sexual abuse and family violence. The division collaborates with other ministries, community agencies, municipalities and the federal government to empower Albertans to live in dignity and achieve their highest level of independence.

### Disabilities, Inclusion and Accessibility

The Disabilities, Inclusion and Accessibility division is responsible for programs that support children, youth and adults with disabilities to live and participate at home and in their community and programs that provide assistance to low-income Albertans unable to pay for their basic needs. The division is also responsible for other disability related initiatives and legislation, including the *Service Dogs Act*, as well as engaging stakeholders to identify opportunities and inform solutions and promoting employment opportunities for Albertans.



**Strategic Planning, Policy and Quality Assurance**

The Strategic Planning, Policy and Quality Assurance division is responsible for the ministry's strategic and program policy design functions, governance and appeals, intergovernmental relations, research and analysis, quality assurance, evaluation, and continuous improvement of services provided to Albertans. The division also ensures that ministry data is used efficiently and effectively to monitor and identify emerging trends and inform program policy and direction.

**Corporate Services**

The Corporate Services division provides services under a shared services model to the Ministry of Children's Services and the Ministry of Community and Social Services. Areas of responsibility include financial planning and management, financial reporting, internal audit, accommodations, coordination of information and privacy services, fraud investigations, emergency planning and management, procurement, records management, knowledge management, and corporate planning and reporting.

**Communications**

Through a service agreement with Communications and Public Engagement, the Communications branch offers strategic communications advice, strategic writing and communications planning services. Responsibilities also include delivering clear and timely information to the public about the ministry's key initiatives, programs and services.

**Human Resources**

Under the "One HR" approach, Human Resources (HR) service delivery has been consolidated within the Public Service Commission. Each department is supported by a dedicated portfolio director and business partners. They are the lead for providing strategic HR advice, strategies and services tailored to the department. This includes organizational development and effectiveness, learning, talent development, engagement, and internal communications. They also help people leaders to navigate the service centres in the broader HR system. Service centers provide departments with efficient access to common HR services such as recruitment and classification. Service centres also provide Alberta Public Service wide support in specialized areas, such as strategy, policy development and analytics.

**Legal Services**

Provides a full range of non-litigation services and related strategic advice, including legislative development, to all areas of the ministry.

## Key Achievements at a Glance

Looking back on the past year, Community and Social Services undertook a number of key projects and innovations. These achievements continue to make life better for families and communities in Alberta.

<p><b>674,500</b> the number of times Albertans were served by Alberta Supports Centres across all channels – online, calls, or in-person visits <i>(page 40)</i></p>	<p><b>25</b> <b>Inspiration Awards</b> 15 Albertans, 1 business leader, 9 organizations were recognized for their work to build healthy relationships and prevent family violence, sexual violence, child abuse and bullying in their local communities <i>(page 18)</i></p>	<p><b>October Disability Employment Awareness Month</b> celebrating contributions of workers with disabilities and promote the supports available to employers and employees <i>(page 30)</i></p>
<p><b>PDD Review Panel Community Conversations</b> sessions across Alberta</p> <p><b>1,100</b> people attended</p> <p><b>13</b> community organization presentations</p> <p><b>1,163</b> online survey participants <i>(page 38)</i></p>	<p><b>New AISH Resources</b> improved accessibility and simplified application process</p> <ol style="list-style-type: none"><li>1. Simplified AISH Application Form</li><li>2. <i>Your Guide to AISH</i></li><li>3. <i>Your Guide to Completing the AISH Application</i></li><li>4. <i>Physicians' Guide to Completing the AISH Application</i> <i>(page 11)</i></li></ol>	<p><b>317</b> municipalities and Metis Settlements supported by Family and Community Support Services funding for locally-driven preventative programs <i>(page 14)</i></p>
<p><b>2,877</b> the average number of Albertans sheltered each night within emergency homeless shelters and short-term / long-term supportive housing facilities <i>(page 21)</i></p>	<p><b>An Act to Combat Poverty and Fight for Albertans with Disabilities</b> reduces eligibility barriers and ensures social benefit rate increases to keep up with inflation <i>(page 12)</i></p>	<p><b>Helplines</b> supporting Albertans to prevent family violence and support healthy relationships</p> <p><b>1,858</b> calls received Family Violence Info Line</p> <p><b>477</b> calls received Bullying Helpline <i>(page 17)</i></p>
		<p><b>\$51.3 Million</b> invested in women's shelter programming <i>(page 19)</i></p>

# Discussion and Analysis of Results

## Outcome One

### **Stability—Albertans are safe and achieve housing and financial stability.**

The ministry uses a proactive, collaborative approach to plan, manage and build capacity to address the stability and safety of individuals, families and communities in Alberta. With a focus on strengthening existing programs through cross-ministry and multi-stakeholder initiatives, Community and Social Services helps all Albertans feel a sense of belonging in their community.

### **Key Strategies**

- 1.1 Work collaboratively with partners to maintain equitable and effective financial supports systems for the stability of low-income Albertans.**
- 1.2 Prevent and address family violence, sexual violence and bullying by supporting women's shelters, collaborating with communities and other ministries to address root causes and promote healthy relationships across the lifespan.**
- 1.3 Prevent and address homelessness and improve housing stability for Albertans in need by integrating personal, financial and health supports with housing.**
- 1.4 In partnership with other social service-based ministries, improve information-sharing practices within government and with service agencies to support the stability and safety of Albertans.**

## Improving the Lives of Albertans with Disabilities

Community and Social Services provides financial and health benefits to eligible adult Albertans with a permanent disability that prevents them from earning a livelihood through the Assured Income for the Severely Handicapped (AISH) program. Approximately 63,500 people receive support from the AISH program and over 12,000 new AISH applications were received this fiscal year.

In November 2016, the Office of the Auditor General recommended improvements to the AISH program, including the program's application process, how the program is monitored and reports, and the program's overall efficiency. In response to these recommendations, the ministry engaged AISH clients, applicants, community partners, AISH advocates, health service organizations, medical professionals and AISH staff in identifying and implementing actions to improve the program.

### Enhancing AISH Program Accessibility

The ministry introduced a simplified application form, new guides and an online option for Albertans to submit applications, making it easier and faster to apply for AISH. New user-friendly resources and an updated website provide thorough information in everyday language so Albertans can better understand the program including the application and appeals processes. *Your Guide to AISH* gives an overview of the AISH program, while *Your Guide to Completing the AISH Application* and the *Physicians' Guide to Completing the AISH Application* offer applicants and their doctors step-by-step instructions to fill out the new form. These materials were developed with input from community partners, health service organizations, medical professionals, AISH clients, applicants and staff from across the province.

The AISH application intake process was enhanced to reduce the time it takes for applicants to find out if they are eligible for and able to access AISH benefits. As a result of these improvements, staff are now able to more efficiently identify if documents are missing and can contact the client to ensure the application is complete and processed in a timely manner.

Applicants diagnosed with a terminal illness or receiving palliative care are prioritized. Individuals receiving Income Support or Persons with Developmental Disabilities services move more quickly through the AISH application process as a result of the new coordinated intake measures.

### Establishing Service Standards, Improving Eligibility Procedures and Reporting

The ministry took a number of steps to enhance overall service quality and improve how eligibility decisions are made and communicated to Albertans. New performance measures and processes were developed to collect, track and report on application processing times. Standardized letters give applicants clearer, consistent information about eligibility decisions, the right to appeal, timelines, and other resources.

The new *AISH Adjudication Guide* was implemented to support more consistent assessment of medical eligibility. Eligibility policies were also updated so that Albertans who work more than 30 hours a week, previously considered ineligible, can now access the program. In addition, a provincial training strategy was developed and implemented to ensure AISH staff are able to make consistent decisions and provide high-quality services, regardless of where in the province an Albertan lives.

The AISH appeal system was enhanced to include an updated and simplified appeal form, streamlining the process for Albertans who wish to appeal a program decision. More resources are being developed to assist individuals, and the community agencies that support them, to easily access information and navigate the appeals process.

To ensure Albertans receive timely and transparent information about the AISH program, performance metrics were developed to measure and monitor application processing times and other key program statistics.

### Strengthening Financial Security

*An Act to Strengthen Financial Security for Persons with Disabilities* has ensured greater opportunities for financial stability for Albertans with disabilities. This act provides parents and guardians of children with disabilities peace of mind to know their children will be taken care of after they are gone—no matter their financial situation.

Previously, the treatment of trusts as assets could penalize families looking to provide for the AISH recipient. For instance, a person with a disability holding a discretionary trust could be deemed ineligible for AISH, even if they were not receiving payments from the trust. The act allows families, guardians and AISH recipients to set up trusts without negatively affecting eligibility for the AISH program. People with disabilities are eligible for the living allowance, child benefit and personal benefits under the AISH program, without preventing their families from planning for the future.

The act also allows AISH recipients or applicants who receive an inheritance or lump sum payment one year to set up a trust or transfer those funds into an exempt asset. This grace period gives AISH clients and their families time to make thoughtful financial decisions without affecting AISH benefits.

## Simplifying AISH

New AISH forms and guides are available online, at a local AISH office, or any of the Alberta Supports Centres across Alberta. AISH application forms can now be submitted by mail/fax or through the AISH office or Alberta Supports Centres.



- Simplified AISH application form
- *Physicians' Guide to Completing the AISH Application*
- *Your Guide to Completing the AISH Application*
- *Your Guide to AISH*



Contact Information:

[www.alberta.ca/aish-how-to-apply.aspx](http://www.alberta.ca/aish-how-to-apply.aspx) | Alberta Supports 1-877-644-9992

## Combating Poverty for Albertans

More than 250,000 Albertans receive support through the Income Support, Assured Income for the Severely Handicapped (AISH) and the Alberta Seniors Benefit programs. These programs help people with low incomes and disabilities put food on the table, pay rent and take part in their communities.

*An Act to Combat Poverty and Fight for Albertans with Disabilities* increased financial benefits and reduced some of the eligibility barriers that have prevented Albertans from accessing these necessary supports. Starting January 1, 2019, Albertans saw an increase in their Income Support, AISH and Alberta Seniors Benefits to reflect increased cost of living.

AISH and Income Support Benefits Core Rate Examples	Old Rate	Rate as of January 1, 2019
<b>Single People With No Children</b>		
<b>AISH</b>	\$1,588	\$1,685
<b>Income Support (expected to work, private housing)</b>	\$627	\$745
<b>Income Support (barriers to full employment, private housing)</b>	\$847	\$866
<b>Single People With Two Children</b>		
<b>AISH</b>	\$1,788	\$1,985
<b>Income Support (expected to work, private housing)</b>	\$997	\$1,293
<b>Income Support (barriers to full employment, private housing)</b>	\$1,208	\$1,414

## AISH Income Exemptions

Income earned by AISH recipients and their spouses is considered when determining benefits. The amount of income that the program exempts increased as of January 1, 2019. These changes make it possible for AISH recipients and their spouses to earn more income without affecting their benefits.

AISH Employment Income	Fully Exempt		50% Exempt		Maximum Total Exemption	
	Old	New	Old	New	Old	New
<b>Single</b>	Up to \$800	Up to \$1,072	\$800 to \$1,500	\$1,072 to \$2,009	\$1,150	\$1,541
<b>Family/couple (combined income)</b>	Up to \$1,950	Up to \$2,612	\$1,950 to \$2,500	\$2,612 to \$3,349	\$2,225	\$2,981

## AISH Passive/Spousal Pension Income

AISH applicants and recipients must access and claim all income they are entitled to receive to enhance their financial independence. This includes pensions and passive business income which includes, but not limited to, investment capital gains and rental income. The treatment of passive income was revised

as of January 1, 2019, making it possible for AISH recipients and their spouses to earn more passive income without affecting their AISH benefits.

AISH Passive/Spousal Income	Fully Exempt		25% Exempt	
	Old	New	Old	New
<b>Single</b>	Up to \$200	Up to \$300	remaining amount	remaining amount
<b>Couple (combined income)</b>	Up to \$775	Up to \$875	remaining amount	remaining amount

Further information on AISH, Income Support benefits and the Alberta Seniors Benefit changes to benefit rates, income exemptions and eligibility criteria can be found at [www.alberta.ca/social-benefit-rate-increases.aspx](http://www.alberta.ca/social-benefit-rate-increases.aspx).

### Improving Coordination with Employment Insurance

During the waiting period after applying for Employment Insurance (EI) through the Government of Canada, an Albertan may find themselves without adequate resources to meet their basic needs. The *Income and Employment Supports Act* is in place to provide supports for Albertans in need to access food, shelter, personal items, medical and other benefits essential to their health and well-being. Employment Insurance claimants who are unable to meet their basic needs may apply for Income Support benefits while waiting to receive their EI payments. Assignment of Benefits (AOB) is an intergovernmental process that allows Community and Social Services to recover Income Support benefits provided to an individual while waiting for their EI benefits to start and minimizes dual EI and Income Support payments paid to an individual for the same period.

Over a 12 month period ending in November 2018, 4,151 Albertans were accepted through the AOB process for a total reimbursement of \$1.47 million from EI to Community and Social Services. However, the AOB process is complicated and requires precise coordination and communication with the federal government. In the past year, Community and Social Services staff, through the Innovation Program, identified the AOB process as an area for potential enhancement and improved processes. The ministry has established a steering committee to identify possible process improvements and enhancements to forms, resources, training and procedures.

### Bridging the Gap for Low-Income Families

In 2016, the federal government replaced the National Child Benefit Supplement (NCBS) with the Canada Child Benefit (CCB). For many low-income families, the NCBS was vital to helping cover the cost of basic necessities for their children. Families waiting to receive the CCB may struggle to make ends meet.

The Income Support program provides a Child Supplement Allowance (CSA) that helps close the gap for low-income Albertans waiting to receive the CCB. Child Supplement Allowance amounts were previously based upon former NCBS rates. Albertans relying upon the CSA to supplement their income would have been negatively affected if this benefit was discontinued when the CCB was introduced. Additionally, some CSA recipients were required to repay the benefit in the past.

In response to the new CCB, Community and Social Services updated the CSA to ensure all eligible low-income Albertans receive an increased flat rate payment per child and are no longer required to repay the benefit. With these changes, the ministry protected the most vulnerable Albertans from financial hardship while reducing administrative costs and simplifying government processes.

### Supporting Community Well-Being

In 2018-19, Family and Community Support Services (FCSS) provided funding to 317 municipalities and Metis Settlements to support locally-driven preventative programs. These programs promote and enhance well-being among individuals, families and communities. Programs and services help individuals adopt healthy lifestyles to improve quality of life and build capacity to prevent and/or cope better in times of crisis.

One of the key principles of the FCSS program is local decision-making for programming. Within the parameters of the *Family and Community Support Services Act* and Family and Community Support Services Regulation, each participating municipality or Metis Settlement determines how this provincial funding is allocated to best meet local needs.

The FCSS provincial budget is \$101 million and funding is distributed quarterly to municipalities and Metis Settlements. FCSS funding is available on an 80/20 cost shared basis to all participating municipalities and Metis Settlements. The Province provides up to 80 per cent of the funding and the municipality or Metis Settlement contributes a minimum 20 per cent. In 2018-19, 102 FCSS programs report contributing \$25.2 million, which is over and above their minimum 20 per cent contribution.

FCSS is founded on the belief that volunteerism and community self-help processes contribute to a sense of integrity, self-worth and interdependence. Local FCSS programs depend on community resources, often involving volunteers in management and delivery. FCSS programs work in partnership with organizations in the community, such as school boards, health services, Royal Canadian Mounted Police and many more, to prevent the need for intervention and rehabilitative services.

Municipalities and Metis Settlements participating in FCSS are organized within 206 programs and serve 98 per cent of the Alberta population.

## Promoting Well-being

Family and Community Support Services help:

- Albertans feel a sense of belonging, meaning, security and control over their lives
- Young people feel a sense of pride in who they are, and a greater connection to their environments like school, community and their peers



50,727  
VOLUNTEERS  
contributed a total of



2,362,194  
HOURS  
in support of FCSS  
programs and services



## Promoting Community Safety

The Family and Community Safety Program (FCSP) provides funding for programs that support awareness, prevention and outreach to promote safe and healthy relationships. Funding is provided to community agencies across the province to deliver projects that aim to reduce the rate of family violence and sexual violence and to address the causes of these issues. Funding also supports diverse populations, such as newcomers, Indigenous communities, LGBTQ groups and those in rural or remote locations.

The ministry announced a new call for proposals in October 2018 and received 281 community agency proposals with a total request of nearly \$50 million. Agencies eligible for funding include registered charities, not-for-profit organizations, schools or universities, First Nations and Metis Settlements, and municipal governments. Of the 281 applications received in the 2018-19 call for applications, the ministry invested \$5,487,000 to support 37 new projects across the province.

Family and Community Safety Program – Community Agency Funding		
Area of Focus	Number of Grants	Total Funding
Family violence	12	\$1,758,804
Promoting healthy relationships and preventing bullying	11	\$1,540,811
Sexual violence	2	\$385,985
Supporting vulnerable communities	12	\$1,801,400
<b>Total</b>	<b>37</b>	<b>\$5,487,000</b>

The FCSP funding is granted on an annual basis and has supported thousands of Albertans from different communities and backgrounds to address issues such as family violence and sexual violence. This funding has allowed community agencies to raise awareness and provide education about these issues to help lower the rate of violence and to ensure Albertans have healthy, safe relationships. Funding has also ensured that those experiencing violence have access to the help they need. New projects will continue this work in communities across Alberta.

Family and Community Safety Program encourages agencies to build partnerships with other service providers in the province or in their community and to share resources and expertise to ensure services and supports continue to be available to Albertans if their proposal is unsuccessful or when project funding ends.

Agencies who received funding have one year to deliver their projects within their communities. Agencies report to the ministry on project outcomes and share their successes, challenges and learnings. Learnings from previous FCSP projects showed the importance of:

- investing in programs and supports for diverse populations to ensure all Albertans have access to the services and supports they need;
- providing funding to projects across the spectrum of prevention and intervention; and
- ensuring funded projects have key strategic partnerships in place to allow for increased collaboration and knowledge sharing.

### **Preventing Family Violence and Bullying**

Community and Social Services is designated as the lead ministry working to prevent, reduce and end family violence. Responding to family violence involves a collective effort. The ministry works with the following departments to provide a coordinated provincial response to family violence in Alberta:

- Children’s Services
- Education
- Health and Alberta Health Services
- Indigenous Relations
- Justice and Solicitor General
- Seniors and Housing
- Status of Women

These ministries collaborate with service providers and communities to build on effective practices already in place and implement priorities in family violence prevention, intervention and response. The strategic priorities include the goals of promoting gender equality, respect and healthy relationships, and working with diverse communities to reduce and prevent family violence.

Community and Social Services and the partnering ministries developed an Evaluation Action Plan for this work. The Action Plan will assist the ministry to:

- develop a comprehensive data collection system to accurately track the prevalence of family violence in Alberta;
- identify what is working well, what could be improved and the impact of supports for victims of family violence;
- develop measures to assess the progress of individual projects and programs; and
- use evaluative data to inform strategic planning and policy development.

## Supporting Albertans through Helplines

Community and Social Services supports the operation of several helplines and chat services to help prevent family violence and support healthy relationships. The chat functions were improved in 2018-19 through simpler web addresses that are easier to remember.

Albertans have the ability to get the help needed to address diverse issues using helplines and chat functions. Callers phone the Bullying Helpline with issues including elder bullying, cyberbullying or a parent looking for support to assist a child experiencing bullying at school. Callers to the Family Violence Information Line are experiencing physical, emotional or financial abuse, stalking, elder abuse or are a friend looking for information for someone they know who is being abused. A Community Resource Specialist assesses that there is no physical danger, listens to the caller's concerns, and provides safety strategies and numerous practical resources, such as information regarding counselling, legal support, housing options, women's shelters or other agencies.

The ministry contracts with the Canadian Mental Health Association – Edmonton Region and Distress Centre Calgary to provide the Family Violence Info Line and the Bullying Helpline across the province. The agencies provide their staff with specialized training to deliver services to Albertans impacted by family violence and bullying. The Canadian Mental Health Association – Edmonton Region is receiving \$487,212 between June 1, 2016 to May 31, 2019, while the Distress Centre is receiving \$525,000 over the same period.

To improve data collection for the Family Violence Info Line and Bullying Helpline, the Canadian Mental Health Association – Edmonton Region received additional funding of \$5,860 to develop a database. This database was implemented in March 2019, and provides more accurate and timely data on how Albertans are using the Family Violence Info Line and the Bullying Helpline. The database also provides more complex and in-depth data collection such as the gender and age of callers. This information will help determine where the ministry can focus public awareness and education efforts.

## Safety Connections

Helplines and online chat services are available for Albertans seeking information or support regarding family violence or bullying.

 24/7

 170+  
LANGUAGES



**Family Violence Info Line** (1,858 calls)  
310-1818

**Bullying Helpline** (477 calls)  
1-888-456-2323

**Provincial Abuse Helpline**  
(1-855-4HELPAB)  
1-855-443-5722



[alberta.ca/SafetyChat](https://alberta.ca/SafetyChat)

[alberta.ca/BullyingChat](https://alberta.ca/BullyingChat)  
8:00am to 8:00 p.m. daily

Albertans can contact Alberta Supports at 1-877-644-9992 for emergency funding to help leave an abusive situation.

## Increasing Awareness of Family Violence

The ministry works year round to increase public awareness on family violence and to promote healthy relationships. Family violence is an abuse of power in a family or other relationship where there is trust and dependency. It can happen to people of all ages, abilities, backgrounds, gender identities and sexual orientations. Family violence prevention is an important part of the ministry's strategic mandate and commitment to inclusion.

November 2018 marked the 32nd anniversary of Family Violence Prevention Month in Alberta, when communities help raise awareness and prevent family violence by organizing public events and activities. This year, a new tagline – “Everyone Has the Right to Be Safe” – was used to emphasize that family violence affects everyone and it is preventable. The 2018 provincial theme built on the message of “Reach Out. Speak Out.” and encouraged people to “Go Purple” in November to show their support. The ministry provided approximately 30,000 purple ribbons to help raise awareness and prevent family violence. The colour purple is worn across the world to show support for victims of family violence and has roots in early women's suffrage and violence prevention movements.

Community and Social Services also produced new materials and resources for Family Violence Prevention Month. These were distributed to over 3,000 individuals and agencies across the province, including Indigenous groups, LGBTQ organizations and rural/remote agencies. The resources promoted the Family Violence Info Line and the Safer Spaces program, which allows victims of domestic violence to break their lease at no cost.

The ministry updated website information for family violence in November 2018 resulting in over 4,000 first-time site visits. The website information for bullying was updated in January 2019.

The 2018 Inspiration Awards were presented at an event in Calgary. A total of 25 Albertans and organizations were recognized for their work to promote healthy relationships and prevent family violence, sexual violence, child abuse and bullying in their local communities. An Innovation award was also added to honour innovative practices in this field.

2018 Inspiration Award Winners				
Award Categories	Number of Awards			
	Organizations	Businesses	Individual	Total
Family Violence	3	1	4	8
Sexual Violence	2	-	3	5
Child Abuse	2	-	2	4
Bullying	2	-	2	4
Emerging Excellence (Family Violence)	-	-	1	1
Innovation	-	-	1	1
Lifetime Achievement (Family Violence)	-	-	2	2
<b>Total</b>	<b>9</b>	<b>1</b>	<b>15</b>	<b>25</b>

## Supporting Women's Shelters

The ministry remains committed to working with women's shelters across the province to address the safety risks posed to women and children escaping family violence and to support the needs of complex clients, including women and children impacted by severe trauma, mental health and substance abuse issues. Community and Social Services works closely with shelter partners throughout the province to make sure every woman and child escaping violence has access to important services and supports in shelters and in the community to help rebuild their lives. In 2018-19, Community and Social Services invested \$51.3 million in women's shelter programming and in intensive case manager and child trauma worker positions across the province. Funding for these positions has increased the capacity of shelters to provide outreach supports to women and families both in shelter and in the community. The funding included:

Women and Family Shelters	Number of Shelters	2018-19 Funding
Women's emergency shelters	30	\$40.4 million
Second-stage shelters	12	\$8.7 million
Elder abuse shelters	2	\$806,000
Fee-for-service reserve shelters	5	\$800,000
Outreach program – grants	–	\$331,593
Alberta Council of Women's Shelters – support initiatives	–	\$295,420

Both emergency and second-stage women's shelters provide services and supports to women in the community such as outreach, intensive case management and child trauma counsellors. All types of women's shelter programs offer education services to help raise awareness for women regarding how to keep themselves and their children safe from abuse, as well as counseling to help deal with the trauma they have experienced.

In 2018-19, shelters and outreach programs supported a number of individuals experiencing family violence:

Shelters and Outreach Programs	Women	Children
Women's emergency shelters	5,473	4,027
Women's second-stage shelters	203	306
Elder abuse shelters	77	–
Women's fee-for-service shelters	207	181
Women's outreach supports and intensive case management	5,735	1,980

## Funding Preventative Community Initiatives

The ministry funds grants through community-based agencies to ensure that there are services available to individuals experiencing family violence and sexual violence. These grants may also address prevention of family violence and sexual violence, promote healthy relationships, provide specialized services and supports to survivors of abuse, and assist communities with mobilizing their resources to reduce gaps in services for victims and their families. Specific grants are available to provide services for underserved and at-risk individuals, including Indigenous, newcomer and LGBTQ populations. These grants are administered and monitored to ensure that services and supports are provided across the province, while improving best practices.

In 2018-19 a total of \$9,712,700 was provided for 50 community-based grants to:

- 13 Sexual Assault Centres;
- the Association of Alberta Sexual Assault Services;
- 13 Collaborative Community Response grants;
- seven Victim Supports Outreach grants;
- seven Safe Visitation grants;
- four program grants which support *Family Violence Hurts Everyone: A Framework to End Family Violence in Alberta*; and
- five program grants, which support *Alberta's Plan to Promote Healthy Relationships and Prevent Bullying*.

### Community Grants

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50 community-based grants

\$9,712,700

funded to community-based agencies to address and prevent family violence and sexual violence, and to promote healthy relationships.

The majority of the community grants are administered through ongoing, collaborative and lasting partnerships between the ministry and dedicated community agencies. These ongoing partnerships have contributed greatly towards the quality and consistency of family violence and sexual violence prevention and reduction services offered in Alberta.

## Learning from Family Violence Deaths

The Family Violence Death Review Committee (FVDRC) is a Ministry agency which reviews incidents of family violence deaths in Alberta. The FVDRC was established in 2013 under the *Protection against Family Violence Act* to provide a comprehensive mechanism to review family violence deaths in Alberta and make recommendations to the Minister of Community and Social Services.

To date, the FVDRC has published six case reports that have generated 32 distinct recommendations to government aimed at preventing family violence. Two additional cases are being finalized for the Minister's review. Recommendations have been made to Community and Social Services, Children's Services, Health, Justice and Solicitor General, Advanced Education and Labour.

Learnings and data provided through the FVDRC's case reviews, recommendations and annual reports provide crucial information to help understand the scale, impact and factors involved with family violence. The FVDRC published annual reports are available at [open.alberta.ca/publications/family-violence-death-review-committee-annual-report](https://open.alberta.ca/publications/family-violence-death-review-committee-annual-report).

## Addressing Homelessness

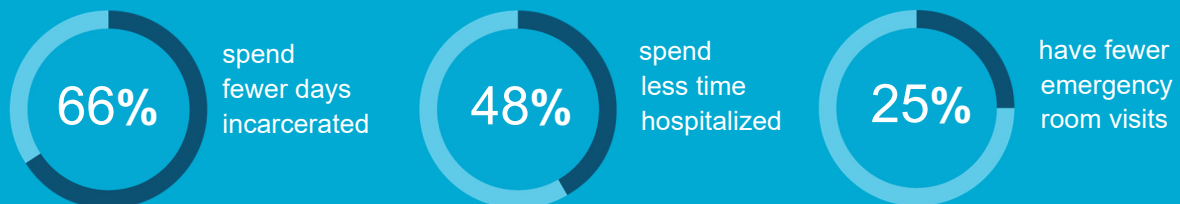
Alberta is a recognized leader in Canada for its *Housing First* approach to addressing homelessness that acknowledges the critical importance of wraparound supports to meet individual needs. Wraparound supports include mental and physical health services, addictions treatment, employment training, housing, and may include rent supports. In 2018-19, the province of Alberta invested \$88.7 million in *Housing First* and other homeless support programming delivered by community-based organizations in the province's seven major centres: Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat and Red Deer. Communities use this funding to address priorities determined at the local level, including youth homelessness.

Since Alberta's adoption of the *Housing First* approach, thousands of individuals and families have received housing and supports to move out of homelessness, and improve their quality of life. *Housing First* clients often experience challenges navigating a complex system of supports (government and community agencies) and require assistance to coordinate these multiple supports. Through the *Housing First* approach, Albertans who are homeless are first provided housing and are then supported through a variety of case management programs to access the supports they may require. Over 900 Albertans were housed and supported through *Housing First* in the first half of 2018-19.

Government's response to homelessness extends to capital funding for new housing for people who have experienced chronic homelessness. In 2018-19, \$11 million was approved for the construction of a 42-unit supportive housing facility in Lethbridge.

## Evidence of Effectiveness

People successfully housed through *Housing First* programs:



Self-reported data from 2017-18.

## Addressing Alberta's Emergency Shelter Needs

Homeless shelters remain a critical component of the homeless-serving system. Community and Social Services invested \$49.7 million to 29 homeless shelters to operate 3,825 emergency, short-term, and long-term supportive spaces in the seven major centres, as well as in Lloydminster. This year, Community and Social Services also provided \$150,000 to address urgent needs for shelter options in the following communities: Slave Lake, Lac La Biche; Drayton Valley and Wetaskiwin.

During this fiscal year an average of 2,877 Albertans were sheltered each night within emergency homeless shelters and short-term/long-term supportive housing facilities. The number of Albertans in shelter has remained stable when compared to 2017-18 (2,885).

Community and Social Services Homeless Emergency Shelters, Utilization Rate (April 1, 2014 – March 31, 2019)										
	2014-15		2015-16		2016-17		2017-18		2018-19	
	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4
<b>Average # of clients daily</b>	3,297	3,492	3,197	3,251	2,924	2,995	2,800	2,957	<b>2,829</b>	<b>2,934</b>
<b>Average # capacity</b>	3,892	3,906	3,928	3,936	3,836	3,883	3,876	3,900	<b>3,865</b>	<b>3,923</b>
<b>Utilization Rate</b>	85%	89%	81%	83%	76%	77%	72%	76%	<b>73%</b>	<b>75%</b>

Source: Occupancy Data provided directly by funded shelters.

Capacity is the number of shelter bed spaces approved by fire department and health inspectors. Utilization rates for shelter spaces may vary due to a number of factors. For example, the rate during the first and second quarters of each year tends to be lower than in the third and fourth quarters because clients are more likely to seek shelter in cold weather.

Homeless shelters are experiencing increased pressures as they manage complex situations, including polysubstance use and supporting shelter users with complex needs, including mental health, physical health and addictions needs. With the support of Community and Social Services, homeless shelters are transforming their service delivery approaches to include a housing focused, person-centered approach to enable shelter users to move toward appropriate housing with supports.

The opioid crisis has significantly impacted shelter users and service providers in larger communities throughout the province. As part of the ministry's response to the opioid crisis, Community and Social Services is working with shelter providers, community-based organizations and other community stakeholders to ensure Albertans with substance abuse issues who are experiencing homelessness get the help they need.

### Performance Measure 1.a

#### Percentage of *Housing First* clients who have maintained housing following their initial placement into permanent housing:

- maintain housing for 6 months
- maintain housing for 12 months

*Housing First* programs provide housing for individuals experiencing homelessness, along with the supports required to maintain tenancy in housing. These clients often have had difficulty maintaining permanent housing and tend to have high needs or be identified as "high acuity". In addition, many of these clients have spent months or years staying in emergency homeless shelters. An important goal of *Housing First* programs is to help clients remain stably housed.

This measure indicates the proportion of individuals who maintain housing for an uninterrupted period of six and 12 months at some point during program participation. Individuals who have been rehoused due to suitability issues during the period may still be considered to have achieved stability if they remain housed during the period. Individuals who exit the program prior to six or 12 months tenure in the program are not included in the measure.



The achievement of housing stability for people who have histories of homelessness and instability is an indicator that some of Alberta's most vulnerable individuals and families are being supported and prevented from falling back into unstable situations. The rising cost of housing is, in and of itself, a root cause of some of the social and economic challenges faced by many Albertans.

Percentage of <i>Housing First</i> clients who maintained housing						
	Prior Years' Results				2018-19 Results*	2018-19 Target
	2014-15	2015-16	2016-17	2017-18		
<b>6 months</b>	60%	76%	81%	75%	<b>N/A</b>	<b>82%</b>
<b>12 months</b>	44%	57%	58%	53%	<b>N/A</b>	<b>59%</b>

\*The 2018-19 results were not available at the time of this publication.

### Performance Measure 1.b

#### Percentage of women receiving services from the women's shelter program who report that they are more able to keep themselves (and the children in their care) safer from abuse.

The women's shelter program provides a number of services to women fleeing or seeking assistance regarding family violence. These include a number of women's emergency shelters where women and children are provided with temporary accommodation (21 days with flexibility if required due to unique circumstances) with accompanying services and supports, as well as women's second-stage shelters where women requiring additional assistance are accommodated for a longer-term period. In addition, outreach, intensive case management and child trauma counsellors are offered in both types of women's shelters that provide services and supports to women in the community. All types of women's shelter programs offer education services to help teach and raise awareness regarding how to keep themselves and their children safe from abuse, as well as counseling to help deal with the trauma they have experienced.

This performance measure tries to quantify the value that those using women's shelter facilities are receiving from the resources provided to them. It demonstrates the ministry's commitment to enhancing women's ability to keep themselves and the children in their care safe from abuse. Similar to the previous year, in 2018-19, 98 per cent women reported that they were more able to keep themselves (and the children in their care) safer from abuse. The 2018-19 results exceed the target by one per cent and show that the shelter programs continue to provide valuable support for women and children who are fleeing or seeking assistance regarding family violence.

Percentage of women receiving services from the women's shelter program who report that they are more able to keep themselves (and the children in their care) safer from abuse					
Prior Years' Results				2018-19 Results	2018-19 Target
2014-15	2015-16	2016-17	2017-18		
97%	99%	97%	98%	<b>98%</b>	<b>97%</b>

## Performance Indicator 1.a

### Incidence of low-income as a percentage of the population

- **Low-income measure after tax**

Low income can negatively impact an individual's quality of life through multiple channels including lower physical and mental health levels, insufficient access to educational opportunities, and poorer living conditions. As such, decreasing numbers of people living below the low-income cut-off can serve as a positive indicator of population well-being.

This indicator reports the percentage of Albertans living below the low-income cut-off, based on the calendar year. The Low-Income Measure After Tax (LIM-AT) is used as the low-income cut-off. LIM-AT is one of a series of low-income thresholds used in Statistics Canada's National Household Survey. LIM-AT refers to a fixed percentage (50 per cent) of median adjusted after-tax income of private households. Household after-tax income is adjusted for different household sizes and this indicator reflects the fact that a household's needs increase as household size increases.

The latest year for which data is available is 2016. In 2016, 11.1 per cent of Albertans were found to live on a low income. It is noteworthy that over time incidence of low-income as a percentage of the population remained fairly stable. However, the incidence of low-income in 2016 increased 0.3 per cent from 2015.

Incidence of low-income as a percentage of the population				
2012	2013	2014	2015	2016
11.0%	11.0%	10.8%	10.8%	11.1%

Calendar year data.

## Performance Indicator 1.b

### Incidence of family violence in Alberta (annual police-reported data from Statistics Canada):

- **Number of incidents**
- **Prevalence per 100,000 population**

Statistics Canada is no longer collecting data on this performance indicator. Therefore data is unavailable after 2016. The following analysis is from the 2017-18 Community and Social Services Annual Report.

Family violence affects the entire community. It occurs in all areas of society, regardless of socioeconomic, education, health status, age, culture, gender, sexual identity, ability, ethnicity or religion. Alberta is committed to supporting victims of family violence no matter the circumstances. The impact of family violence is immense and may cause injury, ill health, depression, anxiety, psychological trauma or death.

The Canadian Centre for Justice Statistics (sector of Statistics Canada) released its annual Juristat report in January 2018 titled, *Family violence in Canada: A statistical profile, 2016*. These results Canada's overall rate of family violence declined by one per cent between 2015 and 2016, whereas Alberta's rate of family violence in 2016 was lower (289 per 100,000) than the previous year (294 per 100,000). Among the provinces, Alberta ranks third highest for Canadians who self-report spousal violence, third highest for police-reported intimate partner violence and fourth highest for police-reported family violence. Alberta's rate of police-reported family violence is above the national average of 239 per 100,000. There were 15 family violence related Alberta deaths in 2016.

However, police-reported data does not reflect the actual number of Albertans impacted by family violence, as only a small percentage of family violence is reported to police. There are many reasons why victims may not report family violence to police or support services. Under-reporting of family violence makes it difficult to know how many families experience violence in the home, which affects a large portion of the population and crosses all demographic and cultural boundaries. It is not just a personal, private or family matter; it is unquestionably a public concern. Family violence is a social issue, a criminal justice issue, a public health issue, and a human rights issue. The financial implications of family violence include heavy demands on the health care system, education and social services and judicial services. Most importantly, the human costs and impact are immeasurable.

Community and Social Services has invested in a comprehensive continuum of services to respond to the devastating impacts of family violence and will continue to invest in strengthening these services. Government offices and community organizations are located across the province to support Albertans affected by family violence. The Government of Alberta is addressing family violence by providing a range of services and supports including awareness, prevention, intervention, enforcement and outreach supports across the lifespan.

Incidence of family violence in Alberta				
	2013	2014	2015	2016
<b>Number</b>	11,786	11,884	12,298	12,210
<b>Prevalence per 100,000 population</b>	295	289	294	289

Calendar year data.

Note: Results after 2016 are unavailable.

### Performance Indicator 1.c

#### Number of women and children admitted to provincially-funded women's shelters.

The measure indicates the number of adults and children admitted for residential stays at provincially-funded women's emergency shelters. The indicator is intended to demonstrate the impact of women's shelter funding provided by the Government of Alberta, indicating the number of adults and children who directly benefit from the facilities and services provided through the funding.

In 2018-19, respectively, 5,473 and 4,027 women and children have been admitted to women's emergency shelters. Relative to 2017-18, the number of women admitted has decreased by 45 individuals while the number of children has increased by 79 individuals. Overall, shelter utilization has slightly increased from the previous year that may indicate an overall trend of increasing shelter awareness and demand.

Number of women and children admitted to provincially-funded women's shelters					
	2014-15	2015-16	2016-17	2017-18	2018-19
<b>Number of women</b>	4,990	4,647	4,961 <sup>1</sup>	5,518	5,473
<b>Number of children</b>	4,567	4,263	3,881 <sup>1</sup>	3,948	4,027

<sup>1</sup>These values have been revised to address previous data errors.

## Performance Indicator 1.d

### Average Annual Income Support Caseload<sup>1</sup>

This performance indicator describes Alberta's average annual Income Support caseload with the breakdown to the two main client groups: Expected to Work (ETW); and Barriers to Full Employment (BFE).

The ETW category includes those who are searching for work, working but not earning enough income or temporarily incapable of working. The BFE category is characterized as those who cannot work due to chronic health issues or other barriers to employment. The composition of the caseload is made up of single individuals, single-parent families, couples with children and couples without children. Financial assistance is provided to Income Support clients as a means of meeting their basic needs.

The average annual caseload in 2018 was 56,900 clients, a 3.1 per cent increase over the previous year and 70 per cent increase from 2014. Relative to 2017, ETW caseloads for 2018 have decreased by 0.3 per cent and BFE caseloads have increased by 8.9 per cent. The Income Support caseload size can be impacted by population growth, economic forces, and may change in accordance with unemployment rates. However, unemployment rate fluctuations do not immediately translate into caseload changes in the ETW program. Typically, there is a lag based on numerous reasons such as employability factors and seasonal impacts.

Average Annual Income Support Caseload					
	2014	2015	2016	2017	2018
<b>Expected to Work</b>	16,152	19,001	29,111	34,375	34,262
<b>Barriers to Full Employment</b>	17,293	17,541	19,122	20,794	22,638
<b>Total Caseload</b>	33,445	36,542	48,233	55,169	56,900

Calendar year data.

<sup>1</sup>The composition of the caseload is made up of single individuals, single-parent families, couples with children and couples without children.

## Performance Indicator 1.e

### Median time on Income Support (in months)

This performance indicator describes the median duration of active Income Support cases in Alberta for the calendar year through with the breakdown of the two main client groups: Expected to Work (ETW); and Barriers to Full Employment (BFE). The median duration is defined as the midpoint duration length, where 50 per cent of the cases have a shorter duration and 50 per cent have a longer duration.

The ETW category includes those who are searching for work, working but not earning enough or temporarily incapable of working. The BFE category is characterized as those who cannot work due to chronic health issues or other barriers to employment. The composition of the caseload is made up of single individuals, single-parent families, couples with children and couples without children. Financial assistance is provided to Income Support clients as a means of meeting their basic needs.

In 2018, the median durations of ETW and BFE cases were eight months and 32 months respectively. These values indicate that median durations of both ETW and BFE cases have increased by one month compared to 2017. Further, between 2014 and 2018, the median duration of ETW cases has increased

by three months whereas the median duration of BFE cases has decreased by four months. The Income Support median duration can be driven by economic forces, and may change in accordance with the unemployment rate. The increase in median Income Support duration may also indicate a slow economic recovery in the natural resource sector.

Median Time on Income Support (in months)					
	2014	2015	2016	2017	2018
<b>Expected to Work</b>	5	5	6	7	8
<b>Barriers to Full Employment</b>	36	37	34	31	32

Calendar year data.

## Performance Indicator 1.f

### Average Annual AISH Caseload

This performance indicator shows the average number of Albertans receiving Assured Income for the Severely Handicapped (AISH) benefits during a calendar year. The AISH program provides a living allowance, health benefits and personal benefits, and can assist clients with costs related to child care, special diet requirements, maintaining a service animal, securing medical supplies or equipment and supporting the client with training or employment supports.

The average annual caseload for AISH in 2018 was 60,679, representing an increase of 4.7 percent (2,733 cases) from 2017.

Within the past fiscal year *An Act to Strengthen Financial Security for Persons with Disabilities* was introduced to exempt trusts as an asset for AISH clients. This change to the AISH legislation ensures that Albertans with trusts set up by their loved ones are still eligible for AISH benefits. Also, an AISH recipient who receives an inheritance now has up to 12 months to invest the money into a trust without affecting AISH eligibility. *An Act to Combat Poverty and Fight for Albertans with Disabilities* was also introduced, which allows greater flexibility to earn both employment and passive income while still qualifying for AISH benefits. Both pieces of legislation may have had an impact on caseload growth.

Caseload growth is often associated with downturns in the economy. In Alberta, people who have may have found work in the past now rely on government funding for financial support. This includes people with disabilities and their partners. AISH caseload is also affected by overall population growth and changing population demographics in the province. As the population grows and ages, the number of individuals with disabilities is more likely to increase, resulting in a greater demand for AISH benefits.

Average Annual AISH Caseload				
2014	2015	2016	2017	2018
49,698	51,959	54,330	57,946	60,679

Calendar year data.

**Performance Indicator 1.g****Average time between AISH application completion and eligibility decision (in weeks)<sup>1</sup>**

The ministry uses the average time between AISH application completion and eligibility decision (in weeks) as one indicator of application processing time. This refers to the time between when the AISH application has the required financial and medical documentation/information to determine if an applicant is eligible for the program, and when an eligibility decision is made.

In 2018, the average time between AISH application completion and eligibility decision was 11.3 weeks, which is 6.6 weeks longer than the average time in the previous year (140 per cent increase). Relative to 2015, 2018 represented an 85 per cent increase in the average time.

Implementation of the centralized AISH application process resulted in more applications being added to the queue for eligibility adjudication. In addition, the new AISH application medical report (January 2018) and *AISH Adjudication Guide* (July 2018) introduced a more rigorous analysis of the legislated definition of severe handicap and criteria related to employment and rehabilitative measures which resulted in less adjudications being processed per day. The combination of increased volume and a more rigorous review process contributed to the increased average time between AISH application completion and eligibility decision from 2017.

Average time between AISH application completion and eligibility decision (in weeks)				
2014	2015	2016	2017	2018
N/A	6.1	6.6	4.7 <sup>2</sup>	11.3

Calendar year data.

<sup>1</sup> Average time from when the application is deemed complete to when a decision regarding eligibility is made.

<sup>2</sup> This data represents the time period of January 1, 2017 to December 8, 2017.

## Outcome Two

### Participation – Albertans actively participate in inclusive communities.

The ministry acts as champion for an inclusive Alberta through initiatives that are responsive to the diverse needs of individuals and reflective of a growing and entrepreneurial province. Community and Social Services values diversity and supports individuals at greater risk of exclusion to participate fully in community life.

### Key Strategies

- 2.1 Maintain and manage reliable access to qualified service dogs for Albertans with disabilities and mental health issues**
- 2.2 Support Albertans to make informed career decisions, develop education, training and employment plans and to prepare for, find and maintain employment.**

## Creating Service Dogs Awareness

Service dogs play an important role in ensuring people with physical disabilities and/or mental health conditions have access to public spaces. These highly trained dogs perform tasks to help mitigate the disabilities of their handlers. Community and Social Services helps Albertans with disabilities to pursue employment, education and participate more fully in their communities by improving access to service dogs.

Since 2017, Alberta has six new qualified service dog providers, bringing the total to nine. Qualified organizations can access \$250,000 in annual grants to support their work. In 2018, these organizations tested and qualified 115 owner-managed dogs. Previously, approximately 20 service dogs were qualified in Alberta each year.

Public awareness of the importance of accommodating service dogs in public spaces remains a challenge. Service dog teams can still face barriers to public access as a result. It is also important to communicate that only dogs which meet the qualification requirements are entitled to protected public access rights. The ministry ran a successful public awareness and education campaign during summer 2018 to support the increasing number of service dogs in the province. Service dog decals were designed for Alberta businesses and organizations to display to let the public know that service dogs are welcome. The government will continue to help Albertans learn more about qualified service dogs to help remove barriers for the disability community.

## Promoting Awareness of Disability Employment Supports

In October 2018, the minister proclaimed Disability Employment Awareness Month to promote the supports available to employers and employees and to celebrate the contributions of workers with disabilities. Workers with disabilities and employers may not be aware of the inclusive employment supports available in Alberta. Throughout the month, the ministry's existing, new and expanded employment related supports for Albertans with varying abilities were highlighted online, on social media and at events around the province. These services help remove barriers to employment and connect people with disabilities with opportunities to work with government or other organizations.

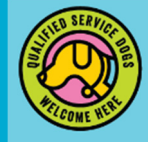
The ministry supported this announcement by investing in a number of new and expanded disability employment services. The Disability Related Employment Supports program is now available to part-time workers and the Internship for Persons with Disabilities will expand from only Community and Social Services to all government ministries in 2019. The ministry invested \$150,000 in Inclusion Alberta initiatives to create jobs for adults with developmental disabilities and to support inclusive post-secondary education. More than \$130,000 in funding has been provided to EmployAbilities to support customized employment services in north-central Alberta.

Assured Income for the Severely Handicapped (AISH) clients may also be eligible for an increased Employment and Training Supports benefit to assist with costs that support their employability. In January 2019, the value of this benefit increased from a maximum of \$300 over a 12-month period to a maximum of \$511 over a 12-month period. This maximum value will increase each year to keep pace with inflation. Together, these initiatives help create more accessible and inclusive workplaces for the benefit of all Albertans.

## Service Dog Awareness

Service dogs help people with specific tasks related to visible and non-visible disabilities, such as epilepsy, post-traumatic stress disorder, diabetes or mobility issues.

Guide dogs are specifically trained to assist people who are blind or visually impaired.





## Encouraging Employment for Albertans with Disabilities

Albertans with disabilities are often under-employed and represent an untapped resource with a range of skills and abilities. In 2018-19, Community and Social Services introduced the Encouraging Employment Project in Edmonton and Calgary to support more employment opportunities for Albertans over 18 living with developmental disabilities. The \$510,000 in funding is split between two community-based organizations, Gateway Association of Edmonton and Calgary Alternative Employment Services.

A number of Albertans with disabilities work full-time or part-time to earn extra income and contribute to their communities. *An Act to Combat Poverty and Fight for Albertans with Disabilities* supports these individuals by increasing employment income exemption thresholds for Assured Income for the Severely Handicapped (AISH) applicants and clients. This means that AISH clients can earn more income from employment before their program eligibility or benefits are affected. The legislation also ensures that the employment income thresholds will increase in tandem with future changes to the minimum wage.

## Supporting Job Seekers

The Alberta Learning Information Service (alis) website provides online resources to help job seekers identify the type of work and/or careers they would like to pursue, the type of training and education they need to enter those careers, postings of Alberta job opportunities they can apply for and information and tools to help them prepare for job interviews and be successful in the labour market.

The ministry invested approximately \$300,000 in 2018-19 to improve how Albertans access information on the alis website and to expand content to include French language resources and French language job postings in support of Community and Social Services' French Policy Action Plan. Alis resources reach a wide audience of Albertans, including junior, senior high and post-secondary students, job seekers and those changing jobs or occupations including newcomers to the province, influencers, parents, educators, counsellors, career practitioners and human resource practitioners. Using alis on any type of mobile device, Albertans, from Grade five through retirement, can access career, education planning and job search information in one website that includes:

- CAREERinsite: an interactive career planning tool primarily used by high school students to identify potential career options;
- access to over 550 occupational profiles to learn about educational and other requirements needed to plan for their preferred occupation;
- ability to explore Alberta specific job postings based on criteria like work location or full-time/part-time hours and set up alerts to be notified by email when new jobs are posted;
- information on over 2,000 Alberta post-secondary educational programs along with publications such as *Assessing You: The First Search In Career Planning and Time To Choose A Post Secondary Education Program*; and
- frequently asked questions and answers with topics such as:
  - How do I get into the trades?
  - How do I get references if I have no job experience?
  - How do I know if I am getting fair pay?

Alis content is continuously refreshed to ensure the information is up to date and reliable, adding new post-secondary program offerings and updating approximately 150 occupational profiles each year. Other information like occupational wages and salaries are updated every other year. In 2018-19,

16 titles, including two publications translated into French, were refreshed. Feedback on content from users and ministry partners is used to inform and enhance existing content and for the development of new resources.

In 2018-19, the alis website had 2.8 million visits and 310,466 print publications were distributed. The majority of these print publications went to Alberta high schools, post-secondary institutions, Alberta Supports Centres as well as third party agencies including career counsellors, newcomers serving agencies and those serving adults with low literacy skills.

The next generation of job seekers, more than ever before, will be looking to technology to find work opportunities and for technology to automatically deliver those opportunities as soon as they become available. Alis provides Albertans with immediate access to Alberta job opportunities.

### **Delivering Employment Services**

The Alberta Supports Contact Centre and Alberta Supports Centres provide information and referrals on career and training resources in local communities, including referrals to Career and Employment Counsellors, contracted agencies and the alis website.

Career, employment and information services are provided for Albertans through contracted service providers. Generic programming supports Albertans in exploring career paths, utilizing job search skills with effective resumes and interview skills and developing job search techniques. Extensive workshops are provided at no cost with online registration for all Albertans.

Targeted employment services are provided for:

- youth to connect with job opportunities and providing strategies to gain work experience;
- persons with disabilities providing accessible equipment and tools and strategies to disclose disabilities with employers;
- immigrants to access service in multiple languages and support internationally-educated professionals secure employment and gain accreditation;
- Francophone individuals connect to employment; and
- Albertans accessing the Income Support program.

Alberta Job Postings in alis had approximately 95,000 visits in 2018-19 fiscal year and Alberta Supports logged approximately 56,000 instances in 2018-19 when Albertans accessed Employment Services including looking for training, work or inquiring about career counselling services.

### **Performance Measure 2.a**

#### **Assured Income for the Severely Handicapped (AISH) quality-of-life index**

The AISH quality of life index is used to help determine the extent to which AISH helps clients meet their basic needs, live as independently as possible, manage their health, and engage with their community. It is based on a survey of randomly selected clients. The index is made up of four equally-weighted components based on questions from the annual AISH client survey related to meeting basic needs, managing health issues, living independently and getting involved in the community. The survey has been used to measure satisfaction with benefits since 2007. Measuring the extent of the impact of the AISH program on clients' quality of life helps to demonstrate the effectiveness of program.

The quality of life index in 2018-19 was 77 per cent. In other words, 77 per cent of the survey participants agreed that financial assistance from AISH improved their quality of life. The value is unchanged from the previous year and three percentage point less than the 2018-19 target. Analysis this performance measure result, 2018-19 survey results revealed that there has been a significant decrease in those who strongly disagree that “the AISH program helps me live more independently”, and a significant decrease in those who strongly agree that “the AISH program helps me get involved in my local community”.

The ministry continues to support improvements to the AISH program to streamline processes to meet the needs of AISH clients.

AISH quality of life index					
Prior Years' Results				2018-19 Results	2018-19 Target
2014-15	2015-16	2016-17	2017-18		
81%	76%	76%	77%	77%	80%

## Performance Measure 2.b

### Percentage of participants employed after leaving Income Support<sup>1</sup>

A number of services are made available to Income Support clients including employment and training assistance to help Albertans explore career and training options and search for jobs. Income Support clients are encouraged and supported to work. Clients are classified as either Expected to Work (ETW) or Barriers to Full Employment (BFE). ETW clients are those who are looking for work, working but not earning enough, or temporarily unable to work. BFE clients are those who cannot work due to multiple barriers to employment or chronic health problems.

The impact of Income Support services on employability is measured through the percentage of participants employed after leaving Income Support. Both ETW and BFE clients are included in the analysis and result.

After leaving the program, 64 per cent of participants were employed in 2018-19. While the 2018-19 result remains unchanged from the previous year, it is an increase of four percentage points above the target. As Alberta's economy and labour market continues to recover, this measure result is expected to continue to improve.

Percentage of participants employed after leaving Income Support					
Prior Years' Results				2018-19 Results	2018-19 Target
2014-15	2015-16	2016-17	2017-18		
60%	59%	59%	64%	64%	60%

<sup>1</sup>Those who stopped receiving Income Support without obtaining employment could have transitioned to training programs, entered new partnerships (e.g. change in marital status) or received support from other sources (e.g. Canada Pension Plan, Employment Insurance and disability-related income).

## Outcome Three

### **Inclusion – Alberta’s communities are supportive, safe, inclusive and engaged.**

Community and Social Services is committed to an inclusive, person-centered approach to delivering supports for people with disabilities. Providing services and programs that are appropriate and accessible to all Albertans regardless of their ability, background and circumstance requires integrated and simplified access to the services and benefits they need.

### **Key Strategies**

- 3.1 Engage families, service providers and stakeholders to ensure the safety and inclusion of Albertans with disabilities.**
- 3.2 Strengthen prevention of Fetal Alcohol Spectrum Disorder (FASD), access to diagnostic services and supports for Albertans affected by FASD.**
- 3.3 Provide Albertans with disabilities and their families with safe, respectful and integrated supports to achieve their goals and have inputs into the evaluation of these supports.**
- 3.4 Provide Albertans with improved, integrated and simplified access to services through Alberta Supports’ Click, Call and Come-in channels.**

## Advocating for People with Disabilities

On October 30, 2018, the *Advocate for Persons with Disabilities Act* was proclaimed and the minister announced Tony Flores would begin a three-year term as Alberta's first Advocate for Persons with Disabilities. The Office of the Advocate for Persons with Disabilities opened in November and began representing the rights, interests and viewpoints of Albertans with disabilities and their family members.

The role of the Disability Advocate grew out of a recommendation by the Persons with Developmental Disabilities Safety Standards Consultation in 2016. More than 1,300 Albertans with disabilities, their families, service providers and support organizations helped shape the Advocate's role by providing input during a public engagement process in March 2018. During his term, the Advocate will continue to consult with Albertans on how his office can be most effective in supporting people with disabilities. The public will be informed of this work through an annual report summarizing the Advocate's activities.

## Disability Advocate Services

The Disability Advocate provides service in three areas:

### RESOLVE CONCERNS



Guide people to appropriate disability supports and services.  
Help to find resolutions to challenges.

### EDUCATE



Promote the rights, interests and well-being of people with disabilities through awareness and education initiatives.  
Spread awareness of disability programs and services available to the community.

### INFORM



Engage with the community and build partnerships to understand issues.  
Identify gaps in programs and services and deliver advice to senior leadership on these gaps.  
Collaborate with other provincial advocates and advisories.

## **Hearing the Concerns of Families of Children with Disabilities**

Community and Social Services conducted listening sessions across the province to hear from parents and other key stakeholders regarding concerns with the Family Support for Children with Disabilities (FSCD) program. More than 100 parents, service providers and advocates participated in sessions held in Calgary and Edmonton in May 2018 and shared concerns. The FSCD Provincial Parent Advisory Committee also provided input as a voice for FSCD families and representative of local FSCD Regional Parent Advisory Committees.

Parents at the sessions were interested in having greater flexibility around participation in their child's specialized services. While parents appreciated the program and the work of FSCD case managers, they also shared concerns about training and the availability and responsiveness of case managers. Additionally, parents told the ministry that the multi-disciplinary team process related to specialized services decision-making was intimidating and needed to be more family friendly and supportive.

The ministry responded in August 2018 by updating the FSCD specialized services policy as well as the website and program brochure. These changes clarify that direct supports are available for children and that parents are not required to be involved in their child's specialized services. Tip sheets were developed and shared with families and FSCD staff. The ministry engaged with service providers to orient them to the policy changes and practice shifts.

From August to November 2018, the ministry held 15 additional listening sessions as well as meetings with service providers and health professionals across all seven service delivery regions and online. Approximately 140 people participated in the listening sessions, and the ministry received 19 online submissions. These listening sessions and meetings heard from families and other key stakeholders about the program changes made in August as well as opportunities to improve the multi-disciplinary team process and communication with families.

Some parents, health professionals and service providers expressed concerns that the policy changes could discourage parental involvement in specialized services. Stakeholders were also concerned that policies align with the research on best practices for supports for children with severe disabilities. Overall, stakeholders agreed about the need to be flexible and offer parents a choice about their level of involvement in services for their child.

The ministry also reviewed the files of families receiving specialized services to ensure awareness of the changes and check if their services required adjusting. The service delivery regions are working with their local service providers to increase capacity for family access to specialized services, including service on evenings and weekends. Training resources for FSCD workers were also updated and the multi-disciplinary team process was reviewed to identify opportunities for improvement and make the process more family friendly. The FSCD program is also exploring opportunities to improve and modernize communications with families. The ministry is committed to building consistent and open communications with families and FSCD workers to encourage ongoing feedback.

## **Connecting with the Disability Community**

The Premier's Council on the Status of Persons with Disabilities is an advisory body accountable to the Premier through the Minister of Community and Social Services. The Council listens to the concerns of the disability community and provides advice to the Government of Alberta on opportunities for persons with disabilities to fully participate in their communities. Thirteen Albertans were appointed to three-year terms in 2017 and serve on the Council.

In early 2018, the Council conducted a strategic planning process that was informed by the community. The process included a survey asking Albertans to identify the most important issues and barriers facing people with disabilities. Based on responses from 182 individuals or groups, the Council developed its 2018-20 Strategic Plan, which focuses on housing, employment, income security, support services, Indigenous and rural/remote communities, communications, community engagement, and transportation. The Council is developing resources regarding each area that will help it to provide advice to government on policy, planning and program delivery, and delivering services to Albertans with disabilities.

### **Strengthening Relationships with Disability Sector Partners**

Community and Social Services works closely with key disability sector groups to ensure Albertans with disabilities can access all of the supports they need to live fulfilling lives within the community. These groups support individuals accessing the Persons with Developmental Disabilities (PDD) program and include Calgary SCOPE Society, Connections Counselling Services, Options Disability Services, Vantage Support Services, the Southern Alberta Community Living Organization, the Robin Hood Association and the Alberta Council of Disability Services.

The relationship between the ministry and its disability sector partners has been challenged by unclear communication and uncertainty around roles and responsibilities. The ministry is committed to working with service providers to address these concerns and help improve the lives of all Albertans with disabilities. By building trust and creating a shared vision, the ministry and partner organizations can create a fully-functional and effective system that benefits people with disabilities.

Ministry representatives met with key disability sector partners throughout 2018 to discuss shared challenges and opportunities for improved collaboration. During facilitated meetings, parties explored ways to build trust and improve information sharing between government and sector partners. The meeting participants are collaborating to reduce duplication between ministry and service provider staff.

The initial meetings have helped strengthen the ministry's relationship with participating organizations and provided a forum to share ideas on potential system improvements. These efforts are known by the broader PDD stakeholder

## **2018 Premier's Council Awards**

### **Recipients of the 2018 Premier's Council Awards**

The Council hosted International Day of Persons with Disabilities at the Legislature for the first time on December 3, 2018 to increase awareness of the diverse abilities of people with disabilities and promotes their full inclusion in the community. The celebrations included the presentation of the Premier's Council on the Status of Persons with Disabilities Awards to recognize the achievements of leaders in Alberta's disability community.

**Gary McPherson Leadership Award:** Anne Pype (*Barrhead*)

**Marlin Styner Achievement Award:** Colin Cantlie (*Calgary*)

### **Award of Excellence in Community:**

Access for All Barrier-Free Playscape (*Red Deer*)

Cerebral Palsy Association in Alberta

Associated Canadian Travellers (*Grande Prairie*)

City of Edmonton Programs for Persons with Disabilities (*Edmonton*)

Romeo Crow Chief (*Siksika*)

Valley Bus Society (*Drumheller*)

### **Award of Excellence in Employment:**

Sean McEwen (*Calgary*)

**Award of Excellence in Public Awareness:** Daralynn Swensrude (*Edmonton*); Dr. April Ruzycki (*Medicine Hat*)

community and will help contribute to a more positive, collaborative environment between government and the wider disability sector.

### Supporting Individuals with Fetal Alcohol Spectrum Disorder and Their Families

The Fetal Alcohol Spectrum Disorder Family Advisory Council (FASD-FAC) informs and advises the government on how best to support the well-being of individuals with Fetal Alcohol Spectrum Disorder (FASD) and their families. Its objectives include raising awareness and understanding of FASD and promoting the voices of those affected by FASD.

The FASD-FAC is completing developmental work on clarifying roles with the FASD Cross-Ministry Committee and strengthening relationships with the FASD Service Networks, which provide supports and services for individuals with lived FASD experience and their families. Some council members have participated in interviews for the Alberta Health Services FASD Patient Journey Project and the Employment Initiative meeting hosted by the Canada FASD Research Network on January 25, 2019.

Moving forward, the council is working on drafting new terms of reference, outlining success stories and developing a summary document that speaks to the depth and breadth of experience held by individual Council members.

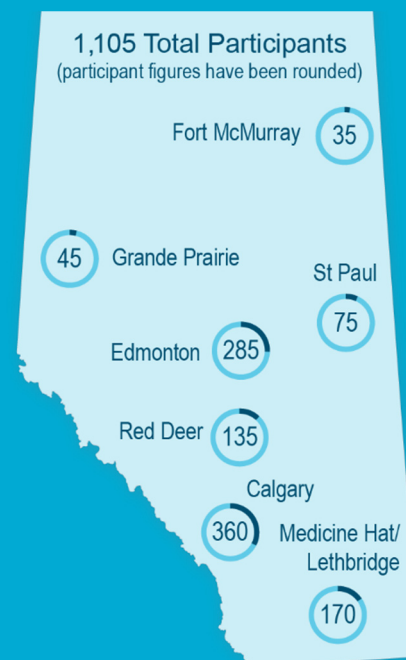
### Reviewing Supports for Persons with Developmental Disabilities

Community and Social Services committed to a review of the Persons with Developmental Disabilities (PDD) program to learn how to better serve Albertans with developmental disabilities. The review stems from the 2016 PDD Safety Standards Consultation, where stakeholders raised concerns on a number of broader issues related to the PDD program. Unlike previous program reviews, the PDD Review is focused on the system as a whole and on addressing issues such as access to services and supports, eligibility criteria and ensuring engagement with the disability community.

To lead this process, the minister appointed a community-led panel of 11 members in September 2018. The appointed panel members represent a diverse group of people with varying skill sets, experiences and backgrounds. They embody key segments of the PDD community, including self-advocates, family members and agencies.

## Community Engagement

### Public attendance at PDD Review Panel Community Conversations



### Engagement Highlights:

**1,163**  
online questionnaires completed

**84**  
people submitted written, art or video formats

**10,000**  
post-it note submissions

**13**  
community organizations made presentations to the review panel



Throughout the fall, the panel hosted community conversation sessions in St. Paul, Grande Prairie, Fort McMurray, Red Deer, Lethbridge, Medicine Hat, Calgary, and Edmonton. Over 1,100 Albertans attended the sessions, including individuals receiving PDD services, family members, service providers, advocacy groups and community disability workers. Additionally, 1,163 online questionnaires were completed and over 100 submissions were provided by individuals and community groups. Initial summaries of this input have been posted online at [www.alberta.ca/PDD-review](http://www.alberta.ca/PDD-review). The panel will finalize its report summarizing the engagement input.

### Enhancing Access to Supports and Services

Alberta Supports provides Albertans with three easy ways to access a wide range of helpful government social programs and services: online at [www.myalbertasupports.ca](http://www.myalbertasupports.ca); by calling toll-free at 1-877-644-9992; or by coming into one of the 47 Alberta Supports Centres across the province. Alberta Supports provides information and referral services on behalf of multiple ministries including Seniors and Housing, Justice and Solicitor General, Advanced Education, Children's Services, Labour, and Health as well as community agencies across the province.

In May 2018, the Alberta Supports Contact Centre implemented the Provincial Abuse Helpline for Albertans to share concerns about alleged abuse and neglect. By the end of 2018, over 620 abuse concerns were reported. Individuals are referred for appropriate services and supports and receive follow-up by a staff person to offer additional support, if required.

### Supporting Albertans through Integrated Case Management

Community and Social Services is helping more Albertans achieve independence through Integrated Case Management services for individuals and families who require additional supports due to having complex circumstances, limited abilities or natural supports, and multiple needs. Integrated Case Management helps individuals and families address the underlying causes of their needs and move towards independence. Albertans can receive Integrated Case Management whether or not they are eligible for other programs and services offered by the ministry.

Integrated Case Management helps individuals and families achieve their full potential by assessing their needs, documenting their goals, and co-developing a plan to achieve those goals. Individuals and families are connected to the supports they need and are provided ongoing guidance until they achieve their goals or are able to continue accessing services on their own. Integrated Case Managers also collaborate with program staff and community resources to form a support network for the Albertan.

Integrated Case Management was tested and evaluated in select delivery sites during the first half of 2018. In January 2019, the ministry introduced Integrated Case Management across the province as a part of the ministry's commitment to integrating and improving services to Albertans.

Individuals and families with access to Integrated Case Management now receive additional supports to meet their needs. An evaluation in 2018 of Integrated Case Management identified that individuals and families receiving the service found it helpful and felt that Community and Social Service's staff understood their strengths and needs.

### Quick Fact

**250**  
LANGUAGES



Albertans can access translation services in over 250 languages through Alberta Supports and the Alberta Supports Contact Centre.

## Alberta Supports (click, call and come in)

Albertans can access services at one of the 47 in-person sites.

As of 2019, most Albertans now have access to an Alberta Support Centre within 50 km of their home.

**674,500**

Albertans served by Alberta Supports Centres across all channels in 2018-19.



**183,148**

online visits to the My Alberta Supports Citizen Portal



**371,930**

calls responded by Alberta Supports Contact Centres



**119,422**

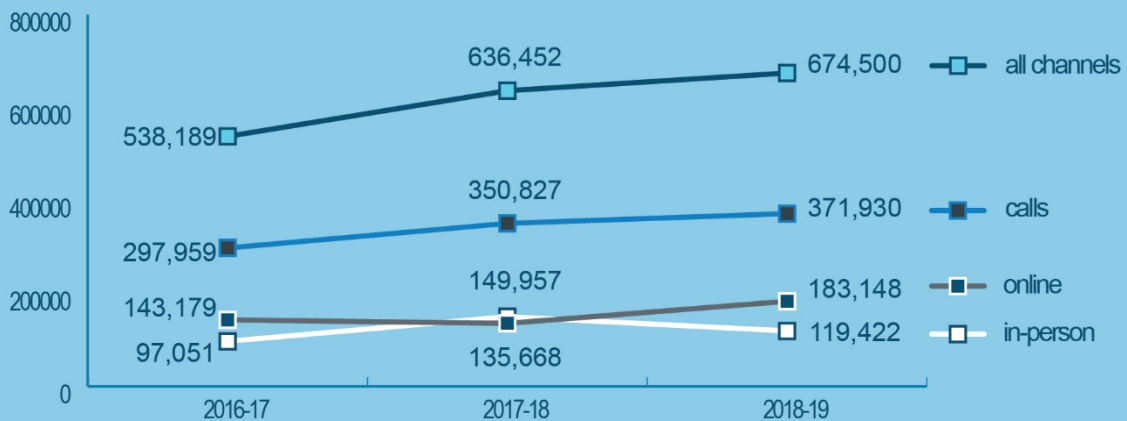
in-person visits to Alberta Supports Centres

**Alberta SUPPORTS**  
click.call.come in.

**47** Alberta Supports Centre locations across Alberta



Alberta Supports Centre Trends 2016-2019



### Performance Measure 3.a

#### Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their family (biennial survey)

The Family Support for Children with Disabilities (FSCD) program is intended to support families to meet the developmental and daily functioning needs of their child. The FSCD program provides a wide range of family-centered supports and services to strengthen a family's ability to promote their child's growth and development while enabling them to care for their child at home, and encourage their child's participation in activities at home and in the community. The program supports approximately 12,500 children and families each year.

FSCD assesses the satisfaction and outcomes of families receiving services and supports on a biennial basis in order to track performance and inform planning. Parent/guardian perception of a service impact on the family (in conjunction with supporting indicators of family support and satisfaction) is viewed as a valid indicator to measure the effectiveness of the FSCD program. In 2018-19, 87 per cent of families stated that the program had a positive impact on their family. This is a decline of three percent over the results of 2016-17 and four percentage points below the target. Overall agreement that the FSCD program has had a positive impact on the family is very similar across different diagnoses such as autism, sensory and physical disabilities. Further, in 2018-19, overall agreement that the FSCD program has had a positive impact on the family was higher for families receiving specialized services (93 per cent) than for families in other service categories.

Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their family					
Prior Years' Results				2018-19 Results	2018-19 Target
2010-11	2012-13	2014-15	2016-17		
90%	91%	90%	90%	87%	91%

### Performance Measure 3.b

#### Satisfaction of families/guardians of adults with developmental disabilities with Persons with Developmental Disabilities funded services (biennial survey)

The Persons with Developmental Disabilities (PDD) program provides funding to support adult Albertans with developmental disabilities in their home, work and social environments based on individual need. Services funded by the PDD program and delivered by contracted agencies are an important mechanism for achieving successful outcomes for clients. Families and guardians' opinions regarding these services, as measured by PDD's Family/Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvement.

The scheduled biennial survey for 2018-19 was delayed until 2019-20 due to the PDD Review. In 2016-17, 88 per cent of families and/or guardians (public and private) expressed overall satisfaction with PDD-funded services received by the person with a developmental disability. This result has met the target of 88 per cent and is one percentage point higher than the result in 2014-15. This indicates a continuing trend of high overall satisfaction with the PDD program. Government is committed to exploring further improvements to this program through the PDD Review.

## Results Analysis

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Satisfaction of families/guardians of adults with developmental disabilities with Persons with Developmental Disabilities funded services					
Prior Years' Results				2018-19 Results*	2018-19 Target
2010-11	2012-13	2014-15	2016-17		
85%	87%	87%	88%	<b>N/A</b>	<b>89%</b>

\*The 2018-19 results were not available at the time of this publication.

## Performance Measure and Indicator Methodology

### Performance Measure 1.a

Percentage of *Housing First* clients who have maintained housing following their initial placement into permanent housing:

- maintain housing for 6 months
- maintain housing for 12 months

#### Methodology

Data for this performance measure is collected by using the assessments that clients complete at three month intervals following formal intake into the *Housing First* program, which occurs at housing placement. The assessment reports are generated through the Efforts to Outcomes (ETO) website. The performance measure on housing stability is generated using an item completed by the case worker administering the assessment. The item reads, "Has the client achieved three months of permanent housing?"

The caseworker responds "yes" if the client has maintained stable housing over a period of three months. If the client has returned to homelessness during that time, the caseworker responds "no". Often caseworkers will have difficulty contacting the client at the time an assessment is scheduled to take place, in which case there will be no response to that item.

An individual is counted as being stably housed if the caseworker responded "yes" to the item for either two consecutive assessments (for the six month measure) or four consecutive assessments (for the 12 month measure). The performance measure is calculated as a proportion of those who were housed during the prior fiscal year (e.g., the measure for 2016-17 would include those initially housed during the 2015-16 fiscal year), not counting those who had either exited prior to or not yet achieved six or 12 months tenure in the program.

$$\text{Performance Measure Six Months} = \frac{\text{(number of individuals reporting stable housing for two consecutive assessments)}}{\text{(number of individuals with a valid intake assessment in the fiscal year prior to the one under consideration – number of individuals not yet reaching or exiting prior to 180 days tenure in the program)}} \times 100$$

$$\text{Performance Measure 12 Months} = \frac{\text{(number of individuals reporting stable housing for four consecutive assessments)}}{\text{(number of individuals with a valid intake assessment in the fiscal year prior to the one under consideration – number of individuals not yet reaching or exiting prior to 365 days tenure in the program)}} \times 100$$

Note: Clients may be included in one or both of the measures depending on how long they remained in the program. Because of this, all clients included in the 12-month measure are also in the six month measure.

#### Source

Efforts to Outcomes website

**Performance Measure 1.b**

**Percentage of women receiving services from the women’s shelter program who report that they are more able to keep themselves (and the children in their care) safer from abuse.**

**Methodology**

Women's shelters distribute paper client feedback surveys as clients are being discharged from the shelter. These shelters send the completed forms to the Housing and Homeless Supports branch. Data from these paper surveys is inputted into an electronic database using an online form (Opinio).

Data is downloaded from the Opinio database and the information is put into a format amenable for coding using a scripting process in SPSS software. The data itself is not substantially altered by this scripting process. The data are then pasted into an excel file designed to aggregate the data.

The pertinent item in the measure asks clients to indicate agreement with the following statement: “As a result of my shelter stay, or being supported in the community, I am more able to keep myself (and the children in my care) safer from abuse.” Clients respond via a four-point scale ranging from Strongly Agree to Strongly Disagree. During analysis, the number of clients who respond to each category is recorded, along with the number who select Not Applicable or who did not respond. Those who select either agree or strongly agree are counted as indicating that they are more able to keep themselves (or children in their care) safe from abuse.

$$\text{Performance Measure} = \frac{(\text{number of individuals selecting strongly agree} + \text{number of individuals selecting agree})}{\text{total individuals completing the survey} - (\text{number of individuals selecting not applicable} + \text{number of individuals not responding})} \times 100$$

**Source**

Opinio database

## Performance Measure 2.a

### Assured Income for the Severely Handicapped (AISH) quality-of-life index

#### Methodology

Data collection is undertaken through the telephone and online surveys of randomly-selected recipients of AISH benefits. To be considered a recipient of AISH, the individual has to have received benefits anytime between December 1, 2017 and November 30, 2018. In order to advise recipients of the possibility of being surveyed, letters are sent out to a minimum of 1,000 randomly-selected recipients of AISH benefits. The letters are sent on ministry letterhead, advising clients the ministry has commissioned a survey and that they might be contacted to complete it. These letters are sent out approximately one week before the online and telephone survey begins. Historically, this size of mailing has yielded an adequate sample size to ensure that accuracy of the overall survey is within  $\pm$  five percentage points, 19 times out of 20.

The surveys were conducted between February 10th and February 28th, 2019.

Surveying is completed when a minimum of 400 responses from random clients have been received or the sample has been exhausted (a minimum of five attempted contacts per client). The survey uses four questions that focus on the benefits and services received under the AISH program. Using a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree), the respondents were asked to gauge the impacts of AISH financial benefits in terms of:

1. The AISH Program helps meet my basic needs,
2. The AISH Program helps me manage my health issues,
3. The AISH Program helps me to live more independently.
4. The AISH Program helps me to get involved in my local community.

The overall AISH program performance measure is a composite index intended to monitor the extent to which the financial benefits received by AISH recipients are appropriate. The overall AISH program performance measure is calculated as the average percentage of total agreement (strongly agree and agree responses) across all four survey questions being weighted equally.

$$\text{Performance Measure} = \frac{(\text{percent of agreement of question 1} + \text{percent of agreement of question 2} + \text{percent of agreement of question 3} + \text{percent of agreement of question 4})}{4}$$

#### Source

AISH Client Survey

## Performance Measure 2.b

### Percentage of participants employed after leaving Income Support

#### Methodology

The result for this measure is determined through the Work Outcomes Reporting Project Survey. An independent consultant (Malatest and Associates Ltd.) is retained to contact former Income Support program participants three months after they have left the program.

Stratified, random sampling of these clients is used except in situations where a census approach is more effective (i.e., if the program leaver population size is small). All participants selected to be surveyed initially receive a letter by mail inviting them to answer the questionnaire either online or phone by contacting the survey company via a toll-free line. Three days after the letter has been sent, the survey company starts to contact all participants who have not already participated in the survey in the last three days. The survey company makes up to eight call attempts to contact a participant. The same question wording is used in both the telephone and online questionnaires. Both phone and online responses are captured in the performance measure calculation.

The performance measure result is calculated using the following two questions:

1. What is your current main activity?
  - a. Employed and Self-employed responses are used in the numerator; and
2. Have you been employed at any time since you stopped receiving social assistance?
  - a. Yes is used in the numerator.

Non-responders are assigned a survey weight of zero and responders are assigned a survey weight that is the reciprocal of the probability of observations (i.e., the probability of selection into the sample multiplied by the probability of response). Non-responders are then filtered out of the final dataset to determine the percentage of participants who were employed after leaving the program.

The number of participants employed after leaving Income Support is calculated using the appropriate WORP respondent file. This file is filtered to participants who left the program between September 1, 2017 and August 31, 2018. The overall percentage of former Income Support clients who are employed at any time, post-intervention, is obtained by dividing the sum of the number of participants employed (i.e., employed, self-employed, and yes) by the sum of the responses for all program participants who left the program between September 1, 2017 to August 31, 2018. SAS is the analytical software used for data analysis.

$$\text{Performance Measure} = \frac{\sum (\text{employed} + \text{self employed} + \text{yes})}{\sum (\text{all respondents})} \times 100$$

To adjust for non-response bias during the survey, non-response re-weighting is conducted. Non-response re-weighting is done by building a response probability model, assigning responders a non-response weight multiplier equal to the reciprocal of the probability of response, and assigning non-responders a multiplier of zero.

#### Source

Work Outcomes Reporting Project Survey



### Performance Measure 3.a

#### Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their family (biennial survey)

##### Methodology

The Family Support for Children with Disabilities (FSCD) family survey is used to collect data used in this performance measure. The survey applies to all families with an active agreement on October 9, 2018. Although the survey was provided to all families, the final valid population size (i.e., total population minus not-in-service telephone numbers, business numbers, individuals who stated they did not receive services from FSCD) was 12,556 people.

The survey was completed by 2,343 people who had accessed services through the FSCD program. The survey response rate was 18.7 per cent (2,343 completed surveys divided by a population of 12,556). The overall margin of error for the survey results was equal to  $\pm 1.8$  per cent, 19 times out of 20.

Respondents had the opportunity to participate by telephone, online, fax or mail in the completed survey. Full survey administration began in November 2018 and was completed in January 2019. Any respondent who requested to be contacted at a more convenient time was accommodated.

An introductory letter to respondents was developed to inform parents of the intention of the study, the voluntary nature of their involvement, and the confidentiality of the information they provided to the Consultant. The letter explicitly stated that their participation in the survey would in no way affect their status with the program. The letter included a link to the online survey that families could use to complete the survey. Alternatively, families could phone in and request a paper version of the survey to fill out.

Respondents were given approximately two weeks to complete the survey online, or by calling a toll-free number or by requesting a paper copy. Following the two-week period, respondents who had not yet completed the online survey or requested a paper survey were contacted by telephone and invited to participate. Of the 2,343 responses, eight completed the paper survey, 551 completed it via the phone and 1,784 completed it online.

The exact wording of the question used in the survey was: How much do you agree that the services provided to you by the FSCD program have had a positive impact on your family?

Respondents selected from a four-point scale: strongly, agree, disagree and strongly disagree. The combined responses of strongly agree and agree are used to calculate the performance measure as indicated by the following equation.

$$\text{Performance Measure} = \frac{(\text{number of strongly agree responses} + \text{number of agree responses})}{\text{total number of valid responses}} \times 100$$

##### Source

2018 FSCD Family Survey

**Performance Measure 3.b**

**Satisfaction of families/guardians of adults with developmental disabilities with Persons with Developmental Disabilities funded services (biennial survey)**

**Methodology**

The data for this performance measure is obtained through a full population (census) survey of the family members and/or legal guardians of the individuals receiving services through the PDD program. The results were obtained by analyzing the weighted results of all cases that provided a valid response to the following three indicators:

1. Services meet the person’s needs;
2. Overall, I am satisfied that the services provided enhance the person’s quality of life; and
3. Overall, I am satisfied that the person’s services help him/her to be a part of the community as much as he/she wants to be.

Each of the questions used the same scoring key with the following options: strongly agree, agree, somewhat agree, somewhat disagree, disagree, strongly disagree, don’t know, and does not apply. Cases with no response or responses of don’t know or does not apply were treated as invalid and discarded from the final computation.

For each of the three indicators, the weighted percentage of agreement is calculated by adding the weighted totals of those that agree (strongly agree, agree, somewhat agree) to the weighted total valid responses (strongly agree, agree, somewhat agree, somewhat disagree, disagree, strongly disagree). The performance measure result of overall satisfaction is the average of the weighted percent of agreement across the three indicators reported above. The results were weighted so that the sample's region proportions match the population's region proportions.

$$\text{Performance Measure} = \frac{(\text{percent of agreement of indicator 1} + \text{percent of agreement of indicator 2} + \text{percent of agreement of indicator 3})}{3}$$

**Source**

2018 PDD Family and Guardian Survey

**Performance Indicator 1.a****Incidence of low-income as a percentage of the population**

- **Low-Income Measure After Tax**

**Methodology**

Using Statistics Canada's Low-Income Measure After Tax (LIM-AT), this performance indicator shows the percentage of Albertans living on a low income. LIM-AT is a relative measures of low-income, which uses total income after taxes is a fixed percentage (50 per cent) of adjusted after-tax income of households observed at the person level, where adjusted indicates a household's needs are taken into account.

Data for this performance indicator is taken from the Annual Income Estimates for Census Families and Individuals (T1 FF) table in the Statistics Canada database, covering the period of January 1 through December 31. The T1 Family File (T1FF) is an annual income database produced using administrative records. It relies centrally on data from the Canada Revenue Agency's T1 income tax and benefit returns and from the Canada Child Tax Benefits program data. The data includes almost all individuals who filed an individual T1 tax return (some late filers are not included), and to this data the Canada Child Tax Benefits recipients are added. From these records, in addition to tax filers, non-filing spouses, partners and children are determined. When complete, the data is approximately 95 per cent of the population and is left unweighted and unadjusted.

$$\text{Performance Indicator} = \frac{\text{number of persons in low-income family types (by LIM-AT)}}{\text{number of persons in all family types}} \times 100$$

**Source**

Statistics Canada. Table 11-10-0015-01 Before-tax and after-tax low-income status (census family LIM) by family type and family composition

**Performance Indicator 1.b****Incidence of family violence in Alberta (annual police-reported data from Statistics Canada):**

- **Number of incidents**
- **Prevalence per 100,000 population**

**Methodology**

Statistics Canada is longer collecting data on this performance indicator. Therefore data is unavailable after 2016. Please refer to the 2017-18 Annual Report for the methodology.

**Source**

N/A

### Performance Indicator 1.c

#### Number of women and children admitted to provincially-funded women's shelters.

- **Number of women**
- **Number of children**

#### Methodology

This indicator provides the number of women and children admitted to provincially funded women's emergency shelters in Alberta. It does not include those receiving outreach services, those admitted to second-stage shelters and it does not include those admitted to on-reserve Fee for Service shelters.

Shelter utilization information is entered by shelter staff into the Alberta Council of Women's Shelters database. The data is retrieved monthly by service providers using an automated reporting process, and individual data elements are emailed to the Data Management and Reporting unit in Community and Social Services. The individual data elements are emailed to the Data Management and Reporting unit in Community and Social Services. This data is then collated and organized into an analysis table using automated processes. Monthly values for women and children admitted are summed across each shelter, for each month to create province-wide values summarizing the entire fiscal year.

#### Source

The Alberta Council of Women's Shelters database

### Performance Indicator 1.d

#### Average Annual Income Support Caseload

- **Expected to Work (ETW)**
- **Barriers to Full Employment (BFE)**
- **Total Caseload**

#### Methodology

This performance indicator describes the average annual Income Support caseload in Alberta, including two client groups: those Expected to Work (ETW) and those who have Barriers to Full Employment (BFE). The caseload is defined as the number of households categorized as ETW or BFE during the calendar year. The composition of the caseload is made up of single individuals, single-parent families, couples with children and couples without children.

Income Support caseload data is extracted from the Strategic Information Environment (SIE). Data in the SIE is dynamic and subject to change as source information is updated. Income Support caseload data extraction occurs the month following the reported month to ensure a more accurate and reliable number. Claimants eligible for receiving support over a period of months are counted in the totals for each month they receive Income Support. The monthly figures represent caseloads eligible for receiving Income Support payments during a particular month. The level of financial assistance varies depending on each individual's situation.

The average annual Income Support caseload is calculated by averaging the monthly Income Support caseload numbers between January and December, for each calendar year.

#### Source

Local Income Support Application / Central Client Directory

**Performance Indicator 1.e****Median time on Income Support (in months):**

- **Expected to Work (ETW)**
- **Barriers to Full Employment (BFE)**

**Methodology**

The median time on Income Support illustrates the length of time that clients receive Income Support benefits. Using the median instead of the mean can show a more true representation of what the length of time on Income Support would be as this excludes outlying data. This can allow for targeted policies and program direction to be set.

The median duration for Income Support is calculated by pooling the durations for active ETW and BFE cases for all months of the calendar year, then selecting the median duration of that pool. The median value is selected by sorting all values, then selecting the middle value that divides the values into two halves.

**Source**

Central Client Directory

**Performance Indicator 1.f****Average Annual AISH Caseload****Methodology**

This performance indicator describes the average annual Assured Income for the Severely Handicapped (AISH) caseload in Alberta. AISH caseload is defined as the total number of recipients who are eligible for AISH benefits.

The result for this performance indicator is obtained through the AISH caseload data extracted from the Strategic Information Environment (SIE) system. The SIE architecture includes two types of databases that are used to manage information. One is for the SIE Repository, which is structured for data integration and historical archives and the other is the data marts, where the data is formatted for ease of reporting. An AISH profile is generated monthly by accessing the Clients, Programs and Services data marts, which contains AISH caseload information in the SIE. The result is calculated by averaging the monthly AISH caseload numbers between January and December for each calendar year.

**Source**

Central Client Directory and the Strategic Information Environment system

## Performance Indicator 1.g

### The average time between AISH application completion and eligibility decision (in weeks)

#### Methodology

The process for generating the monthly Application Tracking Statistics is as follows:

Using a Power Pivot table to extract the data from the Treatment of Income database.

Each quarter, the excel spreadsheet Application Tracking Statistics report is refreshed to ensure the current data is being used.

#### Calculation

Start point: Date of application completion. Time will begin when it is determined that there is enough information to determine eligibility for the program (general, financial and medical) and based on the receipt date.

End point: Date when an eligibility decision is made. When general, financial and medical eligibility is determined, it is the most recent eligibility date that would stop the time. It is possible that being determined ineligible for one stage would result in no decisions in the other stages. If an application is determined to be ineligible at the general stage, it would not proceed to financial or medical eligibility phase resulting. When the AISH adjudicator makes their decision on whether an applicant is eligible for AISH benefits, or when the AISH generalist makes an ineligibility decision based on financial information, the application will be time stamped.

The calculation will be based on weeks.

The average time will be calculated by summing the length of time between the date of application completion and the date when an eligibility decision is made for all applications found to be eligible/ineligible during a specified time period and then dividing by the total number of applications deemed eligible during that same time period.

The files to determine the time will be based on the eligibility decisions made during the specified time period.

#### Source

Treatment of Income database

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# Financial Information

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# Ministry Financial Highlights

## Statement of Revenues and Expenses (unaudited)

	2019		2018		Change from	
	Budget Restated	Actual	Actual Restated	Budget	2018 Actual	
	<i>(in thousands)</i>					
<b>Revenues</b>						
Services on First Nations Reserves	\$ 47,984	\$ 48,281	\$ 52,806	297	(4,525)	
Rehabilitation of Disabled Persons	13,348	13,107	27,548	(241)	(14,441)	
Labour Market Development	59,660	56,660	45,440	(3,000)	11,220	
Other Transfers	-	-	2	-	(2)	
Premiums, fees and licences	389	36	268	(353)	(232)	
Other revenue	18,051	19,192	15,621	1,141	3,571	
Services Provided to Other Ministries	21,857	15,280	21,907	(6,577)	(6,627)	
Ministry total	161,289	152,556	163,592	(8,733)	(11,036)	
Inter-ministry consolidation adjustments	-	(15,421)	(21,035)	(15,421)	5,614	
Adjusted ministry total	161,289	137,135	142,557	(24,154)	(5,422)	
<b>Expenses - directly incurred</b>						
<b>Programs</b>						
Ministry Support Services	15,989	13,187	14,643	(2,802)	(1,456)	
Employment and Income Support	911,962	927,250	870,134	15,288	57,116	
Assured Income for the Severely Handicapped	1,132,067	1,142,629	1,059,247	10,562	83,382	
Disability Services	1,256,346	1,259,486	1,179,816	3,140	79,670	
Homeless and Outreach Support Services	196,531	197,467	191,409	936	6,058	
Community Supports and Family Safety	122,748	120,612	132,492	(2,136)	(11,880)	
Services Provided to Other Ministries	21,857	15,280	21,907	(6,577)	(6,627)	
2013 Alberta Flooding	-	-	266	-	(266)	
Ministry total	3,657,500	3,675,911	3,469,914	18,411	205,997	
Inter-ministry consolidation adjustments	(34,429)	(37,793)	(40,143)	(3,364)	2,350	
Adjusted ministry total	3,623,071	3,638,118	3,429,771	15,047	208,347	
<b>Annual Deficit</b>	<b>\$ (3,461,782)</b>	<b>\$ (3,500,983)</b>	<b>\$ (3,287,214)</b>	<b>\$ (39,201)</b>	<b>\$ (213,769)</b>	



## Revenue and Expense Highlights

### Revenues

Ministry revenue was \$152.6 million, approximately \$11.0 million lower than 2017-18 and \$8.7 million lower than Budget 2018.

#### ***Compared to 2017-18 Actual***

Lower revenues are primarily due to a change in the accounting of revenues associated with Shared Service provided to other Ministries and a decrease in Workforce Development Agreement (WDA) federal funding due to realignment of funding among participating ministries to address strategic priorities.

#### ***Compared to Budget 2018***

Lower revenues are primarily due to a change in the accounting of revenues associated with Shared Service provided to other Ministries.

### Expenses

The total Ministry's operating expense was \$3.7 billion in 2018-19, \$206 million or 5.9 per cent higher than in 2017-18, and \$18 million or 0.5 per cent above budget.

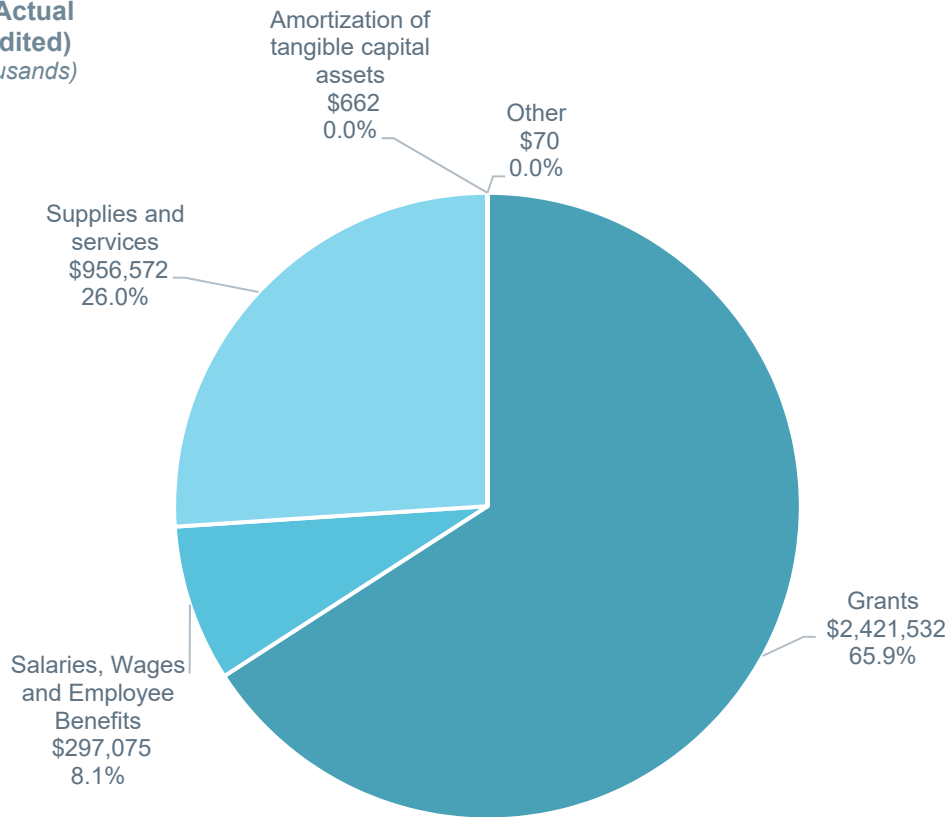
The increase from 2017-18 and from budget was primarily a result of higher caseloads and the impact of the Assured Income for the Severely Handicapped (AISH) and Income Support rate increases and policy changes.

- Assured Income for the Severely Handicapped expense was \$1.1 billion, \$83.4 million higher than 2017-18 and \$10.6 million higher than budget. Caseloads increased by 4.5 per cent, with an average monthly caseload of approximately 61,400 clients. As of January 2019, the standard AISH benefit increased by 6.1 per cent. Other changes to AISH benefits included changing asset tests, income exemptions and the amount of benefits per child. Alberta's program for clients with severe and permanent disabilities is one of the most comprehensive in Canada.
- Disability Services expense was \$1.3 billion, \$79.7 million higher than 2017-18 and \$3.1 million higher than budget. This was largely due to increasing caseloads and complexity of cases, with over 12,500 Persons with Developmental Disabilities clients and a monthly average of approximately 13,600 clients in Family Support for Children with Disabilities.
- Employment and Income Support program expense of \$927.3 million was \$57.1 million higher than 2017-18 and \$15.3 million more than budget. This was primarily due to the increased benefit rates and caseload growth. Caseloads increased by 4.0 per cent, with an average monthly caseload of about 57,700 clients.

## Expenses – Directly Incurred Detailed by Object (unaudited)

The following information presents expenses of the ministry that were directly incurred by object. The objective of disclosure of expenses by object is to provide information that is useful in evaluating the economic impact of government acquiring or consuming various types of resources.

**2019 Actual  
(unaudited)**  
*(in thousands)*



- The ministry's largest operating expense was grants, which totaled \$2.4 billion (66 per cent) and was spent on programs mainly related to Assured Income for the Severely Handicapped and Employment & Income Support.
- Supplies and services of \$957 million (26 per cent) was mainly due to spending on Person with Developmental Disabilities.
- Expenditures for salaries, wages and employee benefits totaled \$297 million (8 per cent) and were primarily on programs such as Employment & Income Support and Disability Services.
- The remainder of ministry expenses were classified as amortization of capital assets (\$0.66 million) and other expenses (\$0.07 million).

# Other Financial Information

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## Trust Funds Under Administration

The Ministry administers trust funds that are regulated and other funds consisting of public money over which the Legislature has no power of appropriation. As the Ministry has no equity in the funds and administers them for the purpose of various trusts, they are not included in the Ministry's financial statements.

At March 31, 2019, the trust funds under administration were as follows:

	2019	2018
	<i>(in thousands)</i>	
Persons with Developmental Disabilities Clients Trust Funds	\$ 275	\$ 241
McCullough Centre Residents Trust Fund	7	7
	<u>\$ 282</u>	<u>\$ 248</u>

## Statement of Remissions, Compromises, Write-offs

The following Statement has been prepared pursuant to section 23 of the *Financial Administration Act*. The Statement includes all Remissions, Compromises and Write-offs of the Ministry of Community and Social Services made or approved during the Fiscal Year.

	(in thousands)
<b>Remissions</b> under section 21 of the <i>Financial Administration Act</i> :	\$ -
<b>Compromises</b> under section 22 of the <i>Financial Administration Act</i> :	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	5
Other	3
<b>Sub total</b>	<u>8</u>
<b>Bankruptcies:</b>	
Income Support, Assured Income for Severely Handicapped and Alberta Adult Health Benefit	42
<b>Write-Offs:</b>	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	4,549
<b>TOTAL</b>	<u><u>\$ 4,599</u></u>

## Lapse/Encumbrance

	Voted Estimate <sup>(1)</sup>	Supplementary Supply <sup>(2)</sup>	Adjustments <sup>(3)</sup>	Voted Estimate	Voted Actuals <sup>(4)</sup>	(Over Expended)
	(in thousands)					
<b>Program - Operating Expense</b>						
1 Ministry Support Services						
1.1 Minister's Office	\$ 792	\$ -	\$ -	\$ 792	\$ 786	\$ 6
1.2 Deputy Minister's Office	864	-	-	864	807	57
1.3 Human Resources	-	-	-	-	-	-
1.4 Strategic Services	5,773	-	-	5,773	3,717	2,056
1.5 Corporate Services	4,114	-	-	4,114	3,580	534
1.6 Appeals Panels	4,213	-	-	4,213	4,572	(359)
1.7 Communications	-	-	-	-	-	-
	15,756	-	-	15,756	13,462	2,294
2 Employment and Income Support						
2.1 Program Planning and Delivery	146,209	-	-	146,209	144,015	2,194
2.2 Income Support to People Expected to Work or Working	386,954	18,000	-	404,954	418,267	(13,313)
2.3 Income Support to People with Barriers to Full Employment	305,464	-	-	305,464	301,736	3,728
2.4 Career and Employment Services	72,322	-	(3,000)	69,322	62,939	6,383
	910,949	18,000	(3,000)	925,949	926,957	(1,008)
3 Assured Income for the Severely Handicapped						
3.1 Program Planning and Delivery	33,681	305	-	33,986	33,158	828
3.2 Financial Assistance Grants	1,098,342	5,150	-	1,103,492	1,109,370	(5,878)
	1,132,023	5,455	-	1,137,478	1,142,528	(5,050)
4 Disability Services						
4.1 Program Planning and Delivery	1,864	-	-	1,864	1,496	368
4.2 Persons with Developmental Disabilities - Supports to Albertans	949,260	7,180	-	956,440	958,876	(2,436)
4.3 Persons with Developmental Disabilities - Direct Operations	47,638	-	-	47,638	47,117	521
4.4 Family Support for Children with Disabilities	209,764	750	-	210,514	207,109	3,405
4.5 Provincial Disability Supports Initiatives	19,962	-	(275)	19,687	19,234	453
4.6 Fetal Alcohol Spectrum Disorder Initiatives	26,157	-	-	26,157	24,409	1,748
4.7 Disability Advocate's Office	1,000	-	-	1,000	515	485
	1,255,645	7,930	(275)	1,263,300	1,258,756	4,544
5 Homeless and Outreach Support Services						
5.1 Program Planning and Delivery	4,453	-	-	4,453	4,286	167
5.2 Homeless Shelters	46,809	-	-	46,809	48,727	(1,918)
5.3 Women's Shelters	51,319	-	-	51,319	50,817	502
5.4 Homeless Support Outreach Services	92,850	-	-	92,850	92,500	350
	195,431	-	-	195,431	196,330	(899)

## Lapse/Encumbrance (continued):

	Voted Estimate <sup>(1)</sup>	Supplementary Supply <sup>(2)</sup>	Adjustments <sup>(3)</sup> (in thousands)	Voted Estimate	Voted Actuals <sup>(4)</sup>	(Over Expended)
<b>Program - Operating Expense</b>						
6 Community Supports and Family Safety						
6.1 Program Planning and Delivery	3,805	-	-	3,805	2,891	914
6.2 Family and Community Support Services	100,698	-	-	100,698	100,396	302
6.3 Family and Community Safety	18,245	-	-	18,245	17,272	973
	<u>122,748</u>	<u>-</u>	<u>-</u>	<u>122,748</u>	<u>120,559</u>	<u>2,189</u>
7 Services Provided to Other Ministries						
7.1 Services Provided to Other Ministries	21,857	-	(3,547)	18,310	15,240	3,070
	<u>21,857</u>	<u>-</u>	<u>(3,547)</u>	<u>18,310</u>	<u>15,240</u>	<u>3,070</u>
<b>Program - Capital Grants</b>						
4.2 Persons with Developmental Disabilities - Supports to Albertans	-	-	195	195	194	1
5.2 Homeless Shelters	-	-	-	-	155	(155)
5.3 Women's Shelters	1,100	-	-	1,100	938	162
	<u>1,100</u>	<u>-</u>	<u>195</u>	<u>1,295</u>	<u>1,287</u>	<u>8</u>
Total	<u>\$3,655,509</u>	<u>\$ 31,385</u>	<u>\$ (6,627)</u>	<u>\$3,680,267</u>	<u>\$3,675,119</u>	<u>\$ 5,148</u>
<b>Lapse/(Encumbrance)</b>						<u>\$ 5,148</u>
<b>Program - Capital Investment</b>						
2.1 Program Planning and Delivery	\$ -	\$ -	\$ -	\$ -	\$ 35	\$ (35)
2.4 Career and Employment Services	-	-	-	-	33	(33)
4.2 Persons with Developmental Disabilities - Supports to Albertans	-	-	-	-	12	(12)
4.3 Persons with Developmental Disabilities - Direct Operations	547	-	-	547	264	283
4.4 Family Support for Children with Disabilities	-	-	-	-	52	(52)
4.7 Disability Advocate's Office	-	-	80	80	80	-
5.4 Homeless Support Outreach Services	-	-	-	-	15	(15)
Total	<u>\$ 547</u>	<u>\$ -</u>	<u>\$ 80</u>	<u>\$ 627</u>	<u>\$ 491</u>	<u>\$ 136</u>
<b>Lapse/(Encumbrance)</b>						<u>\$ 136</u>

<sup>(1)</sup> As per "Expense Vote by Program", "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" page 64 of the 2018-19 Government Estimates. Effective April 1, 2018 FOIP delivery services, IMT, EIE services and HR were transferred from each department to the Ministry of Service Alberta and Ministry of Public Service Commission (Order in Council No. 297/2018). The Voted Estimate have been restated as if the Ministries had always been assigned with its current responsibilities.

<sup>(2)</sup> Per the Special Warrant (No. 001/2019) for Supplementary Supply approved on March 29, 2019 (Order in Council No. 084/2019). This disclosure is made pursuant to section 30 of the *Financial Administration Act*.

<sup>(3)</sup> Adjustments include encumbrances, capital carry over amounts, transfers between votes and credit or recovery increases approved by Treasury Board and credit or recovery shortfalls. An encumbrance is incurred when, on a vote-by-vote basis, the total of actual disbursements in the prior year exceed the total adjusted estimate. All calculated encumbrances from the prior year are reflected as an adjustment to reduce the corresponding voted estimate in the current year.

<sup>(4)</sup> Actuals exclude non-voted amounts such as amortization and valuation adjustments.

# Annual Report Extracts and Other Statutory Reports

## *Public Interest Disclosure (Whistleblower Protection) Act*

Section 32 of the *Public Interest Disclosure (Whistleblower Protection) Act* reads:

- 32 (1) Every chief officer must prepare a report annually on all disclosures that have been made to the designated officer of the department, public entity or office of the Legislature for which the chief officer is responsible.
- (2) The report under subsection (1) must include the following information:
- (a) the number of disclosures received by the designated officer, the number of disclosures acted on and the number of disclosures not acted on by the designated officer;
  - (b) the number of investigations commenced by the designated officer as a result of disclosures;
  - (c) in the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations made or corrective measures taken in relation to the wrongdoing or the reasons why no corrective measure was taken.
- (3) The report under subsection (1) must be included in the annual report of the department, public entity or office of the Legislature if the annual report is made publicly available.

Here is a summary of the activity in my office pertaining to your department from the period April 1, 2018 to March 31, 2019:

1 – Disclosures

- 1 disclosure acted on
- 0 disclosures not acted on

1 - Investigation

0 - Investigations resulting in a finding of wrongdoing



Alberta 