

GOVERNMENT OF ALBERTA

Annual Report

Community and Social Services

2019-2020

Alberta 

Community and Social Services, Government of Alberta | Community and Social Services
2019–2020 Annual Report

©2020 Government of Alberta | Published: August 2020
ISBN: 978-1-4601-4676-7
ISSN: 2371-9184

Note to Readers: Copies of the annual report are available on the Alberta Open Government Portal
website www.alberta.ca

Table of Contents

Preface	2
Minister's Accountability Statement	3
Message from the Minister	4
Management's Responsibility for Reporting	5
Results Analysis	7
Ministry Overview	8
Discussion and Analysis of Results	11
Performance Measure and Indicator Methodology	49
Financial Information	55
Ministry Financial Highlights	56
Other Financial Information	60
Annual Report Extracts and Other Statutory Reports	65
<i>Public Interest Disclosure (Whistleblower Protection) Act</i>	65

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.**

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 55-64.

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2020, was prepared under my direction in accordance with the *Fiscal Planning and Transparency Act* and the government's accounting policies. All of the government's policy decisions as at July 9, 2020, with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[Original signed by]

Rajan Sawhney
Minister of Community and Social Services

Message from the Minister



As Minister for Community and Social Services, I am pleased to present my ministry's 2019-2020 Annual Report. While our province may be in the midst of a fiscal and public health crisis, we continue to be dedicated to providing vulnerable Albertans with the important programs and services they need to meet their basic needs, participate in their communities, and find opportunities to succeed.

The positive outcomes highlighted in this report are the result of the dedication and hard work of Community and Social Services staff and our continued partnership with civil society – a partnership I am proud to say we expanded even further this past year. With the help of the new Premier's Council on Charities and Civil Society, we can harness the knowledge and experience of civil society to help us address some of our province's most pressing social issues. This partnership is key in our efforts to protect core services for future generations while living within our means.

In October 2019, we also passed the *Disclosure to Protect Against Domestic Violence (Clare's Law) Act*, which allows people at risk of domestic violence to find out if their intimate partner has a violent or abusive past. This legislation will work to prevent domestic violence by helping people make informed choices about potentially harmful relationships. The legislation should come into effect in 2021.

As we move forward, there is no doubt our province is facing a serious economic challenge brought on by the downturn in the price of oil and the ongoing COVID-19 pandemic. I know we are well prepared to address challenges going forward and continue to deliver the positive outcomes Albertans expect. We will continue our efforts to improve service delivery by further reducing red tape, eliminating unnecessary costs and reallocating funds to programs and services that can make the biggest difference for vulnerable Albertans. I look forward to continuing to work with our partners, ministry staff and other stakeholders to provide the supports vulnerable Albertans need.

[Original signed by]

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
- Premier's Council on Charities and Civil Society

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 2019.

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;

Introduction

- 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
July 9, 2020

Results Analysis

Table of Contents

Ministry Overview.....	8
Key Highlights in the Past Year	10
Discussion and Analysis of Results.....	11
Red Tape Reduction.....	11
Supporting Albertans Affected by COVID-19	12
Outcome One: Stability – Albertans are safe and have timely and consistent access to supports to meet their basic needs.....	14
Outcome Two: Participation – Albertans participate in their communities through employment and other opportunities to reach their individual potential...	28
Outcome Three: Inclusion – Alberta's communities provide a sense of belonging and foster resiliency.....	39
Performance Measure and Indicator Methodology.....	49

Ministry Overview

The key accomplishments identified in this annual report are aligned with and support the strategic direction of the Government of Alberta, as well as the outcomes and key objectives outlined in the Community and Social Services 2019-23 Business Plan.

The Ministry of Community and Social Services exists to support the social inclusion of Albertans. The ministry funds a range of programs and services for Albertans in the areas of disability supports; prevention of family and sexual violence; community well-being and resilience; employment services; housing stability and homeless supports; and financial stability. Community and Social Services is committed to fiscal responsibility and taking action to ensure these supports are sustainable for future generations.

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

- **Outcome One:** Stability – Albertans are safe and have timely and consistent access to supports to meet their basic needs.
- **Outcome Two:** Participation – Albertans participate in their communities through employment and other opportunities to reach their individual potential.
- **Outcome Three:** Inclusion – Alberta's communities provide a sense of belonging and foster resiliency.

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

Delivery Services oversees the Ministry's front-facing client-serving channels by delivering programs and services directly to Albertans. In 47 Alberta Supports and five 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.

Preventive Community Services

Preventive Community Services partners with civil society and municipalities to provide programs and services that focus on well-being and improved resilience, preventing bullying, sexual violence and family violence, promoting healthy relationships, family and community safety, homelessness and preventive social services. Services funded by the division include: Family and Community Support Services, sexual assault centres, women's emergency and second-stage shelters, adult homeless shelters, and moving individuals from homeless to housing with appropriate supports to help them remain housed using a Housing First approach. Preventive Community Services collaborates with civil society, community agencies, municipalities, other ministries and the federal government to empower Albertans to live with dignity and achieve their highest level of independence. The division supports the new Premier's Council on Charities and Civil Society

whose mandate includes engaging with civil society leaders and providing strategic advice to government on its relationship with civil society organizations addressing pressing social issues.

Program Policy and Improvement

Program Policy and Improvement is responsible for defining program policies 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 also promotes employment opportunities for Albertans, is responsible for income and other disability related initiatives and legislation and engages stakeholders to identify opportunities and inform solutions. Program Policy and Improvement also designs and implements processes, systems and training to support consistent, efficient and effective program delivery.

Strategic Services

Strategic Services guides 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 ensures that ministry data is used efficiently and effectively to monitor performance, identify emerging trends and inform program policy and direction.

Corporate Services

Corporate Services provides financial planning, management and reporting, internal audits, accommodations, fraud investigations, emergency planning and management, procurement, records management, and corporate planning and reporting. Under a shared services model, Corporate Services supports both Community and Social Services and Children's Services.

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 service delivery has been consolidated within the Public Service Commission. Each department is supported by a dedicated portfolio director and business partners who lead and provide strategic advice, talent development engagement and internal communications. This dedicated team connects people leaders to common human resource services such as recruitment, classification, policy development and analytics through service centres within the broader human resource system.

Legal Services

Legal Services is a team of Justice and Solicitor General lawyers and staff that provides a full range of non-litigation services and related strategic advice to all areas of the ministry. These services includes work on contracts, grants, procurement and legislation. Under a shared services model, Legal Services supports Community and Social Services, Children's Services and Seniors and Housing. For litigation matters, Justice and Solicitor General provides supports via its Litigation team and some resourcing by external counsel.

Key Highlights in the Past Year

Throughout the fiscal year, Community and Social Services undertook a number of key projects and innovations. These achievements continue to make life better for individuals, families and communities in Alberta.

<i>Disclosure to Protect Against Domestic Violence (Clare’s Law) Act</i>	Introduced to allow people at risk of domestic violence to find out if their partner has a violent or abusive past <i>(page 21)</i>
Low-Income Transit Passes	709,501 Albertans accessed low-income transit passes through the low-income transit support program <i>(page 32)</i>
Auto-enrollment	Initiated Auto-enrollment for Assured Income for the Severely Handicapped recipients to the Alberta Seniors Benefit program when they turn 65 years of age <i>(page 16)</i>
COVID-19 Pandemic	\$60 million provided funding to civil society organizations to deliver services and supports to vulnerable Albertans impacted by the pandemic <i>(page 12)</i>
Residential Access Modification Program	Increased annual funding by \$800,000 <i>(page 32)</i>
Housing First	4,965 Albertans were provided with housing and supports through Housing First between April 1 and December 31, 2019 <i>(page 21)</i>
Premier’s Council on Charities and Civil Society	Established to assist civil society organizations to address critical social issues in Alberta <i>(page 41)</i>

Discussion and Analysis of Results

Red Tape Reduction

The Ministry of Community and Social Services is committed to the ongoing review of programs and services to ensure that the best possible outcomes are being achieved for Albertans. As part of this ongoing review, the ministry is committed to reducing red tape to make life easier for hard-working Albertans and businesses. This includes reducing regulatory burden and unnecessary processes to encourage economic growth and job creation; and make Alberta one of the freest and fastest moving economies in the world.

In 2019-20, legislation for Assured Income for the Severely Handicapped (AISH) commencement was updated to align with AISH policy, ensuring the date an Albertan is eligible to receive AISH benefits is coordinated with the date all the application documents were received. This simplifies AISH commencement for Albertans, provides transparency and lessens the use of the Appeal Panels to adjust commencement dates.

Community and Social Services introduced automatic enrollment for Albertans turning 65 receiving AISH benefits into the Alberta Seniors Benefits Program. This streamlined process ensures a seamless transition between programs for Albertans while reducing workload on front-end staff.

Albertans with disabilities and mental health challenges receiving AISH benefits are no longer required to fill out financial eligibility forms when seeking Legal Aid. This move by Justice and Solicitor General, supported by Community and Social Services, reduces barriers for AISH recipients to access legal services.

The Assignment of Benefits pilot project was implemented in Alberta's Northeast Region. This pilot simplifies the process to eliminate the duplication of benefits between Income Support and Employment Insurance. A provincial roll-out of the project is planned for 2020-21.

Community and Social Services revised Residential Access Modification Program paperwork in 2019-20. Forms, letters, and templates were updated to reduce unnecessary time and resources spent by Albertans and ministry staff.

During the fiscal year, the ministry began to transition from single year agreements to multi-year agreements for women's shelters, reducing administrative workload and stabilizing funding.

The Provincial Emergency Social Services program adopted the use of online emergency payments. This enables evacuees to apply online and receive one-time emergency funding via Interac e-transfer to assist with costs associated with being away from your primary home due to an evacuation order during a disaster.

In 2019-20, the Government of Alberta also repealed inactive legislation such as the *Persons with Developmental Disabilities Foundation Act*, the *Persons with Developmental Disabilities Foundation Winding Up Regulation* and the *Social Care Facilities Review Committee Act*.

Supporting Albertans Affected by COVID-19

The Government of Alberta acted quickly to flatten the curve and stop the spread of COVID-19. Community and Social Services collaborated with not-for-profits, community partners, and other civil society organizations to support vulnerable, at-risk Albertans during the on-going crisis. Community and Social Services reallocated \$60 million to address the COVID-19 emergency grant funding needs to support vulnerable Albertans.

The ministry announced \$25 million for community-based organizations and homeless shelters to support the health and safety of people experiencing homelessness. Additional shelter capacity was activated throughout the province to meet physical distancing requirements, open isolation and care centres, and address other emerging needs of vulnerable at-risk populations during the pandemic. Convention centres, recreation facilities, hotels and civil society organizations created additional capacity to accommodate physical distancing guidelines, as well as isolation and quarantine requirements.

To address women and children fleeing violence the Government of Alberta announced that an additional \$5 million would be provided to women's emergency shelters to ensure that they were able to support safe isolation and adjust operational and programming requirements during the COVID-19 pandemic.

Those most impacted by the COVID-19 pandemic include seniors, individuals with chronic medical conditions, caregivers, families with children at home and individuals with limited access to supports. An additional \$30 million was announced for distribution through the Family and Community Support Services (FCSS) program to civil society organizations to provide support services to Albertans affected by COVID-19 and the measures implemented to limit the spread of the virus. Civil society organizations utilized this funding to address social well-being through home support for seniors, emotional and mental health counselling, information and referral services, increased volunteer involvement, crisis lines and helplines, and food security supports.

Provisions within the Family and Community Support Services Regulation were temporarily waived to allow participating municipalities and Metis Settlements to use FCSS funding to provide food supplies during the COVID-19 pandemic. This provided more flexibility for FCSS programs and their funded agencies to address local food security needs.

To protect the safety of staff and Albertans during the COVID-19 pandemic, the ministry suspended all in-person visits to Alberta Supports and Alberta Works offices throughout the province and started delivering services remotely. This involved a combination of services offered through the Alberta Supports Contact Centre and follow up phone calls to Albertans by staff working safely in offices or remotely from home. Using the new remote delivery practices, staff were able to issue emergency benefits and commence benefits for people deemed eligible for Income Support.

Community and Social Services also supported Albertans with disabilities and their families to help ensure their safety and well-being. A reference guide on COVID-19 was developed to help people with disabilities understand what they can do to stay safe and limit the spread of the virus. The ministry worked closely with service provider partners to help maintain a pool of qualified staff throughout the pandemic while ensuring staff who support Albertans with disabilities have access to masks to keep themselves and the Albertans they serve safe.

Interim Persons with Developmental Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) policies were developed to create greater flexibility and allow for easier access to supports and services during the pandemic. To support physical distancing, requirements for in-person PDD meetings were temporarily suspended and family managed agreements and amendments were accepted through email. The necessary closure of schools and child care centres

to reduce the spread of COVID-19 created disruption, stress and challenges for families with children with disabilities. To assist families accessing FSCD supports and services, the ministry increased flexibility by permitting the use of community aide dollars toward respite while children are not in school. The ministry worked closely with the FSCD Provincial Parent Advisory Committee, self-advocates, families, Inclusion Alberta, ALIGN Association of Community Services and the Alberta Council of Disability Services to monitor the impact of COVID-19 and to support Albertans with disabilities and their families.

Outcome One: Stability – Albertans are safe and have timely and consistent access to supports to meet their basic needs.

Protecting vulnerable Albertans is the priority of Community and Social Services. The ministry directly delivers financial benefits to eligible Albertans. By partnering with civil society organizations to enhance access to and support the delivery of quality programming and services, the ministry maximizes positive outcomes for Albertans and addresses domestic and sexual violence and homelessness.

Key Objectives

- 1.1 Maintain effective and efficient financial support systems for low-income Albertans.**
- 1.2 Partner with civil society organizations and municipalities to provide emergency shelter for vulnerable Albertans.**
- 1.3 Partner with civil society organizations, municipalities and other ministries to improve housing stability through programs such as Housing First and provide appropriate supports for Albertans affected by homelessness.**
- 1.4 Provide resources and supports to Albertans impacted by domestic and sexual violence.**
- 1.5 Work with the financial services industry, the federal government and the disability community to improve access to disability related financial supports, grants and bonds.**

Enhancing Information Systems

When government and service partners share information effectively, Albertans can access the right supports at the right time and achieve better outcomes. In 2019-20, \$2.7 million was invested to consolidate and enhance information systems to support delivery of Community and Social Services programs.

The ministry developed innovative tools to consistently assess client needs and plan for services across programs. These tools prevent Albertans from having to answer the same questions more than once and also save staff time as information does not need to be entered into multiple systems. In 2019-20, Alberta Supports staff implemented these new assessment and planning tools, increasing consistency in how they serve Albertans. The Persons with Developmental Disabilities program began piloting these tools in spring 2020 and is targeted to fully adopt and implement them in the fall of 2020.

Community and Social Services is continuing to develop additional integrated information system tools to further streamline access to services and enhance sharing of information between ministry partners and stakeholders. This will ensure governments, civil society organizations, service providers and individuals share information more efficiently to best coordinate efforts and provide the best response to meet an Albertan's needs.

Improving Assured Income for the Severely Handicapped Accessibility

A disability, whether physical, cognitive or due to a mental health diagnosis, can prevent an individual from earning a living. Community and Social Services provides financial and health benefits through the Assured Income for the Severely Handicapped (AISH) program to eligible adult Albertans with a permanent disability. In 2019, approximately 65,000 people received support through the AISH program, which may include a monthly living allowance, a child benefit, health benefits and personal benefits. Alberta's AISH rates remain the highest among provinces with similar programs.

In 2019-20, over 13,500 new applications were received for the AISH program. During the fiscal year, the ministry streamlined and simplified processes for accepting and processing AISH applications and informing applicants about the status of their eligibility. Research on the AISH application process, along with feedback from applicants and staff, identified opportunities to simplify the application process, improve efficiency and reduce administrative burden. Applicants are now contacted once their application is reviewed; receiving personalized support to ensure their application is complete and are able to follow up with an AISH adjudicator to discuss their eligibility decision. Legislation and policy for AISH acceptance were aligned to ensure that the date an Albertan is eligible to receive AISH benefits is coordinated with the date all the application documents were received.

Upholding Program Compliance and Accountability

Community and Social Services receives complaints from various sources, including the general public and government staff, regarding allegations of possible misuse or abuse of program benefits such as Income Support or Assured Income for the Severely Handicapped. The Corporate Services Investigations Unit is responsible for handling complaints, which include unreported spouses, false information provided, duplicate cheques, undeclared income or assets and identity fraud.

Complaints may result in an investigation and possibly criminal code charges when fraud is substantiated with sufficient evidence. Fraud provides proactive or preventive strategies to front-line delivery staff and assists in managing financial risk to the Government of Alberta. The unit investigators are designated Peace Officers, with the majority having worked for policing agencies. On average, the ministry receives about 2,600 complaints annually with 67 per cent related to Income Support, 28 per cent to AISH and the remaining five per cent to other programs administered by Community and Social Services.

Reducing Paperwork for Seniors with Disabilities

Previously, Assured Income for the Severely Handicapped (AISH) recipients needed to submit a separate application for the Alberta Seniors Benefit before their 65th birthday.

In 2019-20, Community and Social Services initiated auto-enrollment for AISH recipients to the Alberta Seniors Benefit program. Under this new process, AISH and the Alberta Seniors Benefit program share information on AISH recipients, such as name, address, date of birth and other relevant personal information rather than requiring the submission of a separate application form.

This modernization makes it easier for seniors with disabilities to navigate financial support systems. Auto-enrolment reduces red tape for seniors by eliminating an unnecessary application process, minimizing risk of service and funding disruption, while also ensuring AISH recipients will not miss out on provincial financial assistance they may be eligible for. By ensuring AISH recipients have uninterrupted service when they turn 65, civil society organizations who assist these Albertans are freed up to focus more energy and resources on other areas of support.

Automatic Enrollment from AISH to Alberta Senior's Benefits

- 37,923 or 55 per cent of the current 68,950 AISH recipients are age 50 or older.
- Around 150 older adults receiving AISH turn 65 each month and will benefit from the streamlined processes.

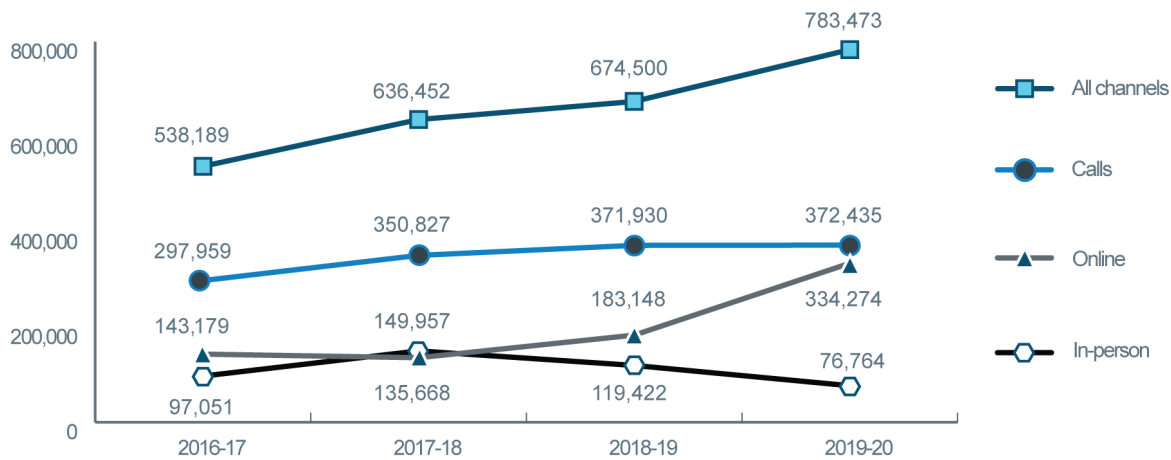
Enhancing Access to Supports and Services

Alberta Supports helps Albertans across the province access a wide range of government social programs and services on behalf of Community and Social Services, Seniors and Housing, Justice and Solicitor General, Advanced Education, Children’s Services, Labour and Immigration and Health. Albertans can access more than 30 programs and 120 community services for seniors, children and youth, parents and families, people with disabilities, employment, homelessness, financial needs, guardianship/trusteeship information, bullying and family violence resources and prevention. Alberta Supports also provides information and referrals in over 250 languages to help Albertans connect with other government, community and civil society organizations across the province.

Albertans can access Alberta Supports in three easy ways: online through the My Alberta Supports Citizen Portal at 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. Most Albertans have access to an Alberta Support Centre within 50 km of their home. Community and Social Services is developing a new online scheduling tool to streamline the process for booking client appointments. This will reduce the time Albertans wait to meet with staff and more efficiently deploy staff resources to meet demand in high volume sites. In 2019-20, the Argyll Alberta Supports Centre in Edmonton was relocated to Mill Woods Town Centre, a co-location with Children’s Services, to streamline access with increased transportation options for Albertans.

During the fiscal year, the ministry also began testing the use of video conferencing to enable Albertans to remotely meet with Alberta Supports and program staff when a face-to-face interaction is required. Virtual access pilots conducted in the rural communities of Wainwright, High Level and Crowsnest Pass, connected Albertans to ministry staff located in other communities. Virtual access minimizes the need for Albertans to travel, reduces barriers and improves access to supports and services. Results and recommendations from the pilots, including feasibility of expanding videoconferencing across the province, is targeted for fall 2020.

Alberta Supports Centre Utilization Trends



Improving Coordination with Employment Insurance

The *Income and Employment Supports Act* is in place to provide supports for Albertans to meet their basic needs, along with medical and other benefits essential to their health and well-being. Employment Insurance claimants who are unable to meet their basic needs during the waiting period may apply for Income Support benefits. Assignment of Benefits is an intergovernmental process that allows Community and Social Services to recover Income Support benefits provided to an individual while waiting for Employment Insurance benefits to start, thereby minimizing dual Employment Insurance and Income Support payments paid to an individual for the same period. During 2019-20, over 4,200 Albertans were accepted through the Assignment of Benefits process for a total reimbursement of \$1.8 million from the federal government to Community and Social Services.

The Assignment of Benefits process is complicated and requires precise coordination and communication with the federal government. In the past year, Community and Social Services implemented a new pilot project in the Northeast Region to simplify the Assignment of Benefits process, which will be implemented provincially. The reduction of workload complexity will lead to time savings for both Albertans and staff. This process change will also have a positive impact on the amount of recovered funds, as regular points of error will be eliminated.

Providing Rapid Emergency Funding for Wildfire Evacuees

In May 2019, the Provincial Emergency Social Services Emergency Coordination Centre was activated in response to the northwest Alberta wildfires. More than 11,000 residents were evacuated under a mandatory order. Community and Social Services issued one-time emergency payments to help cover costs residents incurred because of a mandatory evacuation order. Evacuees were able to apply online for emergency assistance using their MyAlberta digital ID (MADI), which ensured emergency funding could be received within 24 hours by e-transfer or pre-loaded debit cards. Approximately \$21.6 million went to evacuees to cover short-term financial needs during the northwest Alberta wildfires evacuation.

MyAlberta Digital ID (MADI):

- A free account that provides online verification without paper documents or face-to-face visits.
- Facilitates seamless access to a growing range of government sites and services, while protecting personal information and privacy.

In 2019-20, MyAlberta Enterprise Solutions received an Institute of Public Administration Canada Gold award for work providing better digital services to Albertans. Community and Social Services supported this work through the development and implementation of MADI, an innovative new way for citizens to verify their identity online, enabling a single, secure login to access a range of government services.

Addressing Alberta's Emergency Shelter Needs

Alberta's emergency shelters provide critical, short-term accommodation and support for people experiencing homelessness. In 2019-20, Community and Social Services provided approximately \$49.7 million to 25 civil society organizations to operate more than 3,800 spaces in homeless shelters in Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Lloydminster, Medicine Hat and Red Deer.

Number of Community and Social Services Funded Spaces

Community	Emergency Shelter Beds/Mats	Additional Winter Emergency Shelter Spaces	Short-term/Long-term Supportive Housing beds	Funding ¹
Calgary	1,508	210	583	\$31,014,000
Edmonton	591	201	310	\$10,096,000
Fort McMurray	137	—	—	\$3,478,000
Grande Prairie	89	—	32	\$1,673,000
Lethbridge	110	—	—	\$1,236,000 ²
Lloydminster	20	—	—	\$144,000 ³
Medicine Hat	30	—	—	\$531,400
Red Deer	55	11	—	\$1,513,400
Provincial Totals	2,540	422	925	\$49,685,800

¹ Does not include \$25 million allocated for COVID-19 homelessness support.

² Includes the Warming Centre.

³ Operational funding for this shelter is cost-shared with the Government of Saskatchewan.

Homeless shelters in Alberta are supporting more clients with increasing complexities. Individuals who have experienced chronic homelessness may have addiction and mental health concerns, chronic physical health issues or cognitive impairments and may require a variety of supports in a number of areas. Many emergency shelters, with the support of Community and Social Services, are transforming their service delivery approaches to include a housing focused, person-centred approach to enable shelter users to move more quickly into housing with supports.

Homelessness is not only an urban issue. In 2019-20, the ministry invested \$120,000 to address youth homelessness in Camrose, Lloydminster and Peace River. Funding was also provided to the City of Wetaskiwin for an intensive case manager position to help Albertans find housing and access programs, services and supports to improve their housing stability.

Over the last year, about 2,700 Albertans stayed in emergency shelters, short-term and long-term supportive beds each night. An individual’s need for emergency shelter could be due to many factors including low-income, job loss, substance use or addiction. Demand for emergency shelter in a community may be amplified by a lack of safe and affordable housing, population growth, economic climate, harsh weather or a health crisis such as COVID-19.

Community and Social Services Homeless Emergency Shelters, Utilization Rate

	2015-16		2016-17		2017-18		2018-19		2019-20	
	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4	Q1 & Q2	Q3 & Q4
Average # of clients daily	3,197	3,251	2,924	2,995	2,800	2,957	2,829	2,942 ¹	2,653	2,788
Average # capacity	3,928	3,936	3,836	3,883	3,876	3,900	3,865	3,923	3,879	3,842
Utilization Rate	81%	83%	76%	77%	72%	76%	73%	75%	68%	73%

Source: Occupancy Data provided directly by funded shelters.

Note: 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.

¹ This value has been updated.

In line with the commitment of the Government of Alberta to reduce red tape, Community and Social Services is in the process of reviewing and updating the performance metrics for funding for emergency shelters and short-term/long-term supportive housing.

Enhancing Shelter Facilities

Hope Mission’s Herb Jamieson Centre, the largest shelter for homeless men in Edmonton, began its rebuild in 2019-20 to replace its aging emergency shelter. The Herb Jamieson Centre had been operating out of an Alberta Infrastructure-owned building constructed in 1954 and an adjacent trailer. During the fiscal year, Community and Social Services provided Hope Mission with \$5.5 million to operate 525 spaces in the Herb Jamieson Centre and the main Hope Mission emergency homeless shelter.

In collaboration with Seniors and Housing, Community and Social Services is supporting the rebuild of Hope Mission’s Herb Jamieson Centre. The total estimated cost to build the new shelter is \$16 million. The governments of Alberta and Canada are providing \$8 million over three years for the Herb Jamieson Centre rebuild.

The new emergency shelter will be more accessible to those with mobility issues, have improved safety measures and offer better support for people affected by homelessness. Operating 24 hours a day, seven days a week, with space for 400 people, the new building will have the enhanced capacity to provide physical and mental health supports for people in need.

Addressing Homelessness

Many Albertans have spent months or years in emergency homeless shelters and often have difficulty maintaining permanent housing. The Housing First approach, a recognized international best practice for addressing homelessness, involves moving people experiencing chronic homelessness into stable accommodations, without any preconditions. Once in housing, people are provided with supports and/or access to services that address their specific needs. This may include mental and physical health services, addictions treatment, employment training, housing and possibly rent support.

In 2019-20, Community and Social Services provided funding of \$87.5 million to civil society organizations and municipalities to deliver homelessness programming, including Housing First, in the province's seven major centres: Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat and Red Deer.

Housing First

4,965 Albertans were provided with housing and supports through Housing First, between April 1, 2019 and December 31, 2019. Including 1,171 Albertans who were newly admitted to Housing First programs.

People successfully housed through Housing First programs¹:

- 80 per cent spend fewer days incarcerated;
- 47 per cent spend less time hospitalized; and
- 39 per cent have fewer emergency room visits.

¹ Self-reported data from 2018-19

The *Disclosure to Protect Against Domestic Violence (Clare's Law) Act*

In Canada, half of all young women and girls who are victims of domestic violence homicide are murdered by someone with a prior conviction. The province of Alberta has the third highest rate of police-reported intimate partner violence in Canada. In 2019-20, the Government of Alberta passed the *Disclosure to Protect Against Domestic Violence (Clare's Law) Act*. This act will help prevent domestic violence in Alberta by giving people at risk the information they may need to protect themselves from harm.

Modelled after "Clare's Law" in the United Kingdom, this legislation is named after a young woman killed by an ex-boyfriend with a history of violence against women. The *Disclosure to Protect Against Domestic Violence (Clare's Law) Act* will allow people at risk of domestic violence to find out if their partner has a violent or abusive past. The legislation also allows law enforcement to proactively inform an individual of their partner's domestic violence history.

In 2019-20, a cross-ministry working group, co-led by Community and Social Services and Justice and Solicitor General, and with the advice of the Office of the Information and Privacy Commissioner of Alberta, developed legislation, and is currently drafting regulations and an implementation strategy. For Phase One of Stakeholder Engagement, Community and Social Services engaged civil society organizations with direct service delivery and experience working locally to address domestic violence in diverse communities across the province. A protocol working group was established by Justice and Solicitor General which includes police, victim services, civil society organizations and government to develop the necessary processes, training and systems required for implementation when the legislation comes into effect.

The *Disclosure to Protect Against Domestic Violence (Clare's Law) Act* received Royal Assent in October 2019 and will come into force upon proclamation. Alberta is the second Canadian province to introduce this critical legislation to prevent intimate partner violence.

Disclosure to Protect Against Domestic Violence (Clare's Law) Act

The Right to Ask:

People at risk can find out if their partner has a history of domestic violence or other relevant acts, in defined circumstances.

The Right to Know:

Police can take a proactive approach to violence prevention by disclosing relevant information to people at risk, without an application.

The Right to Privacy:

People can trust that their personal information will be safeguarded and only relevant details will be disclosed.

Supporting Women's Shelters

Community and Social Services remains committed to partnering with women's shelters throughout Alberta to address safety risks posed to women and children escaping domestic violence. The ministry works closely with shelter partners across the province to make sure women and children fleeing violence have access to important services and supports both in shelters and in the community to help rebuild their lives.

Funded services include: women's emergency shelters where individuals are provided with temporary accommodations with accompanying services and supports; second stage shelters where women requiring additional assistance are accommodated for a longer period; outreach; Intensive Case Management; child trauma informed services; and innovative child care. Vulnerable women and children are provided with more intensive supports to meet their multiple and complex needs in shelters and in the community so that they can live free of violence.

Provincially funded women's shelters are located across the province in both urban and rural communities. In 2019-20, the ministry invested \$51.7 million in women's shelter programming and outreach services to women and families both in shelters and in the community. The funding also includes approximately \$700,000 to support innovative child care programs operating in shelters across the province.

Women and Family Shelters

Supports and Services	Number of Shelters	Funding
Women's emergency shelters	30	\$40,363,000
Second-stage shelters	13	\$8,684,000
Elder abuse shelters	2	\$806,000
Fee-for-service reserve shelters	5	\$480,000
Outreach program – grants	–	\$332,000
Alberta Council of Women's Shelters – support initiatives	–	\$995,000
Provincial Totals	50	\$51,660,000

Note: Funding is provided for individuals ordinarily living off reserve who access on reserve shelters.

Women's shelters experience increased pressures as they manage complex situations and support shelter users with complex needs. In 2019-20, the ministry supported Intensive Case Management teams across the province, consisting of intensive case managers and child trauma workers who supported the needs of complex clients; this included women and children impacted by severe trauma, mental health and substance abuse issues. Community and Social Services allocates these positions based on the unique needs of each shelter and community. The ministry continues to work with women's shelter providers to determine how Intensive Case Management can support women and children to address housing challenges and support families transitioning from emergency and second-stage shelters with system navigation and complex case management.

Funding for Intensive Case Management teams increases the capacity of shelters to provide outreach supports to women and families both in shelter and in the community. In 2019-20, shelters and outreach programs supported a number of individuals experiencing family violence.

Albertans Supported by Shelters and Outreach Programs

Supports and Services	Adults Served	Children Served
Women's emergency shelters	5,481	4,091
Women's second-stage shelters	340	522
Elder abuse shelters	80	–
Women's fee-for-service shelters	181	129
Women's outreach supports and Intensive Case Management	5,791	2,133

Note: Includes Albertans admitted in 2018-19 who continued to receive services in 2019-20.

Stabilizing Funding Agreements

In 2019-20, Community and Social Services streamlined reporting by introducing multi-year funding agreements for municipalities and civil society organizations. Effective January 1, 2020, 197 Family and Community Support Services funding agreements for participating municipalities totaling \$99.5 million were moved from an annual to a three-year agreement.

This red tape reduction simplifies program administration and reduces paperwork, allowing organizations to focus on delivering programs and services, rather than grant administration and reporting. In 2019-20, it is estimated that Community and Social Services utilized approximately \$100,000 in staffing costs to initiate these changes.

As part of red tape reduction, Community and Social Services is currently working with women’s shelters and the Alberta Council of Women’s Shelters to review grant agreements and reporting requirements in an attempt to reduce the administrative workload.

Helping to Save for the Future

The Registered Disability Savings Plan (RDSP) is a long-term savings plan to help eligible Canadians with disabilities and their families financially prepare for the future. Canadians with an RDSP may qualify for associated federal grants and bonds to enhance their long-term savings, which can be especially helpful for persons with severe disabilities who live on a low or modest income.

Canadians with disabilities have long experienced barriers to accessing RDSPs, such as qualifying for the Disability Tax Credit, navigating the financial services industry and setting up their RDSP account properly. As a result, many Albertans have not been able to maximize the benefits of this federal disability program. In 2016, the usage of RDSPs for eligible Albertans was less than 31 per cent.

Community and Social Services is committed to helping Albertans open RDSPs and access the thousands of dollars in federal government grants and bonds available for people with eligible disabilities. In collaboration with other Government of Alberta departments, Community and Social Services is in the process of developing recommendations on membership of an RDSP Action Group to address this issue.

Registered Disability Savings Plan (RDSP)

What is the eligibility for a RDSP?

- Eligible for the Disability Tax Credit;
- Under the age of 60; and
- Canadian residency with a Social Insurance Number.

What is the Canada Disability Savings Bond?

- Up to \$1000/year bond the Government of Canada contributes to an RDSP of low and modest-income Canadians.

What is the Canada Disability Savings Grant?

- A matching grant of up to 300 per cent on contributions to an RDSP depending on the beneficiary's family income.

More information on RDSPs can be found at <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html>

**Performance Measure 1.a:
Assured Income for the Severely Handicapped (AISH) quality-of-life-index
(Biennial Survey)**

Prior Years' Results				2019-20 Target	2019-20 Actual
2015-16	2016-17	2017-18	2018-19		
76%	76%	77%	77%	77%	N/A ¹

¹ 2019-20 results are not available due to shifting of the survey from annual to biennial occurrence.

The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to eligible adult Albertans with a permanent medical condition that prevents them from earning a living. AISH recipients may have a variety of disabilities, including physical, mental health and/or developmental disabilities.

Since 2007, an annual survey administered to randomly selected AISH recipients has been used to measure satisfaction with personal benefits. Based on this survey, this performance measure assesses the extent to which benefits received by AISH recipients are meeting basic needs, helping to manage health issues, allowing more independent living and resulting in more involvement in their community. The result is derived by averaging the percentage of positive responses for each of the four areas.

Effective 2019-20, the survey shifted from being conducted every year to every other year. Shifting to a biennial schedule aligns with other ministry surveys, such as the Persons with Developmental Disabilities and Family Support for Children with Disabilities family/guardian satisfaction surveys. This reduces department costs while continuing to assess individuals every two years.

As there are no results for the 2019-20 year to report on, due to the change in the survey schedule, results from last year are provided. The 2018-19 results for this measure was 77 per cent, indicating that 77 per cent of the survey participants agreed that financial assistance from AISH improved their quality of life. The value was unchanged from the previous year and three percentage points less than the 2018-19 target of 80 per cent.

Performance Indicator 1.b:
Average annual financial support system caseloads

	2015	2016	2017	2018	2019
Total Income Support Caseload	36,542	48,233	55,169	56,900	60,720
• Expected to Work	19,001	29,111	34,375	34,262	38,186
• Barriers to Full Employment	17,541	19,122	20,794	22,638	22,534
AISH Caseload	51,959	54,330	57,946	60,679	65,363

Income Support provides financial benefits to individuals and families in Alberta who do not have the resources to meet their basic needs, including food, clothing and shelter. The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to eligible adult Albertans with a permanent medical condition that prevents them from earning a living, as well as to their families. AISH recipients may have a variety of disabilities, including physical, mental health and/or developmental disabilities.

This performance indicator shows Alberta's average annual financial support caseloads with a breakdown of the two main programs: Income Support and Assured Income for the Severely Handicapped (AISH). Income Support consists of two client categories: 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 multiple barriers such as lack of education or social skills, chronic health problems and history of unsuccessful interventions. All types of caseload are composed of single individuals, single-parent families, couples with children and couples without children.

In 2019-20, the Income Support program supported 60,720 cases. Of the total numbers of Income Support caseloads, 38,186 and 22,534 cases represent ETW and BFE categories respectively. The total Income Support caseload has increased by 6.7 per cent over the past year, from 56,900 in 2018 to 60,720 in 2019. During the period from 2015 to 2019, the total average annual Income Support caseload has increased by 24,178 cases at an average year-over-year variability of 14.1 per cent. The Income Support caseload saw an above average growth rate of 32 per cent from 2015 to 2016 due to the Alberta recession that began in 2014.

In terms of a breakdown of the total Income Support caseload, the ETW caseload has increased by 11.5 per cent over the past year, from 34,262 in 2018 to 38,186 in 2019. During the period from 2015 to 2019, the average annual ETW caseload has increased by 19,185 cases at an average year-over-year variability of 20.8 per cent with an above average increase of 53.2 per cent from observed 2015 to 2016. In contrast to ETW caseload, the average annual BFE caseload has decreased by 0.5 per cent over the past year, from 22,638 in 2018 to 22,534 in 2019. However, from 2015 to 2019, the average annual BFE caseload has increased by 4,993 cases at an average year-over-year variability of 6.8 per cent.

The Income Support caseload can be impacted by population growth (Alberta's population grew by an average of 1.3 per cent per year from 2015 to 2019) and economic forces. Caseloads may change in accordance with unemployment rates although unemployment rate fluctuations do not immediately translate into caseload changes in the ETW program. Typically, there is a four to six-month lag based on numerous reasons such as employability factors and seasonal impacts.

In 2019-20, the AISH program supported 65,363 cases. The average annual AISH caseload has increased by 7.7 per cent over the past year, from 60,679 in 2018 to 65,363 in 2019. From 2015 to 2019, the average annual AISH caseload has increased by 13,404 cases at an average year-over-year variability of 5.9 per cent. Caseload growth is often related to economic downturns. Due to the recession the province experienced in 2015-16, individuals who had been able to find work in the past relied on government funding for financial support. The 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 likely to increase, resulting in a greater demand for AISH benefits.

Performance Indicator 1.c:

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

	2015-16	2016-17	2017-18	2018-19	2019-20
Number of Women	4,647	4,961	5,518	5,503 ¹	5,251
Number of Children	4,263	3,881	3,948	4,029 ¹	3,778

¹ Values for 2018-19 have been updated.

This performance indicator shows the number of women and children admitted to provincially-funded women's emergency shelters. This indicator does not include: women and children receiving outreach services, admitted to second-stage shelters or on-reserve fee-for-service shelters; women admitted to seniors' abuse shelters or emergency homeless shelters for women; or youth living in emergency youth shelters.

In 2019, women's emergency shelters admitted 5,251 women and 3,778 children. There has been a 4.5 per cent decrease from 2018-19 in the number of women admitted to shelters and a 6.2 per cent decrease in the number of children admitted to shelters. Overall, during the period from 2015-16 to 2019-20, the number of women admitted to shelters per year has increased by 604 individuals at an average year-over-year variability of 5.7 per cent. During the same period, the number of children admitted per year has decreased by 485 individuals at an average year-over-year variability of 4.7 per cent. The overall decrease in the number of children using the shelter over the years may be explained, in part, by variations in adult client demographics, as a higher number of older women who are less likely to be accompanied by children have been admitted to shelters in recent years.

Outcome Two: Participation – Albertans participate in their communities through employment and other opportunities to reach their individual potential.

Community and Social Services is committed to helping vulnerable Albertans improve their lives and futures. The ministry supports initiatives that connect Albertans to employment and community participation opportunities.

Key Objectives

- 2.1 Provide employment services that help Albertans get back to work.**
- 2.2 Facilitate post-secondary education and employment opportunities for persons with disabilities through partnerships with civil society organizations, municipalities and other government departments.**
- 2.3 Provide supports for persons with disabilities to participate in community life and for families to promote the development of their children with disabilities.**
- 2.4 Work with First Nations, other Indigenous communities, and the disability community to promote awareness and increase access to culturally sensitive supports and services for Indigenous persons with disabilities living both on- and off-reserve and on Metis Settlements.**

Supporting Job Seekers

The alis.alberta.ca (alis) website provides employment resources to help Albertans make informed career choices, enhance their employability, plan for education or training, and connect to and be successful in the labour market. This self-help tool is available 24/7 and can be accessed by mobile devices. Content is continuously refreshed to ensure the information is up-to-date and reliable.

Alis helps connect Albertans to the jobs they want, develop the tools they need to apply for a job and be successful in an interview. This includes access to:

- Alberta-specific job postings;
- links to popular job banks and career fairs happening across the province;
- tools to help Albertans write a resumé or cover letter;
- examples of typical interview questions with appropriate responses;
- program and school information to learn more about what education and training opportunities are available in Alberta; and
- over 550 occupational profiles featuring information on wages and salaries, educational requirements and typical duties.

Alis also offers support for those dealing with job loss and information on how to move forward. Albertans can learn about transferable skills such as communication, teamwork and problem-solving. Job seekers will also learn how these skills can be beneficial in transitioning to a new occupation or industry.

In 2019-20, the alis website had 3.1 million visits and 226,861 print publications were distributed. The majority of the print publications went to Alberta high schools, post-secondary institutions, Alberta Supports Centres as well as third-party agencies, which include career counsellors and agencies serving newcomers or adults with low literacy skills.

Job postings on alis had approximately 1.4 million page views in 2019-20, up 12.7 per cent from the previous year. More than ever, job seekers are using technology to find work and further their careers. Alis helps meet these needs by providing a modern, user-friendly design and access to Alberta-specific job postings and information on over 550 career options in Alberta.

Delivering Employment Services

Albertans can access career and training information through the alis website, the Alberta Supports Contact Centre, or one of the 47 Alberta Supports and five Alberta Works Centres throughout the province. Community and Social Services staff provide financial support, employment services, career resources, job fairs, workshops, referrals and information regarding region-specific labour market information to all Albertans who present with employment needs.

Career and Employment Information Services include large and small-scale career and employment service centres, partnership driven career information services and career centres that target vulnerable and under-represented populations in the labour market. Targeted employment services are provided for:

- youth to connect with job opportunities and provide strategies to gain work experience;
- persons with disabilities to provide accessible equipment and tools and strategies to disclose disabilities with employers;
- immigrants to access services in multiple languages;

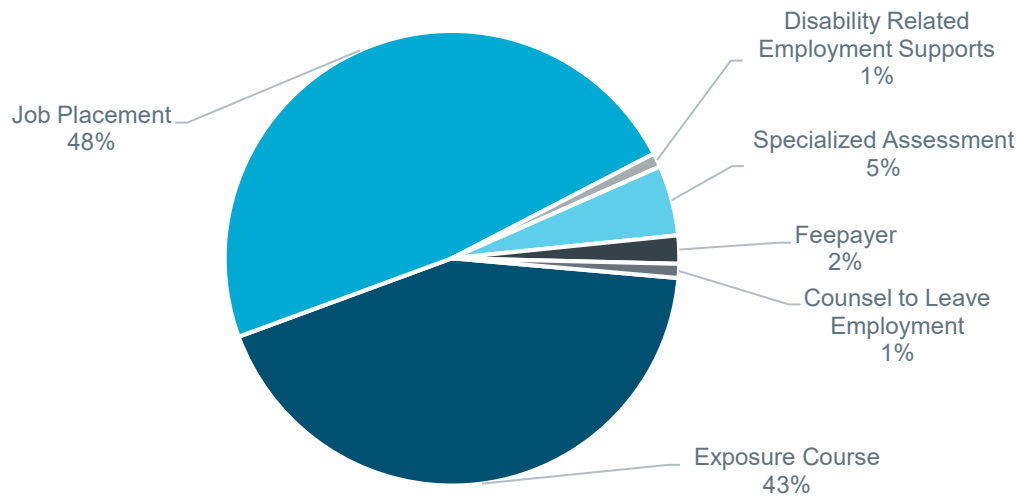
- internationally-educated professionals to secure employment and gain accreditation;
- Indigenous and francophone individuals to connect to employment; and
- Albertans accessing the Income Support program.

Staff at Alberta Supports Centres and the Alberta Supports Contact Centre provide information and referrals on career and training resources in local communities, including referrals to Career and Employment Consultants, contracted agencies and the alis website. Through Career and Employment Information Services, Albertans have access to a service needs determination process to help identify needs for information, career, training and employment services, and financial and non-financial supports. A service needs determination is the first step to ascertain if an Albertan requires an employment assessment to help improve their employability and self-sufficiency in the labour market. Career and Employment Consultants at Alberta Supports Centres then provide proactive case management to employable Albertans who are accessing the Income Support program to support their job search and to help them find and maintain employment.

Primary Career and Employment Information Services offered at Alberta Supports Centres

Services	Purpose
Exposure Courses	provide job-ready individuals with funding for short-term courses in order to gain the certification and/or job-specific skills they need, such as first aid or basic computer skills.
Job Placement	helps individuals who have the knowledge, skills and attitudes needed for employment, but need support to develop or refine job search skills, make connections to employers and maintain employment.
Disability Related Employment Supports	provides funds for assistive technologies and aids, such as specialized computer software and assistive services, such as tutors and job coaches, and worksite modifications, such as wheelchair ramps.
Specialized Assessments	are in-depth analysis of a client's educational, vocational, medical, intellectual and psychological capabilities to determine accommodations or supports required to enable them to find and maintain employment.
Feepayer	allows individuals to request consideration for continued regular Employment Insurance benefits while in training. Feepayers are responsible to pay for the costs of their training, including tuition, books and supplies.
Counsel to Leave Employment	supports individuals who would not otherwise be eligible for Government of Alberta funded training because they are working. This is accessed by individuals who want to leave their employment for further education and training to advance or sustain long-term employment and financial independence. Individuals receive extensive counselling prior to approval and must meet eligibility and policy criteria.

Component Activities of Career and Employment Information Services in 2019-20



Contracted Career and Employment Information Services are in place to support Career and Employment Consultants who connect clients to job placements and job search supports. These services are designed to complement, rather than duplicate the efforts of the Alberta Support Centres. Through contracts and grants, service providers deliver a variety of career and employment workshops to unemployed and underemployed Albertans. Workshops are a group service designed to address a variety of career and employment needs, including career and education planning, resumé writing, interview skills, job search skills, computer and internet skills, personal development and career decision-making.

Community and Social Services recognizes the challenge for Albertans living in rural areas to access services. When partnering with service providers, rural geographic locations are strategically considered to ensure the greatest possible access to services for those rural clients needing career development services. During the fiscal year, employment services for rural Albertans were expanded to include in-person delivery, delivery in partnership with local community based-organizations and access through phone, mail and web-based applications.

In 2019-20, Albertans accessed Employment Assistance Services 77,348 times; including workshops covering resume development, interview preparations, job searching, career counselling, etc. The Work Outcomes Reporting Project survey connects with clients three months after having participated in a program, service or workshop. The survey reported that 82.6 per cent of Albertans are satisfied or highly satisfied with the Career and Employment Information Services they received during the fiscal year.

Supporting Transportation Needs

The low-income transit support program in Alberta's two largest cities helps low-income families move through their communities to access jobs, education, health care, community resources and government services. In 2019-20, Community and Social Services invested \$7.2 million to support vulnerable Albertans by making transit more affordable. Through a partnership with the cities of Calgary and Edmonton, this program provides adult and youth monthly passes at a subsidized rate.

Access to subsidized transit passes is available to anyone who can demonstrate financial eligibility. Albertans accessing Income Support or Assured Income for the Severely Handicapped (AISH) can present their Health Benefits Card as proof of financial eligibility. AISH recipients in Edmonton may also choose to enroll in a direct debit option, which allocates funds directly from their AISH budget and provides an Edmonton transit pass in advance through the mail.

By reducing financial barriers for individuals and families in Edmonton and Calgary, the low-income transit support program provides greater access to public transportation and allows families to dedicate more of their financial resources to shelter, food and clothing needs.

Low-Income Transit Passes

Between April and December 2019:

- 492,829 passes were sold by the City of Calgary through the Fair Entry program, which uses a common application process for subsidized programs and services in the City of Calgary; and
- 216,672 passes were sold by the City of Edmonton through a common application for the Ride Transit Program and Leisure Access Pass Program.

Helping to Live Safely at Home

When a person lives with a disability, accessibility can be an issue even within one's own home. A person who is able to move freely and safely within their home, as well as enter and exit their home independently, has more opportunities to participate and be included in their community.

The Residential Access Modification Program (RAMP) provides grants to low-income Albertans with mobility challenges to modify their homes. Albertans of any age who use wheelchairs, seniors who use four-wheel walkers and individuals with a progressive neuro-degenerative disease may be eligible for RAMP grants based on their family income.

Examples of RAMP Modifications:

- Ramps
- Stair lifts
- Door-widening
- Bath lifts
- Bathtub door inserts
- High rise toilets
- Flooring changes
- Grab bars and hand rails

A RAMP grant can pay for important accessibility modifications of up to \$7,500 per year, per project. An Albertan can receive multiple grants totaling \$15,000 over a 10-year period. RAMP is available to Canadian citizens and permanent residents who own, rent or live with family. Indigenous persons with disabilities living off or on-reserve are able to access RAMP.

During the fiscal year, Community and Social Services implemented streamlining measures to reduce or eliminate administrative requirements. The ministry developed technology and enhanced internal systems to align work flow and enable reporting capabilities. Forms, letters and templates were revised to reduce unnecessary time and resources spent by Albertans and RAMP staff.

In 2019-20, Community and Social Services increased the annual funding for RAMP by \$800,000, which will result in 30 per cent more Albertans with mobility challenges who are able to receive support. Since April 2019, 537 Albertans achieved greater independence through support from RAMP grants.

Providing Education Opportunities for Albertans with Disabilities

Students with disabilities may face a number of challenges in fully participating in post-secondary education due to physical or cognitive disabilities. Education accommodations play an important role in creating an inclusive and accessible educational environment for many students with disabilities. Accommodations may include physically accessible classrooms, alternative course delivery, flexible exam formats or assistive technologies.

Students with developmental disabilities are able to participate in Inclusive Post-Secondary Education (IPSE), where they participate fully in regular post-secondary classes as non-credit (audit) students. Aided and supervised by a facilitator, the student sets goals, selects courses and accesses tutoring and peer supports. IPSE students receive a certificate of achievement upon completion of the program.

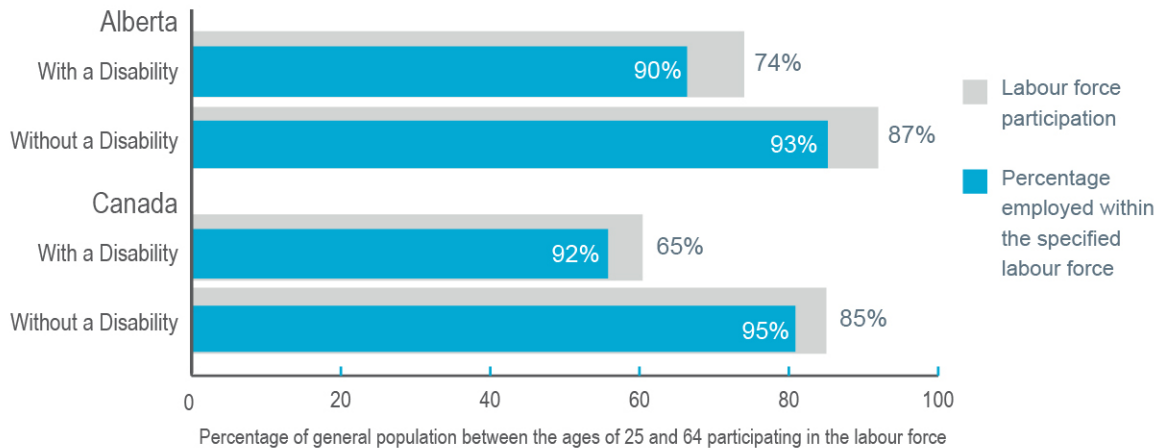
In 2019-20, Community and Social Services supported students with developmental disabilities by providing \$2.1 million in funding for IPSE administered by Inclusion Alberta at 14 post-secondary institutions. An additional \$1.8 million was provided to directly fund IPSE at six post-secondary institutions across the province.

Promoting Employment Supports for Albertans with Disabilities

Labour force participation, defined as individuals who are employed or seeking employment, is lower for adults with disabilities. According to Statistics Canada, in 2017 only 74 per cent of people with disabilities aged 25 to 64 years old participated in the Alberta labour force, compared with 87 per cent of their counterparts without disabilities. The percentages of adults aged 25 to 64 years old with and without disabilities who participated in the Canadian labour force in 2017 were 65 per cent and 85 per cent respectively.

In Alberta, adults with disabilities participating in the labour force are less likely to be employed compared with adults without disabilities. In 2017, according to Statistics Canada 90 per cent of adults with disabilities aged 25 to 64 years old participating in the Alberta labour force were employed, compared with 93 per cent of adults in the same age range without disabilities. The corresponding employment rates for adults aged 25 to 64 years old with and without disabilities in the same age range participating in the Canadian labour force are 92 per cent and 95 per cent, respectively.

Labour Force Participation and Employment Rates for Persons with a Disability and Without a Disability between the Ages of 25 and 64



Source: Statistics Canada Table: 13-10-0374-01: Persons with and without disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories.

Community and Social Services administers a number of initiatives that promote employment opportunities for persons with disabilities and help employers tap into the unique skills of this segment of the workforce. The Persons with Developmental Disabilities (PDD) program provides Employment Preparation and Placement Supports to assist individuals in developing skills and knowledge for finding and maintaining paid employment, connecting 2,859 PDD individuals in 2019-20 to the labour market. Disability Related Employment Supports provide individualized employment and training supports while also providing funds for assistive technologies such as specialized computer software, assistive services such as tutors and job coaches and worksite modifications such as wheelchair ramps.

The ministry also provides funding to the Rotary Employment Partnership to support business owners in identifying and building employment opportunities for individuals, encouraging employers to remove barriers faced by persons with developmental disabilities. Community and Social Services continues to work with civil society networks and coalitions to explore further partnership opportunities for government to work with community organizations and the private sector to stimulate and sustain employment opportunities for Albertans with disabilities.

The ministry of Community and Social Services proclaims every October as Disability Employment Awareness Month to promote awareness of people with disabilities in the workforce, celebrate their accomplishments and support employers in promoting inclusive hiring practices.

Improving Collaboration to Support Albertans with Disabilities

Supporting Alberta's Children, Youth, Parents/Guardians with Disabilities, a Cross-Ministry Protocol is a framework for collaboration between Community and Social Services and Children's Services supporting Albertans with disabilities. The protocol supports the shared commitment to build and sustain effective, collaborative relationships across Community and Social Services and Children's Services, as well as with other relevant Government of Alberta programs and departments.

The protocol brings together relevant programs and services to best support children, youth, parents and guardians with disabilities. Staff are guided to provide timely access to services regardless of which program has first contact with the child, youth or family, ensuring people with disabilities receive services in the least disruptive way possible. Staff are able to collaborate on files where individuals are receiving services from more than one ministry. This reduces the number of delays experienced by families and ensuring parents and guardians, including those with disabilities, are equipped and supported to meet their child's needs. By working together, Community and Social Services, Children's Services and other Government of Alberta programs can more effectively promote the safety, security and development of children and youth, while helping preserve the family unit.

The protocol was updated in June 2019 to address recommendations from the Office of the Child and Youth Advocate; expanding to include the Persons with Developmental Disabilities program when either parent has a developmental disability or a youth with a developmental disability is transitioning to adulthood; and incorporating a new conflict resolution process to minimize delays in dispute decision making.

Supporting Families to Promote the Development of Their Children with Disabilities

Families who have a child that lives with a disability may need added support for their child to become fully included in the community. Family Support for Children with Disabilities (FSCD) is available to families of children with a wide range of disabilities, including developmental disabilities, mental health conditions, physical disabilities, sensory impairments and other health conditions resulting in a disability.

After eligibility for FSCD is determined, a needs assessment is conducted to discuss the child's specific needs, the impact of the child's disability on the family, and provide information on helpful community programs or other professionals and supports. Families work with FSCD workers to develop an Individualized Family Support Plan based on the child and family's strengths, needs and priorities, goals for the child's development and participation at home and in the community as well as strategies, supports and services to meet these goals.

Supports and services from FSCD that eligible families may receive include:

- information about government programs and services, community supports and local resources;
- assistance accessing and coordinating supports and services;
- help with disability related clothing or footwear;
- counselling;
- help with some of the transportation costs to attend medical appointments such as parking, mileage, meals, accommodation and sibling care;
- respite services in or outside the home;
- help from aides who provide personal care, community, behavioural or developmental support;
- temporary living arrangements for the child away from home;

- help with some costs for medications, prescribed diets, ambulance or medical supplies;
- specialized services for children with severe disabilities; and
- help planning a child’s transition during key changes or life events.

In 2019-20, Community and Social Services invested \$219.6 million to provide 14,858 families with FSCD services. During the fiscal year, the most utilized supports and services families with children with disabilities accessed were Family Support Services, which provide support to attend medical appointments and Child Focused Services such as aid supports, respite, and disability related child care.

**Performance Measure 2.a:
Percentage of participants employed after leaving Income Support**

Prior Years' Results				2019-20 Target	2019-20 Actual
2015-16	2016-17	2017-18	2018-19		
59%	59%	64%	64%	65%	68%

Income Support provides financial benefits to individuals and families in Alberta who do not have the resources to meet their basic needs including food, clothing and shelter. Income Support consists of two client categories: 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 multiple barriers such as lack of education or social skills, chronic health problems, old age and history of unsuccessful interventions.

Income Support clients are encouraged and supported to work. A number of services are made available through Alberta Supports Centres to assist Income Support clients seeking employment and training opportunities including employment assessments, service plan development and management, career consulting, job placement, and events such as job fairs, workshops and employer connections.

This performance measure assesses the impact of Income Support services on employability through the percentage of participants employed after leaving Income Support. The data is collected through the Work Outcomes Reporting Project Survey by contacting randomly selected former Income Support clients three months after they have left Income Support.

In 2019-20, approximately 68 per cent of former Income Support clients gained employment after leaving the program. This result reflects an increase of three percentage points above the target set for 2019-20 and an increase of four percentage points relative to the previous year’s result. This result was achieved despite Alberta’s sluggish economic recovery following a recession in 2015-16. Further, from 2015-16 to 2019-20, the percentage of former Income Support clients who gained employment after leaving the program increased by nine per cent, reaching the estimated Statistics Canada employment rate of 68 per cent among the general population aged 25 and over at the end of 2019.

This increase may be partially due to the Career and Employment Services provided to Income Support clients. These services include access to career, workplace and labour market information to help clients make informed career decisions, develop employment plans and prepare for, find and maintain employment. Those who have stopped receiving Income Support without obtaining employment may have transitioned to a training program, had a change in marital status or received support from other sources such as Canada Pension Plan, Employment Insurance or other disability related income.

Performance Measure 2.b:

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)

Prior Years' Results				2019-20 Target	2019-20 Actual
2012-13	2014-15	2016-17	2018-19		
91%	90%	90%	87%	N/A ¹	N/A ¹

¹ Results and targets are not available due to the biennial nature of the survey.

The Family Support for Children with Disabilities (FSCD) program provides a wide range of family-centred 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.

FSCD assesses the satisfaction and outcomes of families receiving services and supports through a biennial family/guardian satisfaction survey to track performance and inform planning. This performance measure shows the percentage of families accessing the FSCD program who indicate the services provided had a positive impact on their family. It is derived by averaging the positive responses given to a survey question that assesses the impact of FSCD program services on families. Parent/guardian perception of 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.

As this measure is derived from a biennial survey, there are no results available for the 2019-20 year. The results of the next biennial cycle will be available in the ministry's 2020-21 Annual Report. The 2018-19 results for this measure was 87 per cent of families indicating the services provided had a positive impact on their family. This was a decline of three percentage points over the results of 2016-17 and four percentage points below the 2018-19 target.

**Performance Indicator 2.c:
Median time on Income Support (in months)**

	2015	2016	2017	2018	2019
Expected to Work	5	6	7	8	9
Barriers to Full Employment	37	34	31	32	36

Income Support provides financial benefits to individuals and families in Alberta who do not have the resources to meet their basic needs, including food, clothing and shelter. Income Support consists of two client categories: 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 multiple barriers such as lack of education or social skills, chronic health problems, old age and history of unsuccessful interventions.

This performance indicator describes the median duration of active Income Support clients. The median time 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. Since BFE clients experience more barriers to achieving full employment than ETW clients, the median time is expected to be longer for the BFE clients.

In 2019, the median times on Income Support for ETW and BFE clients have been nine and 36 months respectively. These values represent a one month and four months increase relative to 2018 results respectively for ETW and BFE client categories. From 2015 to 2019, the median time for the ETW category has increased by one month per year resulting in an increase of four months at the end of the period. In contrast, the median time of BFE clients has declined from 2015 to 2017 by six months and increased by five months from 2017 to 2019, resulting in an overall decrease of one month at the end of the period.

Changes in the Income Support median time can have multiple causes making the indicator difficult to interpret. Some causes may include: an increase in median duration due to cases being open longer; duration is shortened if cases can be closed relatively quickly; decreases in duration as a result of more complex cases being closed; or by having an influx of multiple cases with short durations.

Outcome Three: Inclusion – Alberta's communities provide a sense of belonging and foster resiliency.

Better outcomes are achieved when Albertans are part of their communities. The ministry collaborates with civil society organizations, municipalities, Indigenous communities and other governments to create more inclusive communities.

Key Objectives

- 3.1 Provide funding to municipalities and Metis Settlements through the Family and Community Support Services program to design and deliver preventative social programs.**
- 3.2 Raise awareness on matters relating to persons with disabilities through the Premier's Council on the Status of Persons with Disabilities.**
- 3.3 Work with communities and other ministries to provide advocacy and raise awareness of domestic and sexual violence and human trafficking.**
- 3.4 Collaborate with civil society organizations to identify and implement actions to make program and service delivery more efficient and effective in supporting the stability, participation and inclusion of Albertans.**

Enhancing Community Well-Being

The Family and Community Support Services (FCSS) program is a partnership between Community and Social Services, participating municipalities and Metis Settlements to design and deliver local preventive social services to improve the well-being of individuals, families and communities. These services enhance strengths, skills and abilities, build individual or environmental safeguards and address protective and risk factors that may exist within individuals and across the various settings in which they live. Local FCSS programs are prevention focused and reduce the need for costlier interventions. Some of these programs include: early learning/preschool, parent/child and youth development, family cohesion and positive parenting programs, home support services, life skill programs and short term counseling.

FCSS programs follow a unique 80/20 funding model where Community and Social Services provides up to 80 per cent of the funding and the municipality or Metis Settlement contributes a minimum 20 per cent. In 2019, the ministry invested \$100 million, which was then matched with \$25 million by the participating communities. Outcomes of FCSS programming are measured by improved self-esteem, confidence, quality of social relationships, access to services, quality of social networks and community awareness.

Programs offered through FCSS serve all ages and demographics and reach rural and remote communities. In 2019-20, 315 municipalities and Metis Settlements provided FCSS services to Albertans through 206 local FCSS programs, serving approximately 1.2 million Albertans annually. Currently, 98 per cent of the province's population has access to FCSS services where they live.

Volunteers in management and delivery are critical to the FCSS programming, and contribute to a sense of integrity, self-worth and interdependence. Based on the most recent annual Provincial Progress and Outcomes report, 59,647 volunteers contributed nearly 1.8 million volunteer hours in support of local FCSS programs. Using the minimum wage of \$15 per hour, this volunteer contribution would equal \$26.8 million in labour costs.

Taming Worry Dragons

- The Barons-Eureka-Warner FCSS, operated through the Town of Coaldale, helped 107 anxious youth in grades four – six learn how to cope with their worries.
- The Taming Worry Dragons program positively reframes anxiety problems, which helps students build their confidence to face fearful situations.

“One thing I learned from this program is it helped me to feel better about who I am.”

Establishing the Premier's Council on Charities and Civil Society

In 2019-20, the Government of Alberta established the Premier's Council on Charities and Civil Society to provide independent advice to government on how to assist the efforts of civil society organizations to address critical social issues across Alberta. Civil Society includes non-profit, charitable and voluntary groups, as well as social enterprises. The Council includes 15 members with a wide array of experiences and expertise, including fundraising and philanthropy, community development, social entrepreneurship and social service delivery leadership. The Council is accountable to the Premier through Community and Social Services.

The Council's mandate includes advising government on how civil society organizations can be empowered to help address pressing social challenges and leading the development of a framework for government's partnership with civil society. The Council will also advise on a range of social issues, such as finding out what the sector needs, current challenges and how best to collaborate.

The Council will advise the ministry on the design of the Civil Society Fund, which will support innovation and capacity building efforts in the civil society sector. The Council will continue to serve as a link with the non-profit sector to enhance longevity in the civil society sector and provide ongoing advice to the Premier on ways to build sector capacity.

Increasing Awareness of Albertans with Disabilities

The Premier's Council on the Status of Persons with Disabilities listens to the concerns of the disability community and provides advice to the provincial government on improving the lives of persons with disabilities. In 2019-20, the Council participated in community events and met with over 60 key stakeholders in Alberta communities, including people with disabilities and their families, to strengthen community insights that help inform Council's advice on a variety of topics to several ministries, including Community and Social Services, Justice and Solicitor General, and Culture, Multiculturalism and Status of Women. The Council held small, targeted discussions with groups representing over 25 employers, service providers, and self-advocates in Edmonton, Calgary, and Lethbridge to discuss the current state of employment for people with disabilities in Alberta. The Council collaborated with the Advocate for Persons with Disabilities and the Family Support for Children with Disabilities Provincial Parent Advisory Committee to ensure their advice was well-rounded and accurately representative of the issues facing all areas of the disability community. The Council also connected with stakeholders to understand their needs during the rapidly evolving challenges presented by COVID-19.

The Council supported increased awareness of diverse abilities and promoted accessibility and inclusion for Albertans with disabilities by recognizing International Day for Persons with Disabilities on December 3. The Council hosted International Day for Persons with Disabilities at the Alberta Legislature, where the Premier's Council Awards were presented to honour Albertans whose outstanding leadership has changed the lives of people with disabilities. Grants were distributed to 15 communities across Alberta to support similar events.

Advocating for Albertans with Disabilities

The Office of the Advocate for Persons with Disabilities was established to represent the rights, interests and viewpoints of people with disabilities. In 2019-20, the Advocate visited regions across the province and met with individuals, families, service providers and municipalities to better understand the lived experience of people with disabilities. In 2019-20, the Advocate heard from 959 unique individuals and community organizations who generated 1,077 cases related to concern resolution, education and informing systemic change. The Advocate works collaboratively with governments and ministries whose programs impact people with disabilities. In 2019-20, the Advocate provided formal advice to Community and Social Services on Assured Income for the Severely Handicapped program and policy.

Supporting Individuals with Fetal Alcohol Spectrum Disorder and their Families

Fetal Alcohol Spectrum Disorder (FASD) is a preventable lifelong disability that may happen when a developing baby is exposed to alcohol during pregnancy. Community and Social Services is committed to raising awareness and understanding of how to improve FASD prevention, diagnosis and support.

Across the province, FASD Service Networks provide services that support the well-being and quality of life for individuals affected by FASD and their families. Albertans continue to access services through FASD Service Networks, such as supports for daily living, rehabilitation, respite services, service coordination and case management. During the fiscal year, FASD stakeholders, including researchers, families and local agencies across the province, informed provincial government FASD policy as well as strategic and operational planning both at the provincial and local levels.

In 2019-20, Community and Social Services declared September 9 to be Fetal Alcohol Spectrum Disorder Awareness Day in Alberta. The ninth day of the ninth month represents nine months of alcohol free pregnancy. Throughout the province on September 9, 2019, FASD Service Networks hosted local events to raise awareness of FASD prevention, diagnosis and supports available.

Foundations in FASD Training

- In partnership with the Alberta Gaming, Liquor and Cannabis, free online training was launched to raise FASD awareness.
- The training module, Foundations in FASD, along with further FASD education can be found at <https://canfasd.ca/online-learners/>

Engaging the Disability Community through the Minister's Disability Advisory Forum

In response to the Persons with Developmental Disabilities (PDD) review report released on July 30, 2019, Community and Social Services established the Minister's Disability Advisory Forum, an open dialogue with the disability community hosted by the Minister. The forum provides the Minister of Community and Social Services the opportunity to hear about matters relevant to Albertans with disabilities directly from those impacted. Participants are able to share perspectives on provincial disability programs with the Minister to help inform decisions about disability policy, programs and services. Participation at forum meetings is sought from provincial-level organizations and individuals representing the full range of disability community perspectives; this includes self-advocates, families, Indigenous communities, civil society, service providers, community disability workers and other interested parties. Forum participants vary for each meeting depending on the topic under discussion.

Eligibility for the PDD program and the potential for the creation of a comprehensive disability program was the first topic discussed by the forum in October 2019. The forum explored two potential options: returning to pre-2009 PDD eligibility, which does not require an IQ of under 70, or developing a comprehensive disability program consisting of the PDD program, the Family Support for Children with Disabilities program, the Brain Injury Initiative and the Fetal Alcohol Spectrum Disorder Networks. Currently, PDD eligibility is partially based on significant limitation in intellectual capacity as measured by an IQ under 70. Although this criteria may provide eligibility clarity and consistency, it has resulted in concerns that some individuals are unable to get the supports they need.

Improving Communications through the Service Provider Partnership Committee

In 2019-20, the Service Provider Partnership Committee was established to serve as a link between the Alberta Council of Disability Services and Community and Social Services to alleviate administrative challenges and other operational concerns. Focused on bringing the ministry and the Alberta Council of Disability Services together, the Committee collaborates on ways to improve the lives of Albertans with developmental disabilities.

The Committee works on reducing red tape and administrative challenges affecting the delivery of disability services in Alberta, with a specific focus on the Persons with Developmental Disabilities program. Meeting at least four times annually, the Committee will also identify ways to ensure disability service delivery in Alberta is accessible, efficient, effective, accountable and sustainable.

Increasing Awareness of Family Violence and Bullying

Family violence includes physical, verbal, emotional, financial or sexual abuse, neglect, stalking, being kept from seeing other people or forced to stay in one place. Alberta has the third highest rate of self-reported spousal violence among Canadian provinces, yet family violence is preventable.

November is Family Violence Prevention Month in Alberta, a time to increase awareness of the resources and supports available so we can work together to end family violence and build healthier relationships in our communities. In 2019-20, Community and Social Services increased digital awareness activities for violence prevention campaigns resulting in a 342 per cent increase in Twitter impressions (number of times a tweet/message is shown to people) for Family Violence Prevention Month and a 295 per cent increase in engagement (the number of times users interacted with tweets, including retweets, replies, likes, clicks, and views). Traffic to the Alberta Family Violence Prevention Month

website also increased by 187 per cent in comparison to 2018. Albertans were encouraged to wear purple during November and engage in family violence awareness activities in their community, workplace and on social media. The theme in 2019-20, #WhereToTurn, increased awareness on what resources are available to support those affected by family violence.

Also in November, Bullying Awareness Week promotes awareness and understanding of bullying and its impacts. Bullying is repeated mean, cruel, hurtful behaviours done on purpose by someone with more power. Bullying can be verbal, physical, social or online. In 2019-20, traffic to the Bullying Awareness Week web page had a 14 per cent increase over the 2017 campaign. During the fiscal year, the ministry implemented a monthly e-blast reaching over 2,000 stakeholders providing updates on government's work in the violence prevention sector.

Pink Shirt Day

- The government of Alberta recognizes Pink Shirt Day on February 26.
- Pink Shirt Day began in 2007 when a student in Nova Scotia was bullied for wearing a pink shirt to school. It has since been recognized annually worldwide as a day to stand against bullying.

Preventing Family Violence and Bullying

Community and Social Services is the lead ministry working to prevent, reduce and end family violence in Alberta. Community and Social Services coordinates the provincial response to family violence in collaboration with: Children's Services; Education; Health; Alberta Health Services; Justice and Solicitor General; Seniors and Housing; Indigenous Relations, and Culture, Multiculturalism and Status of Women. In partnership with service providers and communities, the ministries build on effective practices already in place and implement priorities in family violence prevention, intervention and response.

Safer Spaces

No one should feel trapped in a situation of domestic violence. *The Residential Tenancies (Safer Spaces for Victims of Domestic Violence) Act* allows victims of family violence to end a residential tenancy agreement early without financial penalty. This applies to instances where if the tenancy continues, the safety of the tenant, a dependent child or a protected adult is at risk. The act gives authorization to certified professionals, such as a medical doctor, registered nurse, pediatric nurse, psychologist, psychiatrist, police officer, RCMP officer, social worker, victim services worker or a shelter worker, to sign the certificate.

Safer Spaces in 2019-20

- 417 Safer Spaces Certificates were issued, an average of 34.8 per month.
- 59 per cent of the issued certificates were for individuals with dependents in care.
- Social workers, shelter staff and law enforcement issued the majority of professional certified statements.

Since the Safer Spaces program began in August 2016, the number of certificates has steadily increased each year, identifying a significant number of family violence related circumstances across Alberta that resulted in the need to break leases and leave unsafe situations.

Family Violence Info Line

Albertans have the ability to find supports, stay safe and help others who are experiencing an abusive relationship by accessing the Family Violence Info Line or through anonymous online chat with trained staff and counsellors. Community and Social Services contracts with the Canadian Mental Health Association – Edmonton Region and the Distress Centre Calgary to operate the Family Violence Info Line to provide support, information and referrals to Alberta-based resources on family violence.

Certified staff responding to calls and chats are Community Resource Specialists who have a deep understanding of family violence and bullying with additional training and experience in crisis intervention to handle multiple issues such as suicide prevention and bereavement support. A Community Resource Specialist assesses that there is no immediate 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 civil society organizations. The majority of callers continue to be female.

In 2019-20, Community and Social Services created discreet new business cards promoting the Family Violence Info Line to be available in doctors' offices, community civil society organizations and various government service centres.

Bullying Helpline

Bullying is a relationship problem that involves a power imbalance, which is why it can be so challenging to overcome alone. Albertans can access the Bullying Helpline or chat function for help with issues including elder bullying, cyberbullying or a parent looking for support to assist a child experiencing bullying at school.

Through contracts with the Canadian Mental Health Association – Edmonton Region and the Distress Centre Calgary to operate the Bullying Helpline, certified staff provide support, information and referrals to community resources to address the caller's situation.

Although calls to the Bullying Helpline and online bullying chats have steadily decreased over the last three years, there has been an increase in callers seeking support to address workplace bullying.

Grants for Family Violence Prevention

Community and Social Services provides grant funding to community organizations to provide a range of services and supports for family violence prevention and promoting healthy relationships. In 2019-20, the ministry provided \$4 million in grant and contract funding to 24 community organizations for programs including prevention initiatives such as public awareness and bystander education, healthy relationships training, and parenting supports. Funding from Community and Social Services also supports collaboration among local multiple service providers to provide a continuum of services for victims and families through multi-agency teams or coalitions.

Community organizations provide counseling to victims of family violence, specifically to Aboriginal and immigrant victims, and ensure services and supports are culturally sensitive and geared to diverse populations and communities. Community organizations also provide direct intervention services such as crisis intervention, risk assessments, safety planning and long-term support.

When possible, community organizations work to support positive interactions to maintain a relationship between a child and an offending parent. Perpetrators are able to receive services and supports to address their abusive behaviours and by providing families with a highly secure and supervised space for children and their non-custodial, offending parent to interact, children are protected from further exposure to family violence.

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
310-1818

Bullying Helpline
1-888-456-2323

Provincial Abuse Helpline
1-855-4HELPAB
1-855-443-5722

alberta.ca/SafetyChat
8:00 a.m. to 8:00 p.m. daily

alberta.ca/BullyingChat
8:00 a.m. 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.

Grants from Community and Social Services ensure Albertans have access to supports and services to keep themselves and their families safe. Communities are able to mobilize resources to provide local solutions to family violence so that individuals are connected to the right resources and services that enable them to lead healthy and fulfilling lives.

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

Raising Awareness of Sexual Violence

According to Statistics Canada, Alberta has the third highest rate of sexual assault among the provinces. In January 2020, the Association of Alberta Sexual Assault Services (AASAS) released the *Prevalence of Sexual Assault and Childhood Sexual Abuse in Alberta*, which estimated there are 1.5 million adult survivors of sexual abuse and 325,000 child survivors of child sexual abuse in Alberta. This translates to 43 per cent of the Alberta population; 56 per cent of Alberta females and 29 per cent of Alberta males.

Young women under 25 years old and girls continue to have the highest rates of police-reported sexual assault. Since the #MeToo movement, there has been an increase in police reported sexual assaults that involved an accused offender known to the victim.

Community and Social Services works in close partnership with AASAS, other ministries and community stakeholders. In 2019-20, the ministry provided \$9.7 million in funding to AASAS and its 14 member to provide services and support to victims of sexual violence and abuse and to support initiatives to raise awareness of sexual violence. With the leadership, coordination and collaboration of sexual assault services provided by AASAS, the member agencies are able to provide the day-to-day front-line delivery of services within their local communities and regional areas.

Community and Social Services collaborates with other ministries to prevent sexual violence and support survivors in communities across Alberta through the Interdepartmental Committee on Family Violence, the Sexual Violence Police Advisory Committee, and the Sexual Violence Knowledge Exchange Committee. In partnership with community stakeholders ministries are working to streamline reporting while also increasing the availability of quantitative reporting. This work is essential to addressing sexual violence through evidence-based decision making.

Bringing Awareness to Human Trafficking

Human trafficking involves the recruitment, transportation, or the exercising of control over the movements of a person. Human trafficking is a dehumanizing and predatory crime, which generally takes three forms: sexual exploitation, labour trafficking, or organ trafficking.

Traffickers target the most vulnerable people, particularly those who are socially or economically disadvantaged, alone or in a vulnerable situation. Targets are most often women, youth, LGBTQ2S+, Indigenous and racialized persons, migrant workers and new immigrants. Since 2009, there have been 90 reported Albertan victims of human trafficking, the majority being girls and women under 25 years old. Traffickers are most often men between 18-34 years of age.

Justice and Solicitor General is leading efforts to implement the government's nine-point action Plan to Combat Human Trafficking, with the support of Community and Social Services, Culture, Multiculturalism and Status of Women, Children's Services, Indigenous Relations, and Labour and Immigration.

On February 21 2020, the Government of Alberta recognized National Human Trafficking Awareness Day to bring awareness to a crime that often goes unreported or unintentionally ignored, and to take a stand to protect survivors of human trafficking.

Learning from Family Violence Deaths

Family violence deaths are preventable. The Family Violence Death Review Committee (FVDRC) is a ministry agency that reviews incidents of family violence deaths in Alberta involving intimate partner relationships and makes recommendations to the Minister of Community and Social Services related to program, policy and service delivery for the prevention and reduction of family violence.

In 2019-20, the FVDRC publicly released two case reports with recommendations to government. Recommendations were made to Community and Social Services, Children's Services, Justice and Solicitor General, Advanced Education, Education, Indigenous Relations, Health and Alberta Health Services. The recommendations aim at the reduction and prevention of family violence; including strategies for public awareness of family violence creating awareness of where individuals can get access to services and family violence screening, and improved service provision and inclusion for trauma survivors and underserved groups.

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 on the FVDRC web page at <https://www.alberta.ca/family-violence-death-review-committee.aspx> and on the government's Open Data Portal at <https://open.alberta.ca/opendata>.

**Performance Measure 3.a:
Satisfaction of families/guardians of adults with developmental disabilities with
Persons with Developmental Disabilities funded services (Biennial Survey)**

Prior Years' Results				2019-20 Target	2019-20 Actual
2012-13	2014-15	2016-17	2018-19		
87%	87%	88%	N/A ¹	88%	88%

¹ Results not available due to deferring the survey until 2019-20 fiscal year.

The Persons with Developmental Disabilities (PDD) program provides supports to approximately 12,800 adults with developmental disabilities in Alberta. Services are provided to support individuals to live in their communities and live as independently as possible. The services funded by the PDD program are an important mechanism for achieving successful outcomes for individuals. Families and guardians' opinions regarding these services, as measured by the biennial PDD's Family/Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvement.

This performance measure assesses the overall satisfaction of individuals who access the PDD program. It is calculated by averaging the percentage of positive responses given to three survey statements: services met the person's needs; services provided enhance the person's quality of life; and services help him/her to be part of the community as much as he/she wants to be.

The 2019-20 survey results indicate that 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. The result meets the target of 88 per cent and is consistent with 2016-17 results, indicating a consistent trend of overall high satisfaction with the PDD program. The percentage of positive responses provided to the three survey statements that constitutes the overall average 88 per cent are as follows: services meet the person's needs, 84 per cent; services provided enhance the person's quality of life, 91 per cent, and services help him/her to be a part of the community as much as he/she wants to be, 88 per cent.

Performance Measure and Indicator Methodology

Performance Measure 1.a:

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

The Assured Income for the Severely Handicapped (AISH) Client survey is used to collect data for this performance measure. Prior to 2019-20, the surveys were conducted annually. As this is changing to a biennial schedule, the next survey will be done during the 2020-21 year. The methodology given below applies to the survey undertaken in 2018-19 through an independent consultant.

Data collection was done through phone and online surveys of randomly selected AISH recipients, who were in receipt of benefits between December 1, 2017 and November 30, 2018. Letters were sent out to a minimum of 1000 individuals a week ahead of time to advise that they may be contacted by phone or online to participate in a survey. Historically, this size of mail-out 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. Surveying was completed when a minimum of 400 responses had been received or the sample had been exhausted (a minimum of five attempted contacts per client).

This performance measure result was derived based on the level of agreement to the following four statements, focusing on the benefits and services received under the AISH program.

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; and*
4. *The AISH Program helps me to get involved in my local community.*

For each survey statement, respondents selected from a four-point scale: *strongly agree*, *agree*, *disagree*, or *strongly disagree*. The performance measure was calculated as the average percentage of total agreement (*strongly agree* and *agree* responses) across all four survey statements being weighted equally as shown by the following equation.

$$\text{Performance Measure} = \frac{(\text{per cent of agreement of statement 1} + \text{per cent of agreement of statement 2} + \text{per cent of agreement of statement 3} + \text{per cent of agreement of statement 4})}{4}$$

Source: Assured Income for the Severely Handicapped (AISH) Client Survey

Performance Indicator 1.b:

Average annual financial support system caseloads

- **Total Income Support Caseload**
 - **Expected to Work**
 - **Barriers to Full Employment**
- **AISH Caseload**

This performance indicator describes the average annual financial support system caseloads in Alberta, including two main client groups: Income Support and Assured Income for the Severely Handicapped (AISH). The Total Income Support caseloads comprises two categories: those Expected to Work (ETW) and those who have Barriers to Full Employment (BFE) clients.

The caseloads are defined as the number of households categorized as ETW, BFE or AISH service recipients 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. Each of these compositions is counted as one household in the caseload count.

Income Support and AISH Caseload data was extracted from the Strategic Information Environment (SIE). Data in the SIE is dynamic and subject to change as source information is updated. 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 financial support. The monthly figures represent caseloads receiving payments during a particular month. The average annual caseload is then calculated by averaging the monthly caseload numbers between January and December, for each calendar year.

Source: Central Client Directory and the Strategic Information Environment

Performance Indicator 1.c:

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

- **Number of Women**
- **Number of Children**

This performance indicator shows the number of women and children admitted to provincially funded women's emergency shelters in Alberta. This indicator does not include women and children receiving outreach services, admitted to second-stage shelters or on-reserve fee-for-service shelters; women admitted to seniors' abuse shelters or emergency homeless shelters for women; or youth living in emergency youth 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. This data is then emailed to the Community and Social Services' Data Management and Reporting unit to collate and organize the data into an analysis table using automated processes. Monthly values for women and children admitted are summed across each shelter, for each month to create provincewide values summarizing the entire fiscal year.

Source: The Alberta Council of Women's Shelters Database

Performance Measure 2.a:
Percentage of participants employed after leaving Income Support

The result for this measure is determined through the Work Outcomes Reporting Project survey. This survey is conducted monthly by an independent consultant.

Participants for the survey are selected by using stratified random sampling method applied to former Income Support clients three months after they had left the program. However, a census approach is applied when 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.

This performance measure result was derived based on the answers given to the following two questions:

1. *What is your current main activity?*
2. *Have you been employed at any time since you stopped receiving social assistance?*

A response of *employed* or *self-employed* to question one and a yes response to question two will result in only one count.

The performance measure was calculated by dividing the weighted sum of the number of participants employed (i.e. *employed*, *self-employed*, or *yes*) by the weighted sum of the responses for all program participants who left the program between September 1, 2018 to August 31, 2019. These Income Support clients were interviewed between January 1, 2019 and December 31, 2019. *Retired*, *don't know* and *no* response are excluded from the calculation. The results from the random sample were weighted to more accurately represent the population of all program participants.

$$\text{Performance Measure} = \frac{\sum (\text{employed} + \text{self-employed} + \text{yes responses})}{\sum (\text{all respondents}) - \sum (\text{retired} + \text{don't know} + \text{no responses})} \times 100$$

Source: Work Outcomes Reporting Project Survey

Performance Measure 2.b:

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) family survey is used to collect data for this performance measure. This survey is conducted biennially, with the next survey scheduled for 2020-21. The methodology given below applies to the survey undertaken in 2018-19.

Survey administration began in November 2018 and was completed in January 2019 through an independent consultant. All families who were in receipt of FSCD services as of October 2018 were invited to participate in the survey. The final valid population size was 12,556 people.

An introductory letter was sent, or emailed when available, to prospective respondents to inform parents of the intention of the study, the voluntary nature of their involvement, and the confidentiality of the information they would be providing. The letter explicitly stated that their participation in the survey would in no way affect their status with the program. Three options were given to complete the survey: online, by phone, or a paper version. Respondents were given approximately two weeks to complete the survey online, call a toll-free number or request a paper copy. If the regional minimal number of respondents was not met, follow up would occur through a phone call or email to non-respondents. Any respondent who requested to be contacted at a more convenient time was accommodated.

The survey was completed by 2,343 of the 12,556 valid population, resulting in an 18.7 per cent response rate. Of the 2,343 respondents, eight completed the paper survey, 551 completed it via phone and 1,784 completed it online. The overall margin of error for the survey results was equal to ± 1.8 per cent, 19 times out of 20.

This performance measure was derived based on the answers given to the following question:

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*, *agree*, *disagree* and *strongly disagree*. The combined responses of *strongly agree* and *agree* are used to calculate the performance measure as shown by the following equation. The results were weighted to represent each region's proportion of the province's population.

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

Source: Family Support for Children with Disabilities (FSCD) Family Survey

Performance Indicator 2.c:**Median time on Income Support**

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

The median time on Income Support illustrates the length of time that clients received Income Support benefits. Using the median instead of the mean can show a more accurate representation of the length of time on Income Support as the median is not affected by outlying data.

The median duration is calculated by taking the caseload at the end of the fiscal year and then calculating the duration of uninterrupted time each client has been on assistance. The median value is identified by ordering all values and then identifying the middle value. If there is an even number of items, the average of the two middlemost numbers will be taken as the median.

Source: Central Client Directory and the Strategic Information Environment

Performance Measure 3.a:**Satisfaction of families/guardians of adults with developmental disabilities with Persons with Developmental Disabilities funded services (Biennial Survey)**

The Persons with Developmental Disabilities (PDD) Family/Guardian Survey is used to collect data for this performance measure. This survey is conducted biennially, with the next survey scheduled for 2021-22.

Survey administration began in September 2019 and was completed in October 2019 through an independent consultant. All guardians (often family) of adults with developmental disabilities that received PDD services as of August 2019 were invited to participate in the survey. The final valid population size was 6,248 people.

An introductory letter was sent, or emailed when available, to prospective respondents to inform guardians of the intention of the study, voluntary nature of their involvement and the confidentiality of the information they would be providing. The letter explicitly stated that their participation in the survey would in no way affect their status with the program. Three options were given to complete the survey: online, by phone, or a paper version. Respondents were given approximately 10 days to complete the survey online, call a toll-free number or request a paper copy. If the regional minimal number of respondents was not met, follow up would occur through a phone call or email to non-respondents. Any respondent who requested to be contacted at a more convenient time was accommodated.

The survey was completed by 1,897 of the 6,248 valid population, resulting in a 30.4 per cent response rate. Of the 1,897 respondents, 50 completed the paper survey, 588 completed it via phone and 1,259 completed it online. The overall margin of error for the survey results was equal to ± 1.8 per cent, 19 times out of 20.

This performance measure was derived based on the level of agreement with the following three statements:

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.*

Results Analysis

For each of the statements, respondents selected from a scale with the following options: *strongly agree*, *agree*, *somewhat agree*, *somewhat disagree*, *disagree*, *strongly disagree*, *don't know*, and *does not apply*.

The performance measure was calculated as the average percentage of total agreement (*strongly agree* and *agree* responses) across all three survey statements being weighted equally. Cases with no response or responses of *don't know* or *does not apply* were treated as invalid and discarded from the final computation. The results were weighted to represent each region's proportion of the province's population.

$$\text{Performance Measure} = \frac{(\text{per cent of agreement of statement 1} + \text{per cent of agreement of statement 2} + \text{per cent of agreement of statement 3})}{3}$$

Source: Persons with Developmental Disabilities (PDD) Family and Guardian Survey

Financial Information

Table of Contents

Ministry Financial Highlights.....	56
Statement of Revenues and Expenses (unaudited).....	56
Revenue and Expense Highlights.....	57
Expenses – Directly Incurred Detailed by Object (unaudited)	59
Other Financial Information	60
Trust Funds Under Administration.....	61
Statement of Remissions, Compromises, Write-offs.....	62
Lapse/Encumbrance	63

Ministry Financial Highlights

Statement of Revenues and Expenses (unaudited)

Year ended March 31, 2020

	2020		2019	Change from	
	Budget	Actual	Actual Restated	Budget	2019 Actual
<i>(in thousands)</i>					
Revenues					
Services on First Nations Reserves	\$ 49,586	\$ 55,071	\$ 48,281	5,485	6,790
Rehabilitation of Disabled Persons	17,320	17,320	13,107	-	4,213
Labour Market Development	57,435	57,435	56,660	-	775
Premiums, fees and licences	373	26	36	(347)	(10)
Investment Income	-	26	-	26	26
Other revenue	11,607	17,831	19,192	6,224	(1,361)
Services Provided to Other Ministries	17,627	15,547	15,021	(2,080)	526
Internal Government Transfers	-	165	-	165	165
Ministry total	153,948	163,421	152,297	9,473	11,124
Inter-ministry consolidation adjustments	(17,627)	(15,849)	(15,162)	1,778	(687)
Adjusted ministry total	136,321	147,572	137,135	11,251	10,437
Expenses - directly incurred					
Programs					
Ministry Support Services	12,485	12,510	12,931	(25)	421
Employment and Income Support	985,665	1,009,954	924,952	(24,289)	(85,002)
Assured Income for the Severely Handicapped	1,285,029	1,310,099	1,142,629	(25,070)	(167,470)
Disability Services	1,325,355	1,353,066	1,259,486	(27,711)	(93,580)
Homeless and Outreach Support Services	197,100	227,276	197,467	(30,176)	(29,809)
Community Supports and Family Safety	124,765	137,827	120,612	(13,062)	(17,215)
Services Provided to Other Ministries	17,627	15,547	15,021	2,080	(526)
Ministry total	3,948,026	4,066,279	3,673,098	(118,253)	(393,181)
Inter-ministry consolidation adjustments	(37,627)	(40,630)	(37,534)	3,003	3,096
Adjusted ministry total	3,910,399	4,025,649	3,635,564	(115,250)	(390,085)
Annual Deficit	\$(3,774,078)	\$(3,878,077)	\$(3,498,429)	\$ (103,999)	\$ (379,648)

Revenue and Expense Highlights

Revenues

Ministry revenue was \$163.4 million, approximately \$11.1 million higher than 2018-19 and \$9.5 million higher than Budget 2019.

Compared to 2018-19 Actual

Higher revenues are primarily due to increases from Government of Canada under the Administrative Reform Agreement for services on First Nations Reserves and Workforce Development Agreement for the labour market agreement for Persons with Developmental Disabilities program.

Compared to Budget 2019

Higher revenues are primarily due to increases in collection of Assignment of Benefits – Canada Pension Plan (Disability) consistent with the increase in Assured Income for the Severely Handicapped caseloads and increased services on First Nations Reserves under the Administrative Reform Agreement.

Expenses

Ministry's operating expense was \$4,066.3 million in 2019-20, \$393.2 million or 10.7 per cent higher than in 2018-19, and \$118.3 million or 3.0 per cent higher than budget.

Compared to 2018-19 Actual

The increase from 2018-19 was primarily a result of higher caseloads and cost per case for the Employment and Income Support, Assured Income for the Severely Handicapped and Disability Services programs. COVID-19 related grants to Homeless Shelters, Women's Shelters and Civil Society Organizations also contributed to the increase in expenses.

Compared to Budget 2019

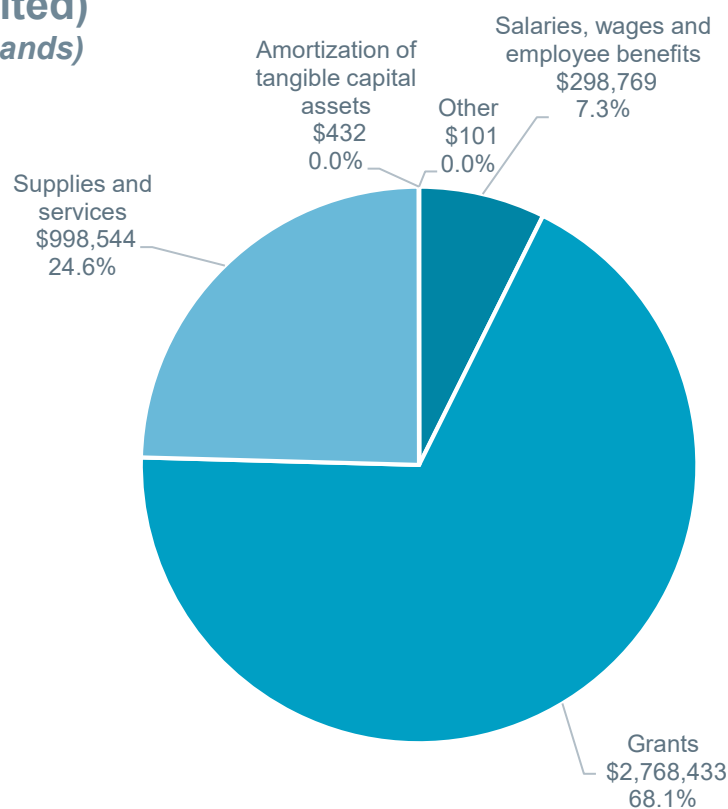
- Employment and Income Support program expense was \$1,010.0 million, \$24.3 million higher than budget. This was primarily due to higher than anticipated number of the Expected to Work caseload.
- Assured Income for the Severely Handicapped expense was \$1,310.1 million, \$25.1 million higher than budget. This was primarily due to the higher number of caseload and cost per case.
- Disability Services expense was \$1,353.1 million, \$27.7 million higher than budget. This was mainly due to higher cost per case than budgeted for Persons with Developmental Disabilities, and Family Support for Children with Disabilities. This was partially offset by lower than expected caseload growth in Persons with Developmental Disabilities program and reduced supplies and services expenses.
- Homeless and Outreach Support Services expense was \$227.3 million, \$30.2 million higher than budget. This was due to COVID-19 related grants to homeless and women's shelters.

- Community Supports and Family Safety expense was \$137.8 million, \$13.1 million higher than budget. This was due to COVID-19 related grants to food banks and other civil society organizations. This was offset by a surplus due to the change to equal quarterly grant instalments to Family and Community Support Services organizations.
- Services Provided to Other Ministries expense was \$15.5 million, \$2.1 million lower than budget. This was primarily due to reduced Corporate Services staffing and administrative expenses.

Expenses – Directly Incurred Detailed by Object (unaudited)

The following information presents expenses of the ministry that were directly incurred by object of expenditure. The 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.

2020 Actual (unaudited) (in thousands)



- The largest component of the ministry's operating expenses was grants, which totaled \$2,768.4 million (68.1 per cent) and was spent primarily on Employment and Income Support, Assured Income for the Severely Handicapped and Disability Services programs.
- Supplies and services expenses of \$998.5 million (24.6 per cent) is largely spent on service provider contracts in the Persons with Developmental Disabilities program.
- Expenditures for salaries, wages and employee benefits totaled \$298.8 million (7.3 per cent) and primarily for front line delivery of ministry programs.
- The remainder of ministry expenses were classified as amortization of capital assets (\$0.4 million) and other expenses (\$0.1 million).

Other Financial Information

Table of Contents

Trust Funds Under Administration.....	61
Statement of Remissions, Compromises, Write-offs.....	62
Lapse/Encumbrance	63

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, 2020, the trust funds under administration were as follows:

	<u>2020</u>	<u>2019</u>
	(in thousands)	
Persons with Developmental Disabilities Clients Trust Funds	\$ 363	\$ 275
McCullough Centre Residents Trust Fund	-	7
	<u>\$ 363</u>	<u>\$ 282</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)
Remissions under section 21 of the <i>Financial Administration Act</i> :	\$ -
Compromises under section 22 of the <i>Financial Administration Act</i> :	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	-
Other	-
Sub total	<u>-</u>
Bankruptcies:	
Income Support, Assured Income for Severely Handicapped and Alberta Adult Health Benefit	58
Write-Offs:	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	3,903
Other	33
TOTAL	<u><u>\$ 3,994</u></u>

Lapse/Encumbrance

	Voted Estimate ⁽¹⁾	Supplementary Supply	Adjustments (in thousands)	Voted Estimate	Voted Actuals ⁽²⁾	(Over) / Under Expended
Program - Operating Expense						
1 Ministry Support Services						
1.1 Minister's Office	\$ 786	\$ -	\$ -	\$ 786	\$ 897	\$ (111)
1.2 Deputy Minister's Office	807	-	-	807	768	39
1.3 Strategic Services	3,413	-	-	3,413	2,723	690
1.4 Corporate Services	3,459	-	-	3,459	3,907	(448)
1.5 Appeals Panels	4,020	-	-	4,020	4,229	(209)
	<u>12,485</u>	<u>-</u>	<u>-</u>	<u>12,485</u>	<u>12,524</u>	<u>(39)</u>
2 Employment and Income Support						
2.1 Program Planning and Delivery	138,942	-	-	138,942	139,395	(453)
2.2 Income Support to People Expected to Work or Working	468,991	-	-	468,991	503,809	(34,818)
2.3 Income Support to People with Barriers to Full Employment	310,647	-	-	310,647	302,655	7,992
2.4 Career and Employment Services	66,585	-	-	66,585	64,577	2,008
	<u>985,165</u>	<u>-</u>	<u>-</u>	<u>985,165</u>	<u>1,010,436</u>	<u>(25,271)</u>
3 Assured Income for the Severely Handicapped						
3.1 Program Planning and Delivery	32,558	-	-	32,558	35,413	(2,855)
3.2 Financial Assistance Grants	1,252,471	-	-	1,252,471	1,274,707	(22,236)
	<u>1,285,029</u>	<u>-</u>	<u>-</u>	<u>1,285,029</u>	<u>1,310,120</u>	<u>(25,091)</u>
4 Disability Services						
4.1 Program Planning and Delivery	68,131	-	-	68,131	66,944	1,187
4.2 Persons with Developmental Disabilities - Supports to Albertans	971,320	-	-	971,320	979,361	(8,041)
4.3 Persons with Developmental Disabilities - Direct Operations	43,110	-	-	43,110	45,123	(2,013)
4.4 Family Support for Children with Disabilities	197,500	-	-	197,500	219,608	(22,108)
4.5 Provincial Disability Supports Initiatives	17,655	-	-	17,655	16,537	1,118
4.6 Fetal Alcohol Spectrum Disorder Initiatives	25,739	-	-	25,739	24,621	1,118
4.7 Disability Advocate's Office	1,000	-	-	1,000	784	216
	<u>1,324,455</u>	<u>-</u>	<u>-</u>	<u>1,324,455</u>	<u>1,352,978</u>	<u>(28,523)</u>
5 Homeless and Outreach Support Services						
5.1 Program Planning and Delivery	4,231	-	-	4,231	4,275	(44)
5.2 Homeless Shelters	48,700	-	-	48,700	74,751	(26,051)
5.3 Women's Shelters	51,319	-	-	51,319	56,660	(5,341)
5.4 Homeless Support Outreach Services	92,850	-	-	92,850	91,531	1,319
	<u>197,100</u>	<u>-</u>	<u>-</u>	<u>197,100</u>	<u>227,217</u>	<u>(30,117)</u>

Lapse/Encumbrance (continued)

	Voted Estimate ⁽¹⁾	Supplementary Supply	Adjustments (in thousands)	Voted Estimate	Voted Actuals ⁽²⁾	(Over) / Under Expended
Program - Operating Expense						
6 Community Supports and Family Safety						
6.1 Program Planning and Delivery	2,737	-	-	2,737	2,533	204
6.2 Family and Community Support Services	100,000	-	-	100,000	119,379	(19,379)
6.3 Family and Community Safety	22,028	-	-	22,028	15,906	6,122
	124,765	-	-	124,765	137,818	(13,053)
7 Services Provided to Other Ministries						
7.1 Services Provided to Other Ministries	17,627	-	-	17,627	15,586	2,041
	17,627	-	-	17,627	15,586	2,041
Program - Capital Grants						
4.1 Program Planning and Delivery	-	-	-	-	39	(39)
	-	-	-	-	39	(39)
Total	\$ 3,946,626	\$ -	\$ -	\$ 3,946,626	\$ 4,066,718	\$ (120,092)
(Encumbrance)						\$ (120,092)
Program - Capital Investment						
2.1 Program Planning and Delivery	\$ -	\$ -	\$ -	\$ -	\$ 123	\$ (123)
4.1 Program Planning and Delivery	-	-	-	-	8	(8)
4.3 Persons with Developmental Disabilities - Direct Operations	683	-	-	683	35	648
Total	\$ 683	\$ -	\$ -	\$ 683	\$ 166	\$ 517
Lapse						\$ 517

⁽¹⁾ As per "Expense Vote by Program", "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" page 52-53 of the 2019-20 Government Estimates.

⁽²⁾ 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.

There were no disclosures of wrongdoing filed with the public interest disclosure office for Community and Social Services between April 1, 2019 and March 31, 2020.