

GOVERNMENT OF ALBERTA

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# Annual Report

## Community and Social Services 2021-2022

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2021–2022 Annual Report

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## Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Fiscal Planning and Transparency Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 20 ministries.

The Annual Report of the Government of Alberta contains Budget 2021 Key Results, the audited Consolidated Financial Statements and Performance Results, 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 Minister's Accountability Statement, the ministry's Financial Information and Results Analysis, 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 relating to Persons with Developmental Disabilities Clients Trust Funds.

Each Ministry Annual Report should be considered along with the Government of Alberta Annual Report to provide a complete overview of government's commitment to openness, accountability and fiscal transparency.

## Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2022, 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 May 31, 2022 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

(Original Signed by)

Jason Luan  
Minister of Community and Social Services

## Message from the Minister



I am very proud of the work my ministry has done over the past year, with help from partners, civil society, government colleagues and stakeholders, to support Alberta's most vulnerable people. I am pleased to present my ministry's 2021-22 Annual Report, which highlights ways we worked to help make lives better for all Albertans and contributed to creating inclusive communities.

The ministry has worked hard to enhance and adjust programs over the past year to ensure supports are there for all Albertans who require them. While we continued to face challenges from the COVID-19 pandemic, the ministry has continued to advance projects and initiatives to protect and support vulnerable Albertans who were disproportionately impacted by the pandemic. For example, to help those experiencing homelessness or fleeing family violence, we invested an additional \$23.3 million to extend COVID-related supports.

Over the next year, these successes will be built on to create strong communities with mechanisms to help people reach their full potential, reducing co-dependence and supports self-sufficiency. A key part of this work will be addressing homelessness in Alberta. The Coordinated Community Response to Homelessness Task Force is a group of community leaders from across the province working to identify innovative ways to deal with issues surrounding homelessness. I look forward to implementing their ideas and working with our community partners to empower clients to access addictions treatment and recovery-oriented supports.

One of the primary goals of my ministry is to support inclusive communities where all people can participate and achieve their goals. That is why it has been so important to maintain benefits through programs like Assured Income for the Severely Handicapped (AISH), Income Support, Family Support for Children with Disabilities (FSCD) and Persons with Developmental Disabilities (PDD). I am pleased these programs continue to be fully funded and I am proud of the work done in the past year to enhance these programs with additional benefits. In fact, in March 2022, I announced enhanced supports for vulnerable pregnant women on AISH and Income Support with \$600 in new prenatal benefits to promote healthy outcomes for mother and child. This new prenatal benefit will help eligible women manage their challenges and improve health and wellbeing for both themselves and their unborn babies. With this new benefit, we are now providing one of the highest prenatal benefits in the country to vulnerable mothers.

Community and Social Services is not only the social safety net for Albertans, but should also help increase resiliency and long-term independence. Whether it's an Albertan with a disability or someone facing other barriers to employment, helping people develop their skills and find meaningful work is a priority.

Each year, the PDD program helps thousands of people prepare for employment. As Alberta recovers from the pandemic and economic downturn, we know it's as important as ever to ensure all Albertans who want to work have the support to do so. Alberta's government invests heavily in Career and Employment Information Services, providing supports and programs to any Albertan

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who experiences barriers to employment. With about \$77.3 million invested in 2021-22, all Albertans will have an equal opportunity to contribute to their communities and the provincial economy.

Through the *Alberta at Work* initiative, we have invested \$20 million in enhanced funding to offer more practical training to more Albertans looking for work. This training includes WHMIS, first aid and supports to get boots on ground such as covering the cost of equipment need for work and transportation. Our goal is to help individuals and families gain independence by providing opportunities for them to enhance their skills to get jobs.

This work changes lives. In fact, Ann Auriat, who manages the Edson & District Recycling Depot in Edson, Alberta, shared how the multi-material recycling centre strives to ensure their workforce represents persons from all walks of life and differing abilities. This facility meets each person where they are at and celebrates every personal success. Employees and volunteers enjoy coming to work, evident by the smiles, laughter and the exceptional customer service they give. The depot believes the impact of hiring persons with differing abilities is immeasurable. One of the physically challenged employees takes pride in keeping 'his' parking lot clean. Another employee takes everyone's temperature in the morning to make sure "everyone is safe from COVID." Everyone is encouraged to find a task they enjoy and take ownership of it. It empowers them, shows them that they are needed, wanted and an integral part of the day-to-day operations. This business' inclusive goals are far-reaching, positively impacting the community and the province.

The work of my department is supported by strong partnerships with civil society, which are invaluable to ensuring vulnerable Albertans are protected and have access to the services and supports they need. To assist organizations, the ministry launched the Civil Society Fund to expand civil society's capacity to address social issues. In 2021, 21 civil society organizations received funding totalling \$7 million to kick-start social recovery. In March 2022, I was proud to announce another 37 recipients of a total of \$7 million in funding through the second round of the Civil Society Fund. I'd like to thank all of the partners involved for supporting Albertans to lead fulfilling lives and participate in their communities.

The ministry also worked tirelessly this past year, along with our partners and government colleagues, to address the increased rate of family violence in our communities. To help protect people who may be at risk of domestic violence, the *Disclosure to Protect Against Domestic Violence (Clare's Law) Act* was proclaimed in April of 2021. This preventative legislation helps people at risk of domestic violence find out if their intimate partner has a violent or abusive past, allowing them to make an informed decision about pursuing a relationship. In addition, government's platform commitment to invest an additional \$1.2 million to support victims of sexual violence has helped bring services like counselling, crisis response and outreach supports to rural parts of the province, ensuring supports and services are available in more communities for Albertans affected by sexual violence.

As Minister of Community and Social Services, I am proud of what our ministry and Alberta's government has accomplished in the past year. These accomplishments would not have been possible without the support of so many organizations, advocates and passionate people across the province. I look forward to continuing our work together to ensure all Albertans have the support they need to find success and achieve their goals.

(Original Signed by)

Jason Luan  
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
- Citizen's Appeal Panel
- Family Violence Death Review Committee
- Premier's Council on the Status of Persons with Disabilities
- Premier's Council on Charities and Civil Society
- Family Support for Children with Disabilities Provincial Parent Advisory Committee

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

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and 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, which includes the financial information, performance results on all objectives and initiatives identified in the Ministry Business Plan, and performance results for all ministry-supported commitments that were included in the 2021-24 Government of Alberta Strategic Plan. The financial information and performance results, out 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:

- **Reliable** – Information used in applying performance measure methodologies agrees with the underlying source data for the current and prior years' results.
- **Understandable** – the performance measure methodologies and results are presented clearly.
- **Comparable** – the methodologies for performance measure preparation are applied consistently for the current and prior years' results.
- **Complete** – outcomes, performance measures and related targets match those included in the ministry's Budget 2021.

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

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;



- safeguard the assets and properties of the province under ministry administration;
- provide Executive Council, the President of Treasury Board and Minister of Finance, and the Minister of Community and Social Services information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Fiscal Planning and Transparency Act*.

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

(Original Signed by)

Cynthia Farmer  
Deputy Minister of Community and Social Services  
May 31, 2022

# Results Analysis

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## Ministry Overview

The Ministry of Community and Social Services supports Albertans through a range of programs and services in the areas of employment services; disability supports; prevention of family and sexual violence; community well-being and resilience; housing stability and homeless supports; and financial stability. Community and Social Services is committed to providing supports to the most vulnerable Albertans, being fiscally responsible and taking actions to ensure supports are sustainable for future generations.

To attain this 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.

## Organizational Structure



## Operational Overview

Community and Social Services aims to accomplish the three outcomes through the work of the department shown 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.

### *Disability Services*

The Disability Services division is responsible for the delivery of legislated programs, services and supports for children, youth and adults with disabilities to live and participate in their communities. Programming includes the Family Support for Children with Disabilities program, the Persons with Developmental Disabilities program, Fetal Alcohol Spectrum Disorder initiatives and Guide, and Service Dogs.

The division works with stakeholders and communities to identify issues affecting people with disabilities, and delivering supports and services to people with disabilities and their families. Disability Services supports the Office of the Advocate for Persons with Disabilities, the Premier's Council on the Status of Persons with Disabilities, and the Family Support for Children with Disabilities Provincial Parent Advisory Committee.

### *Employment and Financial Services*

Employment and Financial Services is responsible for policy development and delivery of employment and income services, including Alberta Supports services, health and funeral benefits, and the Income Support and Assured Income for the Severely Handicapped programs. The division is also responsible for the development and delivery of career and employment services, including contracts with service providers, and employment resources, such as those available on the [alis.alberta.ca](http://alis.alberta.ca) careers website, and through Disability Related Employment Supports. Employment and Financial Services also facilitates the provision of Child Support Services to eligible Albertans to assist them with obtaining and enforcing child support agreements and administers the Corporate Services Investigations Unit to ensure the integrity of Community and Social Services income programs.

### *Preventive Community Services*

Preventive Community Services designs, develops and implements initiatives to support the needs of Albertans experiencing homelessness, family violence, sexual violence and abuse. The division works with civil society organizations, municipalities and Metis Settlements to prevent and address social issues. Through cross-ministry and multi-stakeholder partnerships, the division develops and implements policy frameworks, funding strategies, and practices to ensure the services support individual, family and community well-being. The division provides secretariat support and strategic leadership to: the Family Violence Death Review Committee and the Premier's Council on Charities and Civil Society, and administers funding for Prevention of Family Violence and Sexual Violence. The division administers the Civil Society Fund, which supports innovation and capacity building in civil society. The division also manages the Family and Community Support Services program, which partners with municipalities and Metis Settlements to design and deliver preventive social services.

### *Strategic Services*

Strategic Services provides leadership to define and support the strategic direction of Community and Social Services. The division is responsible for effective strategic planning and stakeholder engagement, policy development and coordination, data collection and analysis, policy advice and guidance for decision-making, intergovernmental relations, and overall improvement of services provided to Albertans. Strategic Services leads the development of modern and accessible digital services, provides quality assurance oversight, offers governance oversight to Community and Social Services Agencies, Boards and Commissions, and supports the Citizen's Appeal Panel. The division also leads red tape reduction efforts, diversity and inclusion actions, business continuity and emergency response planning for the department, and provides accommodations and corporate security services.

### *Corporate Finance*

Corporate Finance provides strategic financial advice related to legislation, regulations and policies. The division is responsible for developing the Ministry's budget and forecasts, preparing and implementing ministry financial reporting, financial compliance and accountability, contract policy and management, and financial processes and policies to support the delivery of programs.

### *Communications*

Through a service agreement with Communications and Public Engagement, the Communications branch offers strategic communications advice, writing and 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 is provided by Public Service Commission staff assigned to support Community and Social Services. The dedicated team provides strategic advice in employee and labour relations, occupational health and safety, workforce development and engagement. People leaders are connected 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 who provide a full range of non-litigation services and related strategic advice to all areas of the ministry, including work on contracts, grants, procurement and legislation. For litigation matters, supports are provided by the Justice and Solicitor General Litigation team and external counsel.

### Key highlights in the past year

During the fiscal year, Community and Social Services moved forward on a number of key projects and innovations to continue making life better for individuals, families and communities. This work focused on achieving the key outcomes of stability, participation and inclusion. Key highlights are referenced in the table below:

<p>Helping Albertans Get Back to Work</p>	<p>Provided Employment Assistance Services to 58,407 Albertans (<a href="#">pages 28-31</a>)</p>
<p>Coordinated Community Response to Homelessness Task Force</p>	<p>Established the Coordinated Community Response to Homelessness Task Force to look at ways to manage recurring homelessness and find long-term solutions to help those in need (<a href="#">page 22</a>)</p>
<p>My Alberta Supports Citizen Portal Enhancements</p>	<p>Assisted over 370,000 Albertans through the enhanced My Alberta Supports Citizen Portal online (<a href="#">pages 17-18</a>)</p>
<p>Supporting Albertans with Disabilities with Educational Opportunities</p>	<p>Provided \$1.9 million in funding to expand Inclusive Post-Secondary Education and Transitional Vocational Programs to support educational opportunities for students with developmental disabilities (<a href="#">page 31</a>)</p>
<p>Family Resource Centres Expansion</p>	<p>Allocated an additional \$1.5 million to open new Family Resource Centres and expand the services offered (<a href="#">page 33</a>)</p>
<p>Preventing Family Violence</p>	<p>Provided \$9.8 million in grant and contract funding to 44 civil society organizations to deliver Family Violence Prevention and Healthy Relationships programs (<a href="#">page 45</a>)</p>
<p>Raising Awareness of Sexual Violence</p>	<p>Provided an additional \$1.2 million, for a total of \$12.5 million, for services and support to victims of sexual violence and abuse, and to support initiatives to raise awareness of sexual violence (<a href="#">pages 24-25</a>)</p>
<p>Building Civil Society Capacity</p>	<p>Awarded an additional \$7 million to 37 organizations in Year 2 of the Civil Society Fund to build civil society capacity to address social recovery and economic participation (<a href="#">page 48</a>)</p>

## Discussion and Analysis of Results

### COVID-19/Recovery Plan

Alberta continued to face many challenges due to the COVID-19 pandemic in 2021-22. As with many crisis, it is often the most vulnerable members of society who are disproportionality affected, and the pandemic was no different. Despite the many challenges of delivering people-centred services during pandemic, Community and Social Services continued to achieve its mandate to support vulnerable Albertans to participate in their communities. The ministry collaborated with community partners to address the needs of Albertans experiencing homelessness, poverty, disabilities, unemployment and family and sexual violence. To help all Albertans stay safe, the ministry ensured consistent access to supports and services through the modernization of Alberta Supports service delivery, which enabled Albertans to access services anywhere in the province through remote delivery channels, such as online and by phone.

Further information on how the ministry supported Albertan's over the past year can be found throughout this report. Some of the key highlights are referenced below:

<b>Keeping Emergency Shelters Safe</b>	Provided \$22.1 million to enable homeless shelters to extend COVID-related homeless supports, including isolation services and expanded shelters (pages 20-21)
<b>Expanding Available Shelter Spaces</b>	Spent \$2.2 million to activate 200 additional shelter beds at Commonwealth Stadium in Edmonton, and support on-site overdose prevention and treatment services (pages 20-21)
<b>Providing Safe Spaces to Isolate</b>	Provided \$8.4 million to activate isolation spaces for people experiencing homelessness who were in need of a safe place to isolate (page 21)
<b>Keeping Emergency Women's Shelters Safe</b>	Distributed \$1.2 million to support service delivery adjustments at women's emergency shelters to comply with public health measures (pages 23-24)
<b>Recognizing Critical Workers during COVID-19</b>	Worked directly with social service sector stakeholders and not-for-profit organizations delivering frontline services to vulnerable Albertans to distribute over \$3 million in Critical Worker Benefits to over 4,000 eligible workers (page 36)

## Red Tape Reduction

The Ministry of Community and Social Services continues to remove regulatory barriers and reduce costs for Alberta's job creators, modernize our regulatory systems, and improve the delivery of government services while ensuring effective regulatory oversight over vital consumer, environmental, health and safety protections, and fiscal accountability. The Government of Alberta's ongoing commitment to reduce red tape by one third by 2023 is helping to make the province the most attractive destination for investment and job creation in North America, while strengthening Alberta's competitive advantage.

Community and Social Services has advanced a number of Red Tape Reduction initiatives, which have had tangible, positive impacts on individuals, families and communities across Alberta. Specific projects such as reviewing the use of forms and letters in Income and Employment Supports, and streamlining the Residential Access Modification Program, have resulted in a cumulative red tape count reduction of 16.6 per cent from the May 2019 baseline.

In 2021-22, Community and Social Services eliminated administrative burdens for both clients and service providers. The following projects helped the department significantly improve its services:

- **Online Application** - Developed an online Assured Income for the Severely Handicapped (AISH) application, which launched on March 28, 2022, to better meet the needs of applicants and reduce red tape by decreasing the number of incomplete applications and the number of requests to applicants for additional information, thereby reducing the time required to complete an application. [\(page 16\)](#)
- **Application Centralization** - Centralized application processing for Family Support for Children with Disabilities (FSCD) and Persons with Developmental Disabilities (PDD), resulting in a consistent and more efficient experience for applicants and staff. [\(pages 34-35\)](#)

### Actions supporting the priorities of the Government of Alberta Strategic Plan

**Key Priority Two:**  
Protecting livelihoods

**Objective Two:**  
Reducing red tape

- In 2021-22, Community and Social Services completed the Use of Signature Project for the Persons with Developmental Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) programs. This enabled digital services, which sped up processes and approvals, and reduced administrative tasks, saving Albertans time and travel to authenticate Community and Social Services documents. [\(page 35\)](#)



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

Community and Social Services provides a social safety net to help eligible Albertans meet their basic needs, while providing opportunities to foster individual resilience, self-reliance and self-sufficiency. The ministry works with community organizations to create positive outcomes for people affected by homelessness, family violence, sexual violence, disabilities and unemployment.

### **Key Objectives**

- 1.1 Modernize financial support systems to simplify and enhance service delivery for low-income Albertans.**
- 1.2 Provide safe emergency shelter for vulnerable Albertans, ensuring appropriate measures are in place in response to COVID-19.**
- 1.3 Review homeless support programs for vulnerable individuals and families that lead to improved housing stability.**
- 1.4 Enable civil society organizations to provide timely and culturally appropriate supports and resources to Albertans impacted by domestic and sexual violence.**

## 1.1 Modernize financial support systems to simplify and enhance service delivery for low-income Albertans.

### Improving Assured Income for the Severely Handicapped accessibility

Alberta's government is committed to continuing to help Albertans with permanent disabilities meet their daily needs, live independently and find employment that fits their abilities. A disability, whether physical, cognitive, or due to a mental health diagnosis, can substantially limit an individual's ability to earn 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 that prevents them from earning a living.

In 2021-22, an average of 70,228 people received assistance through the AISH program each month, an increase of 0.7 per cent over the prior year.

The ministry is improving AISH systems to ensure Albertans have timely access to programs and services. In 2022-23, Albertans will be able to apply for AISH online. The online application streamlines the application process by reducing the time needed to complete applications and receive eligibility decisions. Staff are also able to refocus efforts on clients who need more hands-on support, including helping them find additional services and programs to fit their needs. The online application does not change eligibility criteria, benefit rates or the AISH assessment process.

#### **Actions that Support the Priorities of the Government of Alberta Strategic Plan**

**Key Priority Three:**  
Fiscal accountability

**Objective One:**  
Value for each tax dollar spent

- The new online AISH application tool streamlines the application process and provides a user-friendly process for Albertans to apply for AISH and upload documents.

### Providing simple, modern, accessible and digital Income Support services

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 to meet their basic needs, or are temporarily incapable of working. The BFE category includes those who have multiple barriers, or persistent mental or physical health challenges that make gaining competitive employment take longer and require more supports. Both ETW and BFE caseloads are composed of single individuals, single-parent families, couples with children and couples without children.

In 2021-22, the Income Support program supported an average of 43,206 cases per month, a decrease of 9.9 per cent from the prior year. The average annual ETW caseload decreased by 12.6 per cent from the past year, from 27,533 in 2020-21 to 24,067 in 2021-22. The average annual BFE caseload decreased by 6.2 per cent over the past year, from 20,409 in 2020-21 to 19,140 in 2021-22.

In order to meet Albertans needs, the Ministry has continued to develop and implement new and more efficient ways of providing Income Support. This includes expanding the ministry's telephone and online services, which has enabled the department to serve more people more quickly, and increasing virtual services to enable the department to channel resources more effectively and efficiently provincewide. These improvements enable us to meet the needs of Albertans who are seeking assistance, including those in emergency situations, while also providing ongoing support to Albertans looking for opportunities to become more independent.

### **Actions that Support the Priorities of the Government of Alberta Strategic Plan**

#### **Key Priority Three:** Fiscal accountability

#### **Objective One:**

Value for each tax dollar spent

- In 2021-22, Community and Social Services developed an internal staff tool to manage the assignment and tracking of Income Support applications, reducing duplicate applicant entries and the potential for more than one worker contacting an applicant.

In 2021-22, Community and Social Services partnered with Service Alberta to develop digital online tools designed to provide applicants and clients access to self-service options for Income Supports. A digital tool for staff that launched to manage Income Support applications is helping ensure efficient application data entry and a consistent experience for all Albertans accessing the Income Support program. The ministry also began work to design and develop a new Income Support case management system to help reduce manual processes for assessments, service planning and follow-up activities.

Community and Social Services is committed to providing Albertans with access to modern service delivery options. The need for, and benefit of, remote service delivery was emphasized during the COVID-19 pandemic as these approaches ensured Albertans could continue to receive the services they needed when in-person delivery options were unavailable due to the implementation of public health measures.

### **Enhancing access to supports and services**

Alberta Supports offices are the key point entry point for many Albertans who need to access a wide range of government social programs and services. Through Alberta Supports, Albertans can access programs and services for seniors, children and youth, parents and families, people with disabilities, employment, homelessness, financial needs, guardianship/trusteeship information and bullying and family violence resources and prevention, including elder abuse. Alberta Supports also provides information and referrals in over 200 languages and dialects. There were 405,112 phone calls to Alberta Supports in 2021-22.

### **Enhancing the My Alberta Supports Citizen Portal**

In 2021-22, Community and Social Services implemented enhancements to the My Alberta Supports Citizen Portal, including new functionality to enable the upload of supporting documents and clarify information on the status/next steps for applicants.

Over 370,000 Albertans accessed Alberta Supports online through the My Alberta Supports Citizen Portal during the fiscal year.

To protect the safety of Albertans and staff during the COVID-19 pandemic, the ministry made the difficult decision to continue to suspend all in-person visits to Alberta Supports and Alberta Works offices, opting instead for remote service delivery, using online and telephone approaches. While remote service delivery helped promote public and staff safety, it meant Albertans could no longer visit an in-person office to connect to services. Despite this challenge, the department ensured Albertans were still able to access all Alberta Supports services through the My Alberta Supports Citizen Portal at myalbertasupports.ca, or by calling toll-free at 1-877-644-9992.

### **Increasing support for expectant mothers**

All women deserve support to have healthy pregnancies and babies. Since the prenatal period is a critical time of development that can have long-term implications on a child's life, Alberta's government announced financial support to expectant mothers early in their pregnancies to help ensure their babies thrive. The new prenatal benefit for pregnant women receiving Assured Income for the Severely Handicapped (AISH) or Income Support benefits can be accessed starting at 14 weeks of pregnancy. This benefit will provide \$100 per month until their baby is born, for a total of \$600. The new prenatal benefit came into effect on May 1, 2022 and is retroactive for eligible Albertans to January 1, 2022.

#### **Supporting parents with the costs of preparing for a new child**

An estimated 2,250 households receiving Income Support and 250 households receiving AISH may benefit from the new prenatal benefit each year.

To further ensure the stability of pregnant women receiving AISH or Income Support, a special diet benefit and health benefits coverage for prescription and non-prescription drugs, nutritional products including prenatal vitamins is also available. These benefits and the new prenatal benefit will help vulnerable expectant mothers and their babies thrive.

### **Helping Albertans with disabilities to save for the future**

Saving for the future can be a challenge for many Albertans, but it is key to ensuring long-term financial stability and independence. 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 living on a low or modest income.

Canadians with disabilities have experienced barriers accessing RDSPs, including awareness and the complexity of the Disability Tax Credit and RDSP application processes. In 2020, almost half of eligible Canadians who had not opened an RDSP had never heard of the savings plan. As a result, many Albertans with disabilities have not been able to maximize the benefits of this federal disability program. In 2021-22, the Premier's Council on the Status of Persons with Disabilities, along with stakeholders from advocacy, civil society organizations and financial institutions provided insights into the challenges and opportunities for increasing the uptake of RDSPs in Alberta.

Community and Social Services is committed to supporting increased access to thousands of dollars in federal government grants and bonds available for people who meet the eligibility criteria. Building upon the strengths of community based organizations and existing community initiatives, a plan is being implemented to increase RDSP uptake in Alberta, focusing on increasing awareness and application support. In 2021-22, the following funding was provided:

- \$60,000 to each of the four Family and Resource Centres (Gateway, Inclusion Alberta, Autism Alberta and STEPS Society) to expand their capacity to provide RDSP application support;
- \$100,000 to the Alberta Ability Network (under the Cerebral Palsy Association of Alberta) to increase RDSP uptake through increased education, awareness, information sharing and community presentations;
- \$80,000 for the Alberta Association of Immigrant Serving Agencies to support newcomers with disabilities access to RDSPs; and
- \$80,000 for Alberta Native Friendship Centres to support Indigenous persons with disabilities access to RDSPs.

### 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 per year bond the Government of Canada contributes to an RDSP of low and modest-income Canadians.

#### What is the Canada Disability Savings Grant?

- 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>

### Upholding program compliance and accountability

Community and Social Services is committed to making sure every dollar spent goes to Albertans who genuinely need financial support. The Investigation Unit within Community and Social Services receives complaints from various sources, including the public and government staff, regarding allegations of fraud or abuse of program benefits under the Assured Income for the Severely Handicapped (AISH), Income Support and other benefit programs administered by the department. The unit investigates complaints, which include undeclared income, false information, unreported spouse or assets and identity theft. Complaints may result in an investigation and possibly criminal code or regulatory charges when fraud is substantiated with sufficient evidence. The unit provides proactive and preventive strategies to frontline delivery staff and assists in managing financial risk to the Government of Alberta. Unit investigators are designated Peace Officers, with the majority having previously worked for Canadian policing agencies in the past.

In 2021-22, online fraud reporting was updated to allow for anonymous reporting. In addition, Albertans can now report fraud using an anonymous online form at Alberta.ca. On average, the ministry receives about 2,200 complaints annually with 65 per cent related to Income Support, 33 per cent to AISH, and the remaining two per cent to other programs administered by Community and Social Services. Last year, the Investigations Unit initiated 187 investigations with a maximum potential loss over \$3.8 million to the Government of Alberta. The Government of Alberta investigates all claims of Albertans misusing Community and Social Services programs to make sure only those who are eligible for programs and services are accessing them.

## Improving government transparency with data

The open government portal is a collection of publicly available datasets and publications by government departments and agencies designed to improve government transparency and ensure better collaboration between government and citizens.

As part of the ministry's commitment to openness and transparency about caseload pressures in disability programs, data is posted on the Open Government Portal. In 2021-22, Community and Social Services updated 14 existing [open data](#) assets, including Assured Income for the Severely Handicapped (AISH), Income Support, Funded Emergency Shelters, Persons with Developmental Disabilities (PDD), and Family Support for Children with Disabilities (FSCD) caseload data. To further support transparency, seven additional PDD and FSCD caseload data sets were released in March 2022.

### The Open Government Portal

Community and Social Services publications and data can be located at:

<https://www.alberta.ca/open-government-program.aspx>

## 1.2 Provide safe emergency shelter for vulnerable Albertans, ensuring appropriate measures are in place in response to COVID-19.

### Responding to Alberta's emergency shelter needs

One of the most effective ways to ensure the safety and stability of vulnerable people is to make sure they have access to safe places to stay. Alberta's emergency homeless shelters provide critical, short-term accommodation for people experiencing homelessness, where clients can access many others supports like showers, laundry, regular meal service and staff who can connect them to mental health and addiction services and housing.

In 2021-22, Community and Social Services provided approximately \$55 million to 25 community organizations to operate more than 3,500 shelter spaces in Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Lloydminster, Medicine Hat, Red Deer and Wetaskiwin. These spaces included 2,624 emergency shelter beds or mats and 937 short- and long-term supportive housing beds. An additional 626 emergency shelter spaces were funded as part of the province's winter emergency response. On average, about 2,500 Albertans stayed in emergency shelters each night. Shelter utilization decreased by 22 per cent in 2021-22, compared to the prior year. This may have been due to a number of factors, including the perception emergency shelters had a higher risk of COVID-19, reduced travel into and between Alberta communities, community efforts to support people to access other accommodation or housing, or COVID-related financial benefits allowing individuals to find and maintain more appropriate housing options. However, by the end of 2021-22, shelter utilization returned to pre-pandemic levels and in some communities, utilization exceeded levels prior to the COVID-19 pandemic.

## Keeping Albertans experiencing homelessness safe during COVID-19

### *Mobilizing COVID-19 responses*

During the COVID-19 pandemic, Community and Social Services helped ensure Albertans experiencing homelessness continued to have access to emergency shelter services, safe isolation and health supports. In November 2021, the department provided \$22.1 million to help homeless shelters, women's shelters and civil society organizations respond to the ongoing demands of delivering supports in a pandemic environment. The additional funding helped shelters comply with provincial public health measures, including physical distancing requirements, service



delivery adjustments and isolation supports. Funding further supported shelters across Alberta to offer 24/7 access to day sleep, showers, laundry, meal services, and connections to medical services and housing related supports.

Emergency shelters in many communities made use of churches and other facilities to expand their available shelter spaces, particularly during the winter months. For example, in addition to the \$21.5 million announced in November 2021, the ministry spent \$2.2 million to activate 200 additional shelter beds at Commonwealth Stadium in Edmonton and to support on-site overdose prevention and treatment services.

Alberta's government recognizes homelessness continues to be a concern for many rural communities. In 2021-22, \$1 million of COVID-19 emergency shelter/isolation response funding was provided to community agencies to help support people experiencing homelessness in rural communities including Cold Lake, Drayton Valley, Edson, Lac La Biche, Leduc, Lloydminster, Peace River, Slave Lake, St. Paul and Wetaskiwin. Community and Social Services also allocated \$120,000 in 2021-22 specifically to support youth homelessness programs in Lloydminster, Camrose, and Peace River. Community and Social Services also provided funding for winter emergency spaces in the eight rural communities of Peace River, Slave Lake, Lac La Biche, Leduc, Edson, Wetaskiwin, Drayton Valley, and Cold Lake.

In 2021-22, homeless shelters continued with their innovative approaches to meet the needs of individuals experiencing homelessness and ensure they are quickly connected to housing and recovery options. Many shelters adjusted their supports to provide quick access to appropriate housing, as well as access to treatment and recovery services. Since the start of the pandemic, shelters moved nearly 4,000 clients into housing.

#### *Isolation and care*

Many Albertans who contracted COVID-19 were able to stay home to isolate, but for the most vulnerable populations - those staying in emergency shelter - isolating at home was not an option. Over the course of 2021-22, approximately \$8.4 million was allocated to create isolation and care facilities to ensure those experiencing homelessness and in need of isolation had a safe place to stay. In 11 communities across the province, hotels, repurposed on-site shelter spaces, recreation centres and churches were converted into isolation spaces. This critical component of shelter

#### **Ensuring Albertans experiencing homelessness have access to emergency health benefits**

Over 500 Albertans experiencing homelessness were enrolled into the Alberta Adult Health Benefit program while isolating due to COVID-19.

pandemic response plans ensured clients received regular health and safety checks to further complement the medical supports provided by Alberta Health Services and other community health providers. Staffed by social service and health professionals, these isolation spaces reduced pressures on the health care system by supporting people experiencing homelessness who had no safe space to isolate, many of whom had medically complex issues. In 2021-22, clients in these sites recorded 24,078 overnight stays.

### **1.3 Review homeless support programs for vulnerable individuals and families that lead to improved housing stability.**

#### **Addressing homelessness**

Community and Social Services works closely with community partners to provide options for housing and supports for those struggling with homelessness. Community partners have done incredible work supporting some of Alberta's most vulnerable people, and the department will continue to work with them to provide people with a safe place to stay. In 2021-22, the ministry provided funding of \$89.8 million to civil society organizations and municipalities to deliver homelessness programming, including supportive housing, in the province's seven major centres: Calgary, Edmonton, Fort McMurray, Grande Prairie, Lethbridge, Medicine Hat and Red Deer. More than 22,000 Albertans have been placed in housing since 2009. Albertans accessing these supports rely less on emergency public services and are better connected to mainstream income sources.

#### **Establishing the Coordinated Community Response to Homelessness Task Force**

The Government of Alberta is committed to supporting people experiencing chronic homelessness. In November 2021, the Coordinated Community Response to Homelessness Task Force was established to look at innovative ways to manage recurring homelessness and find long-term solutions to help those in need, with a mandate to:

- look at how communities are impacted by homelessness;
- conduct a thorough review of access to services, including shelter, food, financial assistance, health and recovery supports; and
- develop a coordinated and community-based model that responds to the individual and complex needs of vulnerable Albertans.

Recommendations made by the task force will inform an action plan for provincewide implementation and an evaluation framework. This work is ongoing and will continue beyond the originally mandated end date in late spring 2022.



## 1.4 Enable civil society organizations to provide timely and culturally appropriate supports and resources to Albertans impacted by domestic and sexual violence.

### Providing supports and services to Clare's Law applicants

In Canada, half of all young women and girls who are victims of domestic violence homicide are murdered by someone with a prior conviction, and Alberta has the fourth highest rate of police-reported intimate partner violence. Alberta's government is committed to driving down the rate of intimate partner violence by providing a range of supports to help those at risk make informed decisions and stay safe.

A key tool available to Albertans is the *Disclosure to Protect Against Domestic Violence (Clare's Law) Act*, which came into effect on April 1, 2021. Through Clare's Law, Albertans can ask about an intimate partner's past and any history of violence. Albertans can submit a Clare's Law application online, or law enforcement can proactively inform an individual of their intimate partner's history of domestic violence. This important tool helps people make an informed choice about potentially dangerous intimate relationships. In 2021-22, Alberta received 452 Clare's Law applications requesting information regarding an intimate partner's history of domestic violence or other relevant acts.

In 2021-22, the ministry provided \$192,000 to Sagesse, a civil society organization supporting those impacted by domestic violence or sexual exploitation, for the development of a referral network for Albertans applying for disclosure through Clare's Law; building of the referral process and ensuring applicants who seek information using Clare's Law are provided with supports and services if they choose. Of the 452 applications received in 2021-22, 55 per cent requested connection to services and supports at some point during the process, including financial benefits for personal needs, emergency transportation and shelter, damage deposits and police-based victims' supports.

### Supporting women's shelters

Emergency women's shelters are critical partners in the government's efforts to address the safety of women and children escaping domestic violence. Community and Social Services works closely with shelter partners to make sure women and children fleeing violence have access to important services and supports, both in shelters and in the community, to help cope with the immediate impacts of abuse and to get the necessary supports to help rebuild their lives.

Provincially funded women's shelters are located across the province in both urban and rural communities. In 2021-22, the ministry invested over \$57.8 million in programming and outreach services for 31 women's emergency shelters, 16 second-stage shelters, two elder abuse shelters, three outreach agencies, and five fee-for-services shelters.

The funding also included approximately \$960,000 to support 264 innovative child care spaces operating in shelters across the province. Innovative child care programs provide safe, accessible, and specialized child care services during the day and after school for children who have been exposed to domestic violence.

#### Actions that Support the Priorities of the Government of Alberta Strategic Plan

**Key Priority One:**  
Protecting lives

**Objective Three:**  
Supporting Albertans most in need

- In 2021-22, 452 applications were made by Albertans requesting information regarding an intimate partner's history of domestic violence or other relevant acts.

In 2021-22, women’s shelters reported an increase in client complexity, including increased mental health and substance abuse issues. The ministry supported intensive case management teams across the province, consisting of intensive case managers and child trauma workers to meet the needs of clients who face multiple barriers to stability and safety. This included women and children impacted by severe trauma, mental health and substance abuse issues.

**Albertans supported by shelters and outreach programs in 2021-22**

Supports and Services	Adults Served	Children Served
<b>Women’s emergency shelters</b>	3,764	2,862
<b>Women’s second-stage shelters</b>	305	489
<b>Elder abuse shelters</b>	78	--
<b>Women’s fee-for-service shelters</b>	86	101
<b>Women’s outreach supports and Intensive Case Management</b>	4,775	2,032

Source:

The Alberta Council of Women’s Shelters Database.

Note: Includes Albertans admitted in 2020-21 who continued to receive services in 2021-22.

Recognizing COVID-19 is an ongoing concern for many women’s shelters, an additional \$1.2 million was provided to women’s emergency shelters to support families affected by violence during the COVID-19 pandemic. This funding was used to:

- support safe isolation for women and children in alternate locations such as hotels;
- adjust operations and programming to meet physical distancing requirements;
- provide more frequent welfare checks to families needing to self-isolate;
- support online schooling for children residing in shelters;
- offer community-based supports, food, transportation, and other necessities to address health and safety; and
- address unexpected costs related to public health measures, such as the use of personal protective equipment, cleaning protocols and meal service in accordance with the Alberta Health Services *Guide for COVID-19 Outbreak Prevention and Control in Shelter Sites*.

**Supporting sexual assault centres**

A 2020 study conducted by the Association of Alberta Sexual Assault Services found 43 per cent of Albertans (1.8 million) have experienced sexual violence. Alberta’s government is committed to working with community partners to improve supports and services for those impacted.

Sexual assault centres funded by Community and Social Services are there for Albertans in their hour of need. They offer critical supports like counselling and crisis intervention through phone and virtual counselling sessions, police and court support and many services to help Albertans overcome these traumatic experiences.

Recognizing the need for more funding for sexual assault services, an increase of \$1.2 million was provided to sexual assault centres in May 2021. This included \$372,000 to expand services in rural, remote, and under-served areas through satellite offices and outreach counselors. This funding, which is part of the government's commitment to increase funding for sexual violence supports by \$3.5 million, allowed for regional expansion, and brought counselling, crisis response and outreach supports to rural parts of the province where those supports were previously unavailable.

### **Expanding rural sexual assault services**

In 2021-22, Community and Social Services invested \$372,000 to expand front-line sexual assault supports provincewide, including:

- \$192,000 for the Hinton Friendship Centre to deliver new services in Hinton, Edson, Jasper and Yellowhead County.
- \$180,000 for the Dragonfly Counselling and Support Centre in Bonnyville to deliver new services in Wabasca/Desmarais, Slave Lake and Smoky Lake.

Albertans can contact Alberta's One Line at 1-866-403-8000, a provincewide central platform for sexual assault support services operated by the Association of Alberta Sexual Assault Services. Private, toll-free talk, text, and chat services connect individuals impacted by sexual violence to support, information and referrals to specialized sexual violence services. Texts, calls and chats to the One Line increased from 2,317 in 2020-21, to 2,746 in 2021-22, an increase of 18.5 per cent.

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

Prior Years' Results				2021-22 Target	2021-22 Actual
2017-18	2018-19	2019-20	2020-21		
N/A	12.9	2.6 <sup>1</sup>	5.9	7.0	9.1

Notes:

1. In 2019-20, several process improvements were implemented as part of a pilot with temporary support of additional adjudicators.

The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to eligible adult Albertans who have 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.

This performance measure captures median time between when an AISH application is ready for medical adjudication (all documents required to confirm general and medical eligibility have been received from the AISH applicant) and when the most recent eligibility decision – medical or financial – has been made.

In 2021-22, results for this measure were equal to 9.1 weeks, reflecting an increase of 2.1 weeks from the 2021-22 target of 7 weeks, and an increase of 3.2 weeks from the 2020-21 result of 5.9 weeks.

This variance is due to an increase in application volume in 2021-22 (11,790 AISH applications were received in 2021-22 compared to 10,236 in 2020-21, a 15 per cent increase). As well, fewer AISH adjudicators were available to process applications and determine medical eligibility due to staff vacancies, pandemic-related absences, and added duties to complete medical appeals contributed to the increases for this measure in 2021-22.

**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 providing vulnerable Albertans opportunities to foster individual resilience, self-reliance and self-sufficiency. The ministry supports initiatives to connect Albertans to employment and community participation opportunities.

### **Key Objectives**

- 2.1 Promote participation in Alberta’s recovery through effective and targeted employment support services and by facilitating post-secondary opportunities for Albertans with disabilities.**
- 2.2 Improve supports for persons with disabilities to participate in community life and for families to promote the development of their children with disabilities.**
- 2.3 Collaborate with Alberta’s Fetal Alcohol Spectrum Disorder (FASD) Service Networks to offer programming and resources for prevention, diagnosis, assessment and support for Albertans.**
- 2.4 Promote awareness of and increase access to culturally sensitive supports and services for Indigenous persons with disabilities living both on- and off-reserve and on Metis Settlements.**

## **2.1 Promote participation in Alberta's recovery through effective and targeted employment support services and by facilitating post-secondary opportunities for Albertans with disabilities.**

### **Supporting job seekers**

Getting Albertans back to work is a key priority for the Government of Alberta and Community and Social Services. The department has a range of programs and services to help employed Albertans get new certifications and skills to find jobs.

The department's alis website is a gateway for many Albertans to access employment resources to help make informed career choices, enhance their employability, plan for education or training, and connect to and be successful in the labour market. Albertans can use alis to connect to jobs they want, develop tools they need to apply for a job and skills to be successful in an interview. The website also provides support for dealing with job loss, accessing job postings and popular job banks, and finding information on available education and training opportunities in Alberta.

During 2021-22, the alis website was enhanced to improve accessibility and functionality. Functional enhancements were made to interactive forms to improve usability. In addition, significant enhancements were made to improve job posting filters and job alerts, existing labour market information, and live skills-in-demand data. Enhancements also allow users to safely share their career plan with non-Government of Alberta supports such as parents, teachers, contracted career services providers and community organizations.

During the fiscal year, 16 print publications were converted to web-based content. In addition, three French-language publications were converted to web-based content, resulting in the translation of 38 web articles into French.

Community and Social Services continued progress towards Web Content Accessibility Guidelines 2.0 compliance in 2021-22. These guidelines were established by the Web Accessibility Initiative of the World Wide Web Consortium in 2008, and define how to make online information more accessible for people with disabilities, whether visual, auditory, speech, physical, cognitive, language, learning, or neurological. Website interoperability was enhanced with adaptive software and devices used by people with disabilities.

### **Safely delivering employment services to Albertans**

Community and Social Services' programs form a strong foundation of support to help many Albertans find and keep jobs. Community and Social Services provides financial support, employment services, career resources, referrals, information on job fairs and workshops, and local labour market information. The goal is to help individuals and families gain independence by providing opportunities for them to enhance their skills to get jobs.

Due to the COVID-19 pandemic, many employment services continued to be delivered remotely or virtually in 2021-22. Virtual technology enabled clients to interact with program delivery staff, allowing employment supports to continue without having to go in-person to a support centre. Workshops were delivered virtually, while resumé and job search support and coaching were provided remotely.

The Career and Employment Information Services program includes 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 obtain strategies to gain work experience;
- persons with disabilities to provide accessible equipment and tools, as well as 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.

#### **Accessing employment services in 2021-22**

- Albertans accessed Employment Assistance Services 58,407 times in 2021-22.
- 83.3 per cent of Albertans reported they are satisfied or highly satisfied with the career and employment information services they received.

Alberta Supports Contact Centre staff provide information on, and referrals to, career and training resources in local communities, including referrals to Career and Employment Consultants, contracted agencies and alis. Through the Career and Employment Information Services program, Albertans have access to a service needs determination to help identify needs for information, career, training and employment services, and financial and non-financial supports. This process may lead to further assessment to determine how best to help improve their employability and self-sufficiency in the labour market. Career and Employment Consultants then provide proactive case management to Albertans accessing the Income Support program who are in the Expected to Work client category. This proactive case management supports their job search and helps them find and maintain employment.

Contracted career and employment information services are in place to support Career and Employment Consultants to connect clients to job placements and job search supports. Through contracts and grants, service providers deliver a variety of career and employment services to unemployed and underemployed Albertans, including career and education planning, resumé writing, interview skills, job search skills, computer and internet skills, personal development and career decision-making.

**Primary career and employment information services offered by Alberta Supports**

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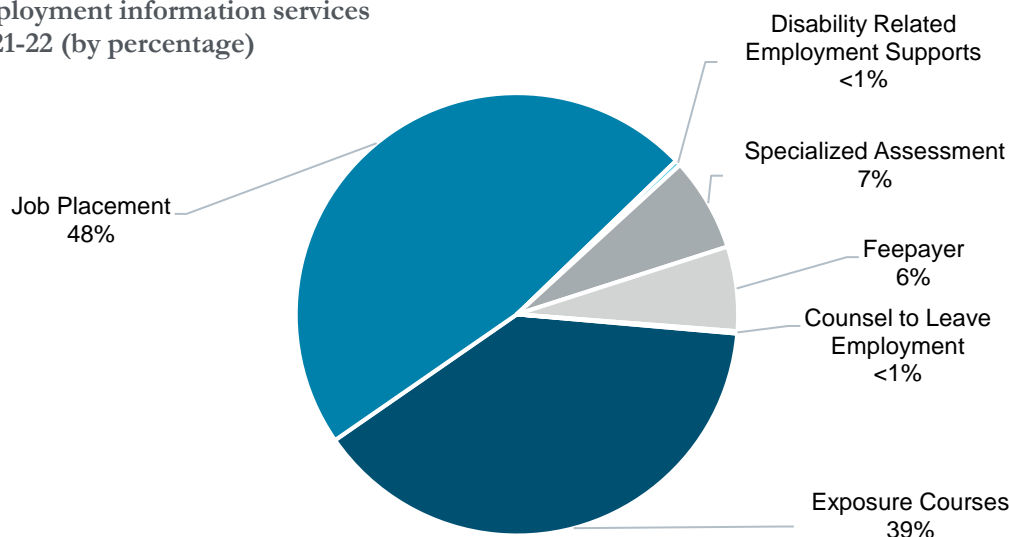
<b>Exposure Courses</b>	provide job-ready individuals with funding for short-term courses in order to gain the certification and/or job-specific skills they need, such as first aid or basic computer skills.
<b>Job Placement</b>	helps individuals who have the knowledge, skills and attitudes needed for employment, but need support to develop or refine job search skills, make connections to employers and maintain employment.
<b>Disability Related Employment Supports</b>	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.
<b>Specialized Assessment</b>	conducts an 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.
<b>Feepayer</b>	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.
<b>Counsel to Leave Employment</b>	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.

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In 2021-22, Albertans accessed Employment Assistance Services 58,407 times, which includes virtual workshops covering resumé development, interview preparations, job searching and career counselling. Utilization of Employment Assistance Services has essentially remained unchanged from the 2020-21 and 2021-22 fiscal years (58,439 to 58,407 respectively). Virtual delivery also improved access to clients who may not otherwise be able to attend in-person classes such as those with child care or transportation challenges.



Career and employment information services accessed in 2021-22 (by percentage)



The Work Outcomes Reporting Project survey is conducted with clients three months after they have participated in a program, service or workshop offered by Community and Social Services. In 2021-22, the survey found that 83.3 per cent of Albertans were satisfied or highly satisfied with the career and employment information services they received. Three months after receiving a career and employment information service (workshop, job placement, exposure course or Disability Related Employment Supports), 66 per cent of Albertans reported they had found employment in 2021. This is an increase of five per cent from the 2020 result of 61 per cent. This increase can be partially attributed to the gradual decrease in Alberta's unemployment rate from the peak of 15.3 per cent in May 2020 to 7.5 per cent in December 2021.

### Providing education opportunities for Albertans with developmental disabilities

In 2021-22, Community and Social Services invested an additional \$1.9 million to create additional spaces for students to participate in Inclusive Post-Secondary Education (ISPE) and Transitional Vocational Programs (TVPs). This expansion will help Albertans with developmental disabilities reach their educational goals and prepare for the workforce. IPSE allows students with developmental disabilities to participate fully in post-secondary classes in universities, colleges and technical institutes across Alberta. TVPs are one-year post-secondary programs with a focus on employment readiness and skills training to help prepare students for the labour market. The investment of \$1.9 million will create at least 36 new spots for students with developmental disabilities to attend post-secondary education.

### Promoting employment supports for Albertans with disabilities

All Albertans deserve equal opportunities to gain employment and to have a rewarding career. However, people with disabilities are less likely to be employed compared with people without disabilities. Moreover, they may also face multiple barriers affecting their ability to access or maintain employment. The COVID-19 pandemic has exacerbated these trends for people with disabilities, but Alberta's government sees great potential for more people with disabilities to obtain careers with the right supports.

A number of initiatives support employment opportunities for persons with disabilities and help employers tap into the unique skills of these individuals:

- 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.
- The Disability Related Employment Supports (DRES) funding provides 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.

In 2021-22, Community and Social Services invested an additional \$5 million to provide targeted employment supports and services to help people with disabilities build skills and find meaningful employment. This funding was used to build upon existing partnerships like Abilities at Work and Rotary Employment Partnerships; and fund organizations to develop partnerships with employers including Inclusion Alberta, Autism Society Alberta, Columbia Training Centre, Ability Resources Association, CNIB, STEPS Society of Red Deer, Cosmos Community Support Services Inc., Calgary Fetal Alcohol Network, Outcome Facilitation and Project Development.

**Actions that Support the Priorities of the Government of Alberta Strategic Plan**

**Key Priority One:**  
Protecting lives

**Objective Three:**  
Supporting Albertans most in need

- In 2021-22, the ministry invested more than \$22.3 million connecting 2,413 individuals receiving Persons with Developmental Disabilities (PDD) services to the labour market through:
  - Employment Preparation and Training; and
  - Employment Placement.

**Disability Employment Awareness Month**

The Ministry of Community and Social Services recognizes 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.

Community and Social Services developed a recruitment strategy to facilitate the participation of persons with disabilities in meaningful employment opportunities in the Alberta Public Service. The program has two components – job creation and work experience. Job creation provides opportunities for persons with developmental disabilities to work in administrative support roles tailored to their skills and abilities. Work experience provides two-year placements in program services roles for persons with disabilities who have high school or post-secondary education.

## Supporting transportation needs

The low-income transit support program in Calgary and Edmonton helps low-income families afford transportation to access jobs, education, health care, community resources and government services. In 2021-22, Community and Social Services allocated \$4.5 million each to the cities of Edmonton and Calgary to support vulnerable Albertans by making transit more affordable. Through these partnerships with the cities, this program provides adult and youth monthly transit passes at subsidized rates. Access to subsidized transit passes is available to anyone who can demonstrate financial eligibility.

Although low-income transit pass sales in 2021 increased from the previous year, total sales did not reach pre-pandemic levels. In 2021, approximately 250,000 low-income transit passes were sold in Calgary, down from 270,000 in 2020, and still below the pre-pandemic amount of approximately 480,000 sold in 2019. In Edmonton, approximately 144,000 low-income transit passes were sold in 2021, up from 100,000 in 2020, however still below the pre-pandemic amount of approximately 216,000 sold in 2019.

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 move within their communities and access important services and employment.

### How to purchase a low-income transit pass

- From the City of Calgary through the Fair Entry program, which uses a common application process for subsidized programs and services in Calgary.
- From the City of Edmonton through a common application for the Ride Transit Program and Leisure Access Pass Program.

## 2.2 Improve supports for persons with disabilities to participate in community life and for families to promote the development of their children with disabilities.

### Expanding access to Family Resource Centres

In 2021-22, Community and Social Services allocated an additional \$1.5 million to open new Family Resource Centres and expand services offered. Additional centres opened in Grande Prairie, St. Paul, Chinook/Medicine Hat, Red Deer, Fort McMurray, Lethbridge, Crowsnest Pass, Calgary, and Gateway Association expanded its services in Edmonton. In addition, families across the province can access virtual and remote services. There are now 10 centres throughout the province offering in-person and virtual services to families accessing the Family Support for Children with Disabilities (FSCD) and Persons with Developmental Disabilities (PDD) programs. In 2021-22, Family Resource Centres supported nearly 700 families to manage their FSCD or PDD services and more than 1,500 individuals, family members or staff attended family resource Centre workshops on a variety of topics such as transition planning.

### Improving supports for persons with developmental disabilities

Through the Persons with Developmental Disabilities (PDD) program, Community and Social Services helps eligible adults plan, coordinate and access services to live as independently as they can in their communities. The PDD program works with eligible adults to provide individualized support and services, which may include home living, employment, community access and specialized supports. Community living supports are the most used PDD services, with approximately 80 per cent of individuals receiving PDD services accessing these supports. In 2021-22, Community and Social Services invested over \$1 billion, including COVID-19 related funding, to provide supports and services to over 12,600 adults with developmental disabilities.

### **Assessing the Persons with Developmental Disabilities program**

The 2021-22 Persons with Developmental Disabilities Family/Guardian Satisfaction Survey found that:

- 82 per cent responded that services meet the person’s needs;
- 89 per cent responded that services provided enhance the person’s quality of life; and
- 86 per cent responded that services help him/her to be a part of the community as much as he/she wants to be.

Alberta’s government recognizes how important this program is for many Albertans living with developmental disabilities, and their families. In October 2020, a PDD Steering Committee was appointed, consisting of stakeholders, academics and program leadership, to oversee a comprehensive review of the PDD program. The PDD Steering Committee released their [report](#) in December 2021. Recommendations from the PDD Transformation Steering Committee report helped inform the formation of a new action committee to revamp the way PDD clients’ needs are assessed. The ministry is committed to ongoing, open dialogue with PDD stakeholders to maintain a long-term positive, trusting relationship to ensure the supports families rely on are both accessible and sustainable.

### **Listening to families of children with disabilities**

Family Support for Children with Disabilities (FSCD) is available to families of children with a wide range of disabilities, including chronic developmental, physical, sensory, mental or neurological conditions or impairments and other health conditions resulting in a disability. The FSCD program works with eligible families to provide support and services based on each child and family’s needs, such as counselling, respite, and behavioural and developmental supports.

In 2021-22, Community and Social Services invested \$191.9 million, including COVID-19 related expenditures, to provide over 15,100 families with FSCD services. During the fiscal year, child-focused services including, aid supports, respite, disability-related childcare, and specialized services where a team of health professionals work directly with the child to learn skills to participate in everyday routines, were the most utilized supports and services accessed by families.

After significant engagement with families in 2020-21, the [Views of the Family Support for Children with Disabilities \(FSCD\) Program: Strengths, Challenges and Opportunities for Improvement – Report on the FSCD Review Engagement](#) was released in December 2021.

Community and Social Services is using the findings from the report to guide a number of initiatives to improve the FSCD program, including reviewing support teams and delivery models to make sure service delivery is consistent across the province.

### **Assessing the Family Support for Children with Disabilities program**

The 2021-22 Family Support for Children with Disabilities Family/Guardian Satisfaction Survey found that:

- 87 per cent reported a positive impact of the program on their family;
- 67 per cent agreed the services provided have helped them to engage their child in social, recreational, and community activities;
- 86 per cent agreed FSCD helped them enhance their child’s development; and
- 92 per cent agreed FSCD staff show care and respect.

The report also identified a need for technology solutions to reduce inefficiencies and red tape. In response, the department centralized PDD and FSCD application processing to ensure a consistent and more efficient experience for applicants and staff. During the centralized application processing program pilot, processing times were reduced by 68 per cent for FSCD applications and by 55 per cent for PDD applications.

### **Family Support for Children with Disabilities – Provincial Parent Advisory Committee 2021-23 Strategic Plan**

The Family Support for Children with Disabilities-Provincial Parent Advisory Committee (FSCD-PPAC) provides a voice for parents of children with disabilities whose families receive FSCD assistance.

The FSCD-PPAC released their 2021-23 Strategic Plan in June 2021, which includes:

#### **Desired Outcomes**

- Effective Representation
- Impactful Advice
- Increased Visibility

#### **Focus Areas**

- Communication and Family Engagement
- Contribute to an Inclusive and Accessible Alberta
- Indigenous Communities, Rural and Remote
- Communities and Newcomers
- Respond to Emerging Issues

### **Removing red tape from disability programs**

In 2021-22, Community and Social Services implemented the use of digital signatures for FSCD agreements to make the administrative process easier and faster for families. Digital signatures reduce staff administrative tasks, modernize services for Albertans accessing disability services, reduce red tape, and are responsive to findings from the FSCD program review.

#### **Reducing administrative burden for families with a child with a disability**

The integrated digital signature option reduces:

- staff administrative tasks related to signatures by 66 per cent;
- the number of tasks completed by Albertans from five to two; and
- the time most parents wait for their agreement by 70 per cent.

Service Alberta estimates that a wet signature costs approximately \$10 per form, and a digital signature costs approximately \$1-2 per form. Approximately 25,000 FSCD Agreements and Amendments are completed each year. This change will lead to cost savings for the department.

Community and Social Services reviewed 20 Disability Services forms and eliminated unnecessary signatures from six forms. The signature eliminations resulted in 22 fewer fields on the forms and 23 fewer process steps for Albertans and staff.

In addition, the MyAlbertaSupports online portal was updated in 2021-22 to enable Albertans to upload documents, such as FSCD agreements, amendments and medical notes. This change helps ensure an efficient and streamlined process for applicants.

## Developing a Complex Service Needs Review Framework

Persons with developmental disabilities needing complex service and supports may pose a significant risk and may be destructive to themselves, others, or property. They often require intensive services to support them with:

- mental health disorders;
- termination from services due to challenging behaviours;
- specialized treatment for psychiatric and/or behaviour issues;
- multi-system involvement;
- incarceration or criminal justice involvement; and
- chronic substance abuse/dependency.

In 2021-22, approximately \$168.6 million was provided to fund services for Albertans needing complex care.

A framework to support complex service needs was developed in 2021-22 following a service delivery model review. This framework will ensure independent, external reviews of the supports and services received by these Albertans are done so in a consistent manner.

## Recognizing critical workers

Alberta's government values the dedication that disability services workers have shown throughout the pandemic in caring for the most vulnerable Albertans. During the COVID-19 pandemic, critical workers ensured that Albertans had the care and services they needed. The Critical Worker Benefit recognized Alberta's critical workers during the COVID-19 pandemic through a one-time payment of \$1,200 to eligible Albertans. The Critical Worker Benefit was available to workers in the public healthcare, social services, and education sectors as well as those in the private sector who delivered critical services to Albertans, or supported food and medical supply chains.

In 2021-22, Community and Social Services expanded eligibility to distribute over \$3 million in Critical Worker Benefits to over 4,000 community disability workers hired through contracted services, Family Managed Supports agreements, or Family Support for Children with Disabilities agreements. A new online portal was launched in October 2021 to automate the application process and reduce the administrative burden. Community and Social Services developed a step-by-step application guide to help service providers and families submit an application on behalf of eligible disability services workers they employ. In early 2022, the department followed-up with all successful applicants to ensure eligible workers received their benefit and that payments are reconciled.

In addition, the department is working with the disability services sector and partner ministries to improve attraction and retention within the sector. This includes providing a grant of \$200,000 to Alberta Council for Disability Services to collect and analyze data and develop a recruitment and retention strategy for the disability services sector. The first phase of this project involves labour market research and data gap analysis. The next phase involves development of recommendations on potential short, mid and longer-term strategies and pathways for workforce recovery and sustainability.



Alberta Council for Disability Services has identified a variety of factors behind the staffing issues including lack of post-secondary training, wages, and retention issues. The government will continue providing funding to service providers to enable them to put together solid compensation packages for their front-line staff. Community and Social Services is also working with Advanced Education to develop a micro-credentialing program to support recruitment, attraction and retention in the disability services sector.

## Helping people with disabilities 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.

### Examples of RAMP modifications:

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

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. A RAMP grant can pay for important accessibility modifications of up to \$7,500 per year, per project. An Albertan can receive multiple grants totalling \$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 also able to access RAMP. In 2021-22, 939 applications were approved for home modifications for a total of \$5.2 million.

## 2.3 Collaborate with Alberta's Fetal Alcohol Spectrum Disorder (FASD) Service Networks to offer programming and resources for prevention, diagnosis, assessment and support for Albertans.

### Supporting individuals with Fetal Alcohol Spectrum Disorder and their families

Fetal Alcohol Spectrum Disorder (FASD) is a preventable lifelong disability, which may occur when a developing baby is exposed to alcohol during pregnancy. The Government of Alberta is committed to reducing the incidence of FASD and ensuring individuals with FASD, their families and caregivers get the critical supports they need. An estimated 174,000 Albertans live with FASD.

In 2021-22, Community and Social Services invested over \$25 million in FASD supports and services and helped more than 5,600 Albertans. This funding is used to enhance services in the area of assessment/diagnosis, awareness and prevention, and support for individuals with FASD, their families and caregivers. There are 12 FASD

### Mocktails for Me

The Mocktails for Me social media campaign run by FASD networks promoted healthy pregnancies by encouraging women who are pregnant or wanting to become pregnant to choose a non-alcoholic, Mocktail, drink.

In two months the campaign:

- reached 372,452 Albertans; and
- received 1,119,460 total impressions on social media.

Service Networks across the province delivering a continuum of services that is respectful of community and cultural diversity, including First Nations, Métis, Inuit and immigrant populations.

Alberta is a member of the Canada Northwest FASD Partnership, an alliance of the four western provinces and three territories that advances evidence-based policy development in FASD prevention, diagnosis and supports for individuals and families through the sharing of resources and expertise in Canada.

### **Helping students with Fetal Alcohol Spectrum Disorder reach their full potential**

The Wellness, Resiliency and Partnership (WRaP) 2.0: Fetal Alcohol Spectrum Disorder (FASD) Coaching Partnership project gives educators tools and skills to help students with Fetal Alcohol Spectrum Disorder thrive.

Alberta's government is investing \$1 million per year for five years into WRaP 2.0 between 2021-22 and 2025-26. Alberta's FASD networks and school authorities will work together to deploy new tools across the province to help educators create learning environments to support and engage students with FASD.

In 2021-22, extensive WRaP 2.0 coaching materials and resources were developed and implemented for use. The WRaP 2.0 website, <https://wrap2fasd.org>, had approximately 4,800 unique visitors within the first five months after its launch. As of January 31, 2022, WRaP 2.0 reached 86 schools across 34 school authorities through instructional practice, which included whole group, small group and one-to-one professional development and coaching. Instructional practice was delivered to 816 teachers, 631 support teams, and 228 leadership and administrative staff. Several participants attended more than one instructional practice within the reporting year, therefore counts are not unique participants. Five Metis Settlement schools and five schools on-reserve also participated in FASD instructional practices.

#### **Supporting educators to help students with Fetal Alcohol Spectrum Disorder thrive**

Of the 335 participants who evaluated their participation in instructional learning and coaching:

- 95 per cent agreed that the professional learning was relevant to their work;
- 96 per cent believe the presentation style and resources are culturally sensitive; and
- 95 per cent intend to incorporate what they had learned in how they support students with an FASD diagnosis or possible FASD.



## 2.4 Promote awareness of 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 Indigenous Albertans with disabilities

Albertans living in remote communities, on-reserve or Metis Settlements may experience multiple barriers to accessing critical disability supports. Far too often, there may be a lack of culturally appropriate supports and services.

#### Actions that Support the Priorities of the Government of Alberta Strategic Plan

##### Key Priority One:

Protecting lives

##### Objective Six:

Partnering with Indigenous Peoples to pursue opportunities

- In 2021-22, Community and Social Services continued raising awareness of FSCD support on-reserve by connecting with on-reserve programs, services and organizations that support children and families to share information about the FSCD program, and how families can access the program.

The Family Support for Children with Disabilities (FSCD) program is available on-reserve, and Community and Social Services continues to work with First Nations and other Indigenous communities on opportunities to improve access to this program. In 2021-22, the department initiated a project to increase awareness of the FSCD program on reserves and identify barriers that families may face trying to access the program.

The federal government is responsible for funding social services for First Nation individuals living on-reserve, and Community and Social Services works closely with federal partners to ensure the needs of adults with developmental disabilities on reserve are met. Currently, the Persons with Developmental Disabilities (PDD) program does not provide services to adults with developmental disabilities ordinarily living on-reserve. The Government of Alberta continues to raise concerns about the barriers First Nations individuals are experiencing in accessing PDD services on-reserve.

In 2021-22, the Ministers of Community and Social Services and Indigenous Relations invited Indigenous Services Canada Minister Hadju to meet to discuss PDD services on-reserve. A technical working group with members from Community and Social Services, Indigenous Relations and Indigenous Services Canada was established to continue discussions on the issue of reimbursement of PDD services under the Funding and Administration of Social Services Funding Agreement.

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

Prior Years' Results				2021 Target	2021 Actual
2017	2018	2019	2020		
64%	64%	68%	59%	65%	51%

In 2021, approximately 51 per cent of former Income Support clients gained employment after leaving the program. This result reflects a difference of 14 per cent below the target set for 2021 and a decrease of eight per cent relative to the previous year's result.

Those who have stopped receiving Income Support without obtaining employment may have transitioned to a training program, had a change in marital status, moved out of Alberta or received financial support from other sources. Income received from Canada Pension Plan, Employment Insurance, other disability related income, or COVID-19 related supports from the Government of Canada, such as the Canada Recovery Benefit (CRB), may have resulted in an Income Support client leaving the program without gaining employment.

In spring 2020, an unprecedented number of Expected to Work clients and Barriers to Full Employment clients left the Income Support program and began collecting Canada Emergency Response Benefits. Many of these people then transitioned to the CRB in 2021. The availability of CRB provided a source of income not otherwise available to Albertans, causing some clients to forego Income Support in favour of receiving federal benefits until the end of October 2021.

Alberta's unemployment rate increased from 7.5 per cent in January 2020 to the peak of 15.3 per cent in May 2020. After reaching its peak, Alberta's unemployment rate fell from 15.3 per cent to 11.2 per cent in December 2020, and then to 7.5 per cent in December 2021. Typically, changes in workforce participation rates for Income Support Expected to Work clients are observed between four to six months after actual increases or decreases in the unemployment rate.

For 2021, the 8 per cent variance between the 59 per cent of participants employed after leaving Income Support in 2020, and the rate of 51 per cent for 2021, is likely the combined result of clients accessing federal benefits and changes in Alberta's labour market as it emerges from the pandemic.

In setting the 2021 target of 65 per cent, the assumptions that the pandemic would largely be contained and the economy would re-open and rebound significantly in 2021 were used. It was further assumed the unemployment rates would decrease in late 2020/early 2021. These factors, along with high unemployment rates and clients accessing CRB benefits, contributed to the 14 per cent variance between the 2021 target and the actual.

Additionally, the service sector, a common area where people with barriers or limited skills re-enter the labour market (full-time and part-time), took the hardest hits during the pandemic and had not yet fully recovered in 2021-22; the sector was impacted by repeated closures and restrictions, reducing options for clients.

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

Alberta's government continues to support the work of community and civil society organizations to create stability for vulnerable Albertans and increase inclusion in their communities. The ministry works with community partners and civil society to identify pressing social issues and address these challenges. Community and Social Services also 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 to design and deliver preventive 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, Minister's Disability Advisory Forum and other mechanisms.**
- 3.3 Develop and implement a family violence prevention framework, increase awareness in Alberta's communities and ensure inclusion and support for survivors.**
- 3.4 Through the Premier's Council on Civil Society and Charities, expand civil society capacity to address emerging social issues and improve supports for Albertans.**

### 3.1 Provide funding to municipalities and Metis Settlements to design and deliver preventive social programs.

#### 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. This program supports the local design and delivery of preventive social services to improve the well-being of individuals, families and communities. Local FCSS programs are intended to help individuals adopt healthy lifestyles, improve their quality of life and build the skills and abilities needed to prevent and/or deal with adversity. By helping vulnerable Albertans learn these skills, it reduces the need for more costly interventions. 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 of 20 per cent. The ministry spent \$91.9 million in 2021-22.

Programs offered through FCSS serve all ages and demographics, and reach rural and remote communities. In 2021-22, 312 municipalities and Metis Settlements provided FCSS services to Albertans through 203 local FCSS programs. Currently, 96 per cent of the province's population has access to FCSS services where they live.

In 2021-22, local FCSS programs continued to demonstrate resiliency and flexibility in dealing with and adapting to the COVID-19 pandemic. To accommodate public health measures, programming remained on virtual platforms where possible. Local FCSS programs continued to offer remote service delivery and shift local funding priorities to address current and emerging social issues in each community, such as increases in the need for emotional supports, instances of family violence, and food insecurity. In July 2021, amendments to the FCSS Regulation were made to allow local FCSS programs to provide direct assistance to sustain an individual or family during a public health emergency or any extenuating circumstances, such as a fire or flood. This change to the regulation allows local FCSS programs to provide direct assistance to support the immediate needs of their communities.

In 2021-22, Community and Social Services continued to develop a stronger prevention-focused FCSS policy and an accountability framework to provide clarity around government priorities, funding mechanisms and desired outcomes. A steering committee has been engaged as part of the development of the FCSS Accountability Framework, including: FCSS practitioners; the FCSS Association of Alberta; Alberta Municipalities; the Rural Municipalities of Alberta, and representatives from Children's Services; Culture and Status of Women; Education; Health; Indigenous Relations; Justice and Solicitor General; Municipal Affairs; and Seniors and Housing.

As part of the broader transformation of the FCSS program, the department worked with IT partners to build a new online system for the FCSS program. The online system manages grant agreements and reporting for the provincial grant program. The legacy IT system relied on outdated technology, included a high risk of error and loss of data integrity, and overall did not meet stakeholder and department needs. The new IT system uses a highly successful technology

#### Clearwater Regional FCSS -- Rocky Clearwater Family Wellness program:

- Clearwater Regional FCSS provided short-term supportive assistance to students, guardians and their families who were experiencing difficulties and required support at school, home or in the community.
- The program focused on fostering resiliency skills in youth and families, and included group interventions where youth and their families received emotional, behavioral, and social supports.

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platform and is efficient, effective, and easy to use, leading to red tape reduction for both stakeholders and department staff.

FCSS stakeholders participated in pilot testing and provided valuable feedback on the development of the new IT system. In March 2022, the department offered fourteen training sessions with nearly 300 stakeholders to orient them to the new system. Feedback from stakeholders attending these sessions was positive. The new online system will be fully implemented in early 2022-2023, with stakeholders submitting their 2021 annual reports on the new platform.

### **3.2 Raise awareness on matters relating to persons with disabilities through the Premier's Council on the Status of Persons with Disabilities, Minister's Disability Advisory Forum and other mechanisms.**

#### **Increasing awareness of Albertans with disabilities**

Community and Social Services is committed to providing equal opportunities to people with disabilities and enhancing inclusion throughout the province. The Premier's Council on the Status of Persons with Disabilities represents Albertans with disabilities, and provides advice and guidance to the ministry about opportunities for persons with disabilities to have full and equal participation in the province. For example, the Premier's Council advised government on the barriers Albertans face when trying to access Registered Disability Savings Plans (RDSPs) to support the development of resources to assist people and advice regarding barriers people with disabilities face when seeking and maintaining employment, along with actionable strategies to mitigate these barriers.

The Premier's Council on the Status of Persons with Disabilities supports increased awareness of diverse abilities and promotes accessibility and inclusion for Albertans with disabilities by recognizing International Day for Persons with Disabilities annually on December 3. The Council participated in virtual celebrations, honouring eight Albertans whose outstanding leadership changed the lives of people with disabilities.

#### **Advocating for Albertans with disabilities**

Community and Social Services is committed to providing supports to address the needs of 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 and serves as a point of contact between the community and Alberta's government.

The advocate works collaboratively with ministries whose programs impact people with disabilities. In 2021-22, input from Albertans was used to identify emergent trends that affect Albertans with disabilities and generate information and advice regarding topics such as:

- accessibility in the built environment;
- potential impact of implementation of the Alberta Health Services Critical Care Triage Protocol;
- gaps in supports and services for persons with Fetal Alcohol Spectrum Disorder; and
- the development of Inclusive Education Standards for the K-12 system.

In December 2021, Gregory McMeekin was appointed as the new Advocate for People with Disabilities for a three-year term.

### 3.3 Develop and implement a family violence prevention framework, increase awareness in Alberta's communities and ensure inclusion and support for survivors.

In addition to supporting survivors, Community and Social Services focuses on preventing violence before it happens through increased attention to primary prevention. This includes the development of a family violence primary prevention framework, which is being designed with the family and sexual violence community sector, academia, and cross-ministry partners. Primary prevention involves focus on building healthy relationships, bystander training, and engaging men and boys to promote safe, healthy environments and behaviours.

#### Safer Spaces

No one should feel like they are unable to leave a situation where violence is present. 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 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 Safer Spaces certificate.

In 2021-22, 377 Safer Spaces certificates were issued, indicating a significant number of family violence-related circumstances across Alberta resulting in the need to break leases and leave unsafe situations. Of the issued certificates, 54 per cent were for individuals with dependents in their care. This is a three per cent increase from 2020-21, which issued certificates to 51 per cent of individuals with dependents in care.

The process of obtaining a Safer Spaces certificate is intended to be prompt and barrier free. The average processing time is three days and the application is only one page. Staff members reviewing applications are able to assist Albertans in accessing a variety of supports through a referral to the Alberta Supports Contact Centre, including financial benefits, family enhancements supports, and referrals to community agencies for safety planning.

#### Safer Spaces in 2021-22

- 377 Safer Spaces Certificates were issued, an average of 31 per month.
- 54 per cent of the issued certificates were for individuals with dependents in their care.
- Social workers issued the majority of professional certified statements, more than double than the other certified professionals.
- Other professionals issuing certified statements included law enforcement, shelter staff and physicians.

#### 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 an anonymous online chat with trained staff and counsellors. The ministry contracts with United Way of Alberta Capital Region, the Canadian Mental Health Association – Edmonton Region and the Distress Centre Calgary to operate the Family Violence Info Line, which provides support, information and referrals to Alberta-based family violence resources.

Calls and chats to the Family Violence Info Line increased during 2021-22. On June 1, 2021, the chat service was expanded to be available 24/7.



## Bullying Helpline

Bullying is a relationship problem that involves a power imbalance. Community and Social Services works to ensure Albertans are aware of, and have access to, bullying supports. Albertans can access the Bullying Helpline or chat function for help with issues including elder bullying, cyberbullying, or for parent support to assist a child experiencing bullying at school. Through the helpline, certified staff provide support and information and offer referrals to community resources to address the caller's specific situation.

Community and Social Services contracts with United Way of Alberta Capital Region, the Canadian Mental Health Association – Edmonton Region and the Distress Centre Calgary to operate the Bullying Helpline. In 2021-22, Bullying Helpline received 277 calls. Bullying Helpline user demographics include children, youth, adults and seniors, who may be directly experiencing bullying. The issues raised among adults included workplace bullying, and parents and teachers who want to know how to help children and youth experiencing bullying. During the COVID-19 pandemic, Bullying Helpline users noted increased challenges and mental stress.

## Grants for family violence prevention

Rates of family violence typically increase during and following natural disasters, public health emergencies and economic downturns. Isolation due to COVID-19 public health measures, including physical distancing and restricted opportunities to access service delivery providers, is dangerous for victims. Community and Social Services provides grant funding to civil society organizations to enable them to provide supports to address family violence and abuse in communities. In 2021-22, the ministry provided \$9.8 million to 44 civil society organizations to deliver Family Violence Prevention and Healthy Relationships programs.

Funding from Community and Social Services supports collaboration among local service providers to offer a continuum of services for victims and families. In preparation for an increase in family violence and abuse incidents, service providers adapted programs to address the social impact of the COVID-19 pandemic on Albertans. The changes included providing remote services, including telephone or online counselling, implementing physical distancing practices for direct client contact, and increasing cleaning and sanitation practices. During the COVID-19 pandemic, many families reported increased social isolation, stress and challenges accessing support systems and an increase in the incidence of family violence reports/disclosures was observed. To respond to increased client numbers and wait lists, many service providers increased the number of counselling and group sessions offered to accommodate service demands.

## Safety connections

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

- Available 24/7
- 170+ languages available for the helplines including all Canadian Indigenous languages (online chat available in English)

### Family Violence Info Line

310-1818

*(2,114 calls in 2021-22)*

### Bullying Helpline

1-888-456-2323

*(277 calls in 2021-22)*

### Provincial Abuse Helpline

1-855-4HELPA

1-855-443-5722

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

Available 24/7

*(65 chats in 2021-22)*

### [alberta.ca/BullyingChat](https://alberta.ca/BullyingChat)

8:00 a.m. to 8:00 p.m. daily

*(65 chats in 2021-22)*

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

## Learning from family violence deaths

Family violence deaths are preventable. The Family Violence Death Review Committee (FVDRC) reviews incidents of family violence deaths in Alberta involving intimate partner relationships. The FVDRC makes recommendations to the Minister of Community and Social Services regarding programs, policies and service delivery mechanisms to prevent and reduce family violence.

In 2021-22, the FVDRC publicly released two case reports with 12 distinct recommendations to Community and Social Services, Culture and Status of Women, Justice and Solicitor General, Health, and Alberta Health Services. The recommendations aim to reduce and prevent family violence and include:

- provide unconscious bias training to all frontline workers in the health, social services and the justice systems;
- the justice system to collaborate with police to determine if there are remaining safety concerns when domestic violence charges are withdrawn;
- increase collaboration within the justice system to utilize Gladue Reports and improve offender management;
- develop public awareness campaigns that focus on men as victims; and
- require medical professionals to be better trained at screening and responding to family violence.

Recommendations from the FVDRC are used to inform family violence policy and practice within Community and Social Services, and throughout collaborating ministries. Learnings and data gathered through the case reviews, recommendations and annual reports provide crucial information to help understand the scale, impact of, and factors involved with family violence. The FVDRC-published annual reports are available at [www.alberta.ca/family-violence-death-review-committee.aspx](http://www.alberta.ca/family-violence-death-review-committee.aspx) and on the government's Open Data Portal at <https://open.alberta.ca/opendata>.



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### 3.4 Through the Premier's Council on Charities and Civil Society, expand civil society capacity to address emerging social issues and improve supports for Albertans.

#### Helping civil society address pressing social issues

The Premier's Council on Charities and Civil Society provides independent advice to government on its relationship with civil society, and how organizations can be empowered to address social issues across Alberta. 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. The council is accountable to the Premier of Alberta through the Minister of Community and Social Services.

In their 2020-21 report [Moving Forward: Charting a Path for Civil Society Recovery](#), the council provided strategic advice on civil society's recovery from the impacts of the COVID-19 pandemic. Informed by consultation with over 60 civil society organizations and experts, the report outlines strategic opportunities to advance civil society's recovery with funding from the Civil Society Fund. These strategic opportunities guided the Civil Society Fund priorities for 2021-22. The Moving Forward report also informed the development of the council's mandated Three-Year Strategic Plan. The plan includes a number of priorities and objectives related to findings in the Moving Forward report.

In 2021-22, the council conducted a targeted engagement including leading civil society organizations supporting women, women with lived experience, and Indigenous elders. This engagement informed the council's 2021-22 report [Supporting Women's Economic Recovery](#). The engagement found women were disproportionately impacted in various ways, including:

- increased burden of caregiving and domestic roles;
- increased risk of family, domestic and sexual violence; and
- increasing concerns related to mental health and addictions.

While these challenges were generally pre-existing, they were exacerbated by the COVID-19 pandemic, and particularly impacted racialized and marginalized women and women in remote or rural locations. These challenges are interconnected and require coordinated responses. The council acknowledged government has a unique role in addressing these challenges and can achieve positive outcomes.

## Supporting the effective and sustainable recovery of civil society

Community and Social Services recognizes the critical role civil society plays in the well-being of Albertans and its significant contributions to the Alberta economy. In 2020-21, the ministry launched the Civil Society Fund, to help grow civil society's capacity to address pressing social issues. The intent of the fund is to support transformational change and improve how civil society organizations function and work together to address pressing social challenges.

The effect of the COVID-19 pandemic on civil society is significant and ongoing. With increased demand for services and devastating revenue losses, the pandemic sheds light on ways to improve and grow civil society organizations to ensure their continued viability. In year two of the Civil Society Fund, \$7 million was awarded to 37 organizations in 2021-22 to build civil society capacity to address two related aspects of Alberta's recovery: social recovery and economic participation.

Social recovery means ensuring all Albertans and all communities have capacity to prevent and/or address the diverse social challenges they face. Economic participation means ensuring all Albertans are able to realize their potential and fully participate in Alberta's economy.

The Civil Society Fund received a total of 295 applications for funding in 2021-22. Eligible organizations included registered non-profit organizations and charities, First Nations, Metis Settlements, and in 2021-22, eligibility was extended to post-secondary institutions, reflecting the importance of capacity building, particularly in the areas of research and data.

### Actions that Support the Priorities of the Government of Alberta Strategic Plan

**Key Priority One:**  
Protecting lives

**Objective Three:**  
Supporting Albertans most in need

- The Civil Society Fund will provide \$20 million over three years, including the \$7 million awarded in 2021-22 to support Alberta's recovery from the COVID-19 pandemic through social recovery and economic participation.

### Civil Society Fund in action improving human trafficking data

Led by #NotinMyCity, a facilitative organization that raises awareness and takes collective action to prevent and end human trafficking and sexual exploitation, the Alberta Human Trafficking Data Portal Project implements a human trafficking database to improve tracking, data collection, reporting, and service delivery to vulnerable populations.

In 2021-22, 24 agencies from the Alberta Human Trafficking Network formed a Working Group to understand the current state, confirm high-level requirements, and determine a preferred data solution approach. A key discovery was the complexity of this data issue locally, nationally, and internationally.

This project provides an example on how a collaborative approach to human trafficking data is possible.

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

Prior Years' Results <sup>1</sup>				2021-22 Target	2021-22 Actual
2012-13	2014-15	2016-17	2019-20		
87%	86%	89%	88%	89%	86%

Note:

1. Only prior years with surveys conducted are represented.

The Persons with Developmental Disabilities (PDD) program provides supports to over 12,500 adults with developmental disabilities in Alberta. 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 Family/Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvements.

This performance measure assesses the satisfaction of families/guardians of adults accessing the PDD program that services are helping the client to be a part of their community. It is determined by the percentage of positive responses given to the survey statement: services help him/her to be part of the community as much as he/she wants to be.

In 2021-22, 86 per cent of families and/or guardians (public and private) responded positively indicating PDD services helped the person with a developmental disability to be part of the community. This result is three per cent below the target and two per cent below the 2019-20 result.

The COVID-19 pandemic severely affected the ability of individuals with disabilities to participate in their communities. The community engagement and participation of all Albertans was reduced as most community activities were either canceled or delayed. Providers of services designed to support community participation also may not have been able to deliver support due to public health measures. Changes to caseworker practice to abide by public health measure, such as the restriction of face-to-face meetings, may have also contributed to these results.

## Performance Measure and Indicator Methodology

### **Performance Measure 1.a:**

#### **Median time between when an Assured Income for the Severely Handicapped (AISH) application is ready for medical adjudication and an eligibility decision is made (in weeks)**

This performance measure captures the median time (in weeks) between when an AISH application is deemed ready for medical adjudication (the applicant has met all the criteria for general eligibility and submitted all documents required to determine their medical eligibility) and when the most recent financial or medical eligibility decision is made.

The information needed to generate this performance measure is captured in the Treatment of Income (TOI) system. Both the dates when an application is deemed ready for medical adjudication and when an eligibility decision is made (medical or financial) are entered into the TOI system. The result for this measure is generated in four steps using computer scripts:

1. Identify all medical and financial eligibility decisions that were made in a given fiscal year
2. Determine the time it took to reach the individual eligibility decisions (from when the applications were deemed ready for medical adjudication to when the most recent medical or financial eligibility decision was made)
3. Arrange the time it took to reach the individual eligibility decisions from least to greatest
4. Obtain the result for the performance measure by identifying the middle value (if there is an odd number of eligibility decisions) or by calculating the average of the two middle values (if there is an even number of eligibility decisions)

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Source: Treatment of Income (TOI) System

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

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

Participants for the survey are selected by using a stratified random sampling method applied to former Income Support clients three months after they leave the program. A census approach is applied when the program leaver population size is small. All participants selected to be surveyed receive a letter by mail inviting them to participate in the survey either online or by 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 by phone who have not already participated in the survey. The survey company makes up to eight call attempts to contact a participant. The same question wording is used in both the phone and online surveys. Both phone and online responses are captured in the performance measure calculation.

The performance measure result is based on survey participants' responses to the following two questions:

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

A response of *employed* or *self-employed* to Question 1, and a *yes* response to Question 2 results in only one count.

The result for this 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, 2020 to August 31, 2021. These Income Support clients were surveyed 3 months after leaving the Income Support program during the 2021 calendar year period (between January 1, 2021 and December 31, 2021). *Retired*, *don't know* and *no* response were 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: Income Support Work Outcomes Reporting Project Survey

**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 collects data for this performance measure. This survey is conducted biennially. The methodology given below applies to the latest survey undertaken in 2021-22.

Survey administration began in November 2021 and was completed in December 2021 through an independent consultant. All guardians (often family) of adults with developmental disabilities who received PDD services as of October 2021 were invited to participate in the survey. The final valid population size was 5,785 people.

Guardians with valid email addresses received an email from Community and Social Services inviting them to participate in the PDD Family / Guardian survey. The email included a link to the survey, as well as a toll-free number guardians could call to complete the survey over the phone. Guardians without email addresses and/or phone numbers received an invitation to participate in the survey via a phone call or mail. Guardians who did not complete or schedule an appointment to complete the survey received follow-up calls until the minimal acceptable number of responses was obtained for each Alberta region (South, Calgary, Central, Edmonton, North Central, Northwest, and Northeast) and the Office of the Public Guardian and Trustee. Prior to completing the survey, respondents were informed of the intention of the survey, voluntary nature of their involvement and confidentiality of the information they would be providing. Any respondent who requested to be contacted at a more convenient time was accommodated.

The PDD Family/Guardian survey was completed by 2,271 of the 5,785 valid population, resulting in a 39.3 per cent response rate. Of the 2,271 respondents, 779 completed it via phone and 1,492 completed it online. The overall margin of error for the survey results was equal to ± 2 per cent, 19 times out of 20.

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

*“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.”*

For this statement, respondents selected from a scale with the following response options: *strongly agree, agree, somewhat agree, somewhat disagree, disagree, strongly disagree, don’t know, and does not apply.*

The performance measure is calculated by dividing the total number of ‘agree’ responses (*strongly agree, agree, and somewhat agree* responses) by the total number of respondents and then multiplying the quotient by 100. Cases with no response or responses of *don’t know* or *does not apply* are treated as invalid and excluded from the calculation. The results are weighted to represent each region’s proportion of the province’s population.

$$\text{Performance Measure} = \frac{\sum (\text{Strongly Agree} + \text{Agree} + \text{Somewhat Agree})}{\sum (\text{All respondents}) - \sum (\text{No responses} + \text{Don't know} + \text{Does Not Apply})} \times 100$$

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

## Financial Information

Year ended March 31, 2022

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## Ministry Financial Highlights

### Statement of Revenues and Expenses (unaudited)

End of the year March 31, 2022

	2022		2021	Change from	
	Budget	Actual	Actual	Budget	2021 Actual
<i>(in thousands)</i>					
<b>Revenues</b>					
Government transfers					
Federal and other government grants	\$ 136,354	\$ 138,644	\$ 135,770	\$ 2,290	\$ 2,874
Investment income	-	-	3	-	(3)
Premiums, fees and licences	257	-	-	(257)	-
Other revenue	13,964	25,684	49,932	11,720	(24,248)
Ministry total	150,575	164,328	185,705	13,753	(21,377)
Inter-ministry consolidation adjustments	(2,546)	(1,757)	(14,893)	789	13,136
Adjusted ministry total	148,029	162,571	170,812	14,542	(8,241)
<b>Expenses - directly incurred</b>					
<b>Programs</b>					
Ministry Support Services	10,689	10,856	10,844	167	12
Employment and Income Support	856,643	739,184	769,124	(117,459)	(29,940)
Assured Income for the Severely Handicapped	1,359,407	1,331,256	1,314,425	(28,151)	16,831
Disability Services	1,354,575	1,323,283	1,309,639	(31,292)	13,644
Homeless and Outreach Support Services	193,008	229,416	252,365	36,408	(22,949)
Community Supports and Family Safety	136,737	133,659	142,285	(3,078)	(8,626)
Services Provided to Other Ministries	2,546	1,586	14,580	(960)	(12,994)
Ministry total	3,913,605	3,769,240	3,813,262	(144,365)	(44,022)
Inter-ministry consolidation adjustments	(27,546)	(24,622)	(39,640)	2,924	15,018
Adjusted ministry total	3,886,059	3,744,618	3,773,622	(141,441)	(29,004)
<b>Annual Deficit</b>	<b>\$(3,738,030)</b>	<b>\$(3,582,047)</b>	<b>\$(3,602,810)</b>	<b>\$ 155,983</b>	<b>\$ 20,763</b>



## Revenue and Expense Highlights

### Revenues

The ministry's revenue was \$164.3 million, approximately \$21.4 million lower than 2020-21 and \$13.8 million higher than Budget 2021.

#### *Compared to 2020-21 Actual*

Lower revenues were primarily due to the end of the Corporate Services Shared Service Agreement with Children's Services and decreased Assured Income for the Severely Handicapped and Income Support recoveries.

#### *Compared to Budget 2021*

Higher revenues were primarily due to increases in prior year surplus refunds for Persons with Developmental Disabilities and Family Support for Children with Disabilities agreements.

### Expenses

The ministry's operating expense was \$3,769.2 million in 2021-22, \$44.0 million or 1.2 per cent lower than in 2020-21, and \$144.4 million or 3.8 per cent lower than budget.

#### *Compared to 2020-21 Actual*

The decrease from 2020-21 was primarily due to reduced funding required to address COVID-19 related pressures in Homeless and Women's Shelters; and decrease in Services Provided to Other Ministries due to the end of the Corporate Services Shared Service Agreement with Children's Services.

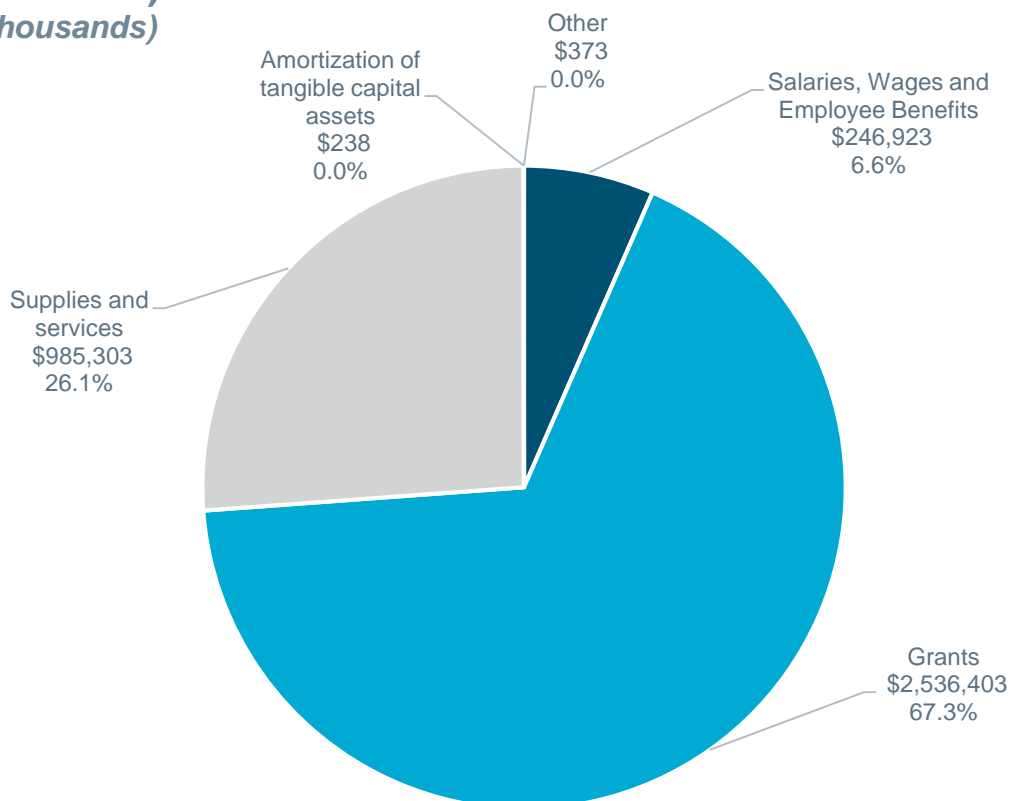
#### *Compared to Budget 2021*

- Employment and Income Support program expense was \$739.2 million, \$117.5 million lower than budget. This was primarily due to lower than budgeted caseload resulting from clients accessing available federal income supports during the pandemic.
- Assured Income for the Severely Handicapped expense was \$1,331.3 million, \$28.1 million lower than budget. This was primarily due to lower than budgeted caseload and cost per case.
- Disability Services expense was \$1,323.3 million, \$31.3 million lower than budget. This was primarily due to the COVID-19 pandemic resulting in reduced caseload growth and service utilization for Persons with Developmental Disabilities and Family Support for Children with Disabilities.
- Homeless and Outreach Support Services expense was \$229.4 million, \$36.4 million higher than budget. This was mainly due to funding for COVID-19 isolation sites and other related cost pressures for Homeless and Women's Shelters due to increased demand for emergency spaces and services as a result of the COVID-19 pandemic.

### 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.

#### 2022 Actual (unaudited) (in thousands)



- The largest component of the ministry's operating expenses was grants, which totaled \$2,536.4 million (67.3 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 \$985.3 million (26.1 per cent) was largely spent on service provider contracts in the Persons with Developmental Disabilities program.
- Expenditures for salaries, wages and employee benefits totaled \$246.9 million (6.6 per cent) and primarily for front line delivery of ministry programs.
- The remainder of ministry expenses were classified as amortization of capital assets (\$0.2 million) and other expenses (\$0.4 million).

## Other Financial Information

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### Trust Funds Under Administration

(in thousands)

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, 2022, the trust funds under administration were as follows:

	2022	2021
Persons with Developmental Disabilities		
Clients Trust Funds	\$ 293	\$ 337

### Statement of Remissions, Compromises, Write-offs

The following Statement has been prepared pursuant to section 23 of the *Financial Administration Act*.

The Statement includes all Remissions, Compromises and Write-offs of the Ministry of Community and Social Services made or approved during the Fiscal Year.

	(in thousands)
<b>Remissions</b> under section 21 of the <i>Financial Administration Act</i> :	\$ -
<b>Compromises</b> under section 22 of the <i>Financial Administration Act</i> :	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	3
<b>Bankruptcies:</b>	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	26
<b>Write-Offs:</b>	
Income Support, Assured Income for Severely Handicapped, Alberta Adult Health Benefit	6,537
Other – Disability Services	2
	<hr/>
	\$ 6,568
	<hr/> <hr/>

## Lapse/Encumbrance (unaudited)

Year ended March 31, 2022

	Voted Estimate <sup>(1)</sup>	Supplementary Estimate	Adjustments <sup>(2)</sup>	Voted Estimate	Voted Actuals <sup>(3)</sup>	Over Expended (Unexpended)
	(in thousands)					
<b>Program - Operating Expense</b>						
1 Ministry Support Services						
1.1 Minister's Office	\$ 756	\$ -	\$ -	\$ 756	\$ 663	\$ (93)
1.2 Deputy Minister's Office	802	-	-	802	745	(57)
1.3 Strategic Services	2,405	-	-	2,405	2,456	51
1.4 Corporate Services	3,118	-	-	3,118	3,663	545
1.5 Appeals Panels	3,608	-	-	3,608	3,211	(397)
	<u>10,689</u>	<u>-</u>	<u>-</u>	<u>10,689</u>	<u>10,738</u>	<u>49</u>
2 Employment and Income Support						
2.1 Program Planning and Delivery	113,185	-	-	113,185	118,857	5,672
2.2 Income Support to People Expected to Work or Working	428,509	-	-	428,509	314,275	(114,234)
2.3 Income Support to People with Barriers to Full Employment	242,157	-	-	242,157	229,839	(12,318)
2.4 Career and Employment Services	72,292	-	-	72,292	77,349	5,057
	<u>856,143</u>	<u>-</u>	<u>-</u>	<u>856,143</u>	<u>740,320</u>	<u>(115,823)</u>
3 Assured Income for the Severely Handicapped						
3.1 Program Planning and Delivery	31,688	-	-	31,688	32,749	1,061
3.2 Financial Assistance Grants	1,327,719	-	-	1,327,719	1,298,700	(29,019)
	<u>1,359,407</u>	<u>-</u>	<u>-</u>	<u>1,359,407</u>	<u>1,331,449</u>	<u>(27,958)</u>
4 Disability Services						
4.1 Program Planning and Delivery	60,095	-	(500)	59,595	55,844	(3,751)
4.2 Persons with Developmental Disabilities - Supports to Albertans	997,991	-	-	997,991	989,672	(8,319)
4.3 Persons with Developmental Disabilities - Direct Operations	40,200	-	-	40,200	39,773	(427)
4.4 Family Support for Children with Disabilities	211,951	-	-	211,951	191,860	(20,091)
4.5 Provincial Disability Supports Initiatives	17,299	-	-	17,299	19,886	2,587
4.6 Fetal Alcohol Spectrum Disorder Initiatives	25,239	-	-	25,239	25,352	113
4.7 Disability Advocate's Office	1,000	-	-	1,000	604	(396)
	<u>1,353,775</u>	<u>-</u>	<u>(500)</u>	<u>1,353,275</u>	<u>1,322,991</u>	<u>(30,284)</u>
5 Homeless and Outreach Support Services						
5.1 Program Planning and Delivery	3,151	-	-	3,151	3,464	313
5.2 Homeless Shelters	48,700	-	-	48,700	77,151	28,451
5.3 Women's Shelters	51,319	-	-	51,319	58,999	7,680
5.4 Homeless Support Outreach Services	89,838	-	-	89,838	89,839	1
	<u>193,008</u>	<u>-</u>	<u>-</u>	<u>193,008</u>	<u>229,453</u>	<u>36,445</u>

**Lapse/Encumbrance (unaudited)**

Year ended March 31, 2022

	Voted Estimate <sup>(1)</sup>	Supplementary Estimate	Adjustments <sup>(2)</sup>	Voted Estimate	Voted Actuals <sup>(3)</sup>	Over Expended (Unexpended)
	(in thousands)					
<b>Program - Operating Expense</b>						
6 Community Supports and Family Safety						
6.1 Program Planning and Delivery	2,809	-	-	2,809	3,081	272
6.2 Family and Community Support Services	100,000	-	-	100,000	91,908	(8,092)
6.3 Family and Community Safetv	33,928	-	-	33,928	38,772	4,844
	<u>136,737</u>	<u>-</u>	<u>-</u>	<u>136,737</u>	<u>133,761</u>	<u>(2,976)</u>
7 Services Provided to Other Ministries						
7.1 Services Provided to Other Ministries	2,546	-	-	2,546	1,596	(950)
	<u>2,546</u>	<u>-</u>	<u>-</u>	<u>2,546</u>	<u>1,596</u>	<u>(950)</u>
Total	<u>\$ 3,912,305</u>	<u>\$ -</u>	<u>\$ (500)</u>	<u>\$ 3,911,805</u>	<u>\$ 3,770,308</u>	<u>\$ (141,497)</u>
<b>(Lapse)</b>						<u>\$ (141,497)</u>
<b>Program - Capital Investment</b>						
4.1 Program Planning and Delivery	\$ -	\$ -	\$ -	\$ -	\$ 31	\$ 31
4.2 Persons with Developmental Disabilities - Supports to Albertans	-	-	500	500	-	(500)
4.3 Persons with Developmental Disabilities - Direct Operations	547	-	-	547	242	(305)
Total	<u>\$ 547</u>	<u>\$ -</u>	<u>\$ 500</u>	<u>\$ 1,047</u>	<u>\$ 273</u>	<u>\$ (774)</u>
<b>(Lapse)</b>						<u>\$ (774)</u>

<sup>(1)</sup> As per "Expense Vote by Program", "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" page 52 and 53 of the 2021-22 Government Estimates.

<sup>(2)</sup> Adjustments are transfers between voted expense and capital investment approved by Treasury Board and Finance on January 25, 2022.

<sup>(3)</sup> Actuals exclude non-voted amounts such as amortization and valuation adjustments.



## Annual Report Extracts and Other Statutory Reports

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

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

32 (1) Every chief officer must prepare a report annually on all disclosures that have been made to the designated officer of the department, public entity or office of the Legislature for which the chief officer is responsible.

(2) The report under subsection (1) must include the following information:

- (a) the number of disclosures received by the designated officer, the number of disclosures acted on and the number of disclosures not acted on by the designated officer;
- (b) the number of investigations commenced by the designated officer as a result of disclosures;
- (c) in the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations made or corrective measures taken in relation to the wrongdoing or the reasons why no corrective measure was taken.

(3) The report under subsection (1) must be included in the annual report of the department, public entity or office of the Legislature if the annual report is made publicly available.

There were no disclosures of wrongdoing filed with my office for your department between April 1, 2021 and March 31, 2022.

I would appreciate this information being shared with the employees that are completing the annual report for your department. Please contact me if you have any questions.

Gene Williams

Designated Officer

Cc: Robin Anderson