
A N N U A L

R E P O R T

C O M M U N I T Y

DEVELOPMENT

FOR THE FISCAL YEAR ENDED

MARCH 31, 2001

Note to Readers:

Copies of the annual report are available on the Web site or by contacting:

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PREFACE

Public Accounts 2000-2001

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 18 Ministries.

The annual report of the Government of Alberta released in June 2001 contains the Minister of Finance's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

On March 15, 2001, the government announced new ministry structures. Since the 2000-2001 fiscal year was substantially completed prior to this announcement, ministry annual reports and financial statements have been prepared as if the restructuring took place on April 1, 2001. This enables government to provide proper accountability for the 2000-2001 fiscal year against the original business plan.

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

- the financial statements of entities making up the ministry including the department of Community Development regulated funds and provincial agencies for which the Minister is responsible; and
- other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as part of financial statements, to the extent that the ministry has anything to report.

Ministers' Accountability Statement

The ministry's annual report for the year ended March 31, 2001, was prepared under our direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy directions as at September XX?, 2001, with material economic or fiscal implications of which we are aware, have been considered in the preparation of this report.

original signed by

Stan Woloshyn
Minister
Seniors

original signed by

Gene Zwozdesky
Minister
Community Development

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Message from the Ministers

We are pleased to present to Albertans the 2000-2001 annual report for the Ministry of Community Development. The ministry's success in enhancing the quality of life in Alberta's strong and diverse communities lies in its focus on productive partnerships, an energetic and growing volunteer base, and support of community-based organizations funded through the ministry's foundations.

Community Development continued its commitment to assist Albertans' participation in arts and culture. The Alberta Foundation for the Arts introduced a new grant program structure in September 2000. The new structure provide a broader range of arts support in ways that encourage greater community support and increase the stability of Alberta's arts and culture sector.

By March 31, 2001, there were 264 public libraries connected to the Internet through the Alberta Public Library Electronic Network. A partnership with Industry Canada's Community Access Program and other organizations, the network provides a wide range of new on-line services to Albertans through public and post-secondary libraries.

Support was given to the Alberta's Future Leaders Program that uses recreation as a vehicle to develop positive leadership skills for youth-at-risk; more than 20,000 Alberta youth participated in 2000-2001. The program is a partnership of 21 Aboriginal communities, the Alberta Sport, Recreation, Parks and Wildlife Foundation, government departments and corporate sponsors.

Community Development provided financial and consulting assistance to many provincial, national and world sporting events in 2000-2001, including the 8th IAAF World Championships in Athletics in August 2001.

The International Year of Volunteers was designated by the United Nations to recognize the importance of volunteer service. The Alberta celebration, with the theme *A Year for Everyone*, began with a December 2000 launch and continued with events held across the province.

Approximately \$4.2 million in grants were provided to volunteer-driven, non-profit organizations through the Quarterly Grants Program of the Wild Rose Foundation.

The Government-Wide Study on the Impact of the Aging Population released its report, *ALBERTA FOR ALL AGES: Directions for the Future*, in June 2000.

In July 2000, the *Family and Special Purpose Housing Policy Framework* was approved. It describes the necessary continuum of housing from homelessness to supportive housing, social housing and affordable

housing. In 2000-2001, the Alberta Government committed \$3 million per year to an initiative to address homelessness, a partnership project of federal, provincial and municipal governments. One-time capital funding of \$10 million was spent on the Seniors Supportive Housing Incentive Program to support the construction of 617 additional supportive housing units for low to middle income seniors, and the upgrading of others.

The ministry released the report, *Promoting Equity and Fairness for All Albertans*, in October 2000. This report, developed after province-wide consultation, identified needs and issues related to diversity and contained an action plan for equity. The Human Rights, Citizenship and Multiculturalism Education Fund provided \$1.2 million for educational programs or services supporting equality.

Culture and heritage were celebrated with the launch of the Alberta 2005 Centennial program in September 2000. The centennial program disbursed \$50 million for community-based projects and government-owned facilities, ranging from museums to arts centres.

The Provincial Museum of Alberta broke previous attendance records with its award-winning *Anno-Domini: Jesus Through the Centuries* exhibition. Community Development also played a key role in the work leading to the *First Nations Sacred Ceremonial Objects Repatriation Act*, passed in 2000.

The Royal Tyrrell Museum of Palaeontology made progress in uncovering and preserving the province's natural history during the past year, including several significant discoveries, the opening of the Shell Discovery Centre and a new partnership project to explore marine fauna in the Fort McMurray oil sands.

The ministry received three Premier's Awards of Excellence. The Alberta Seniors Service Centre won the only gold award, a silver went to the Provincial Museum for the exhibit *Rise of the Black Dragon*, and a bronze to the Royal Tyrrell Museum for the redevelopment of the Pleistocene Gallery. International recognition came to Royal Tyrrell Museum researcher, Dr. Elizabeth Nicholls, who won the prestigious Rolex Award for Enterprise.

We are proud of the achievements of this ministry during the past year and look forward to the challenges and opportunities in the year ahead. Innovative thinking and creative implementation are vital to the ministry's forward progress. We are pleased to have played our part in the Government of Alberta's recent gold medal award for Innovative Management from the Institute of Public Administration in Canada.

We thank our staff, agencies, foundations, partners and government colleagues who contributed to the ministry's achievements in 2000-2001.

original signed by

Stan Woloshyn
Minister
Seniors

original signed by

Gene Zwodzdesky
Minister
Community Development

Management's Responsibility for Reporting

The Ministry of Community Development includes the Department of Community Development, the agencies and foundations listed on the ministry entities chart on page 5, the Historic Resources Fund and the Human Rights, Citizenship and Multiculturalism Education Fund.

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

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

Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the ministry rests with the Ministers of Community Development and Seniors. Under their direction, we oversee the preparation of the ministry's annual report, including consolidated financial statements and performance results. The consolidated financial statements and the performance results, of necessity, include amounts that are based on estimates and judgements. The consolidated financial statements are prepared in accordance with the government's stated accounting policies.

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

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

- provide Executive Council, Treasury Board, the Minister of Finance and the Ministers of Community Development and Seniors any information needed to fulfil their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling our responsibilities for the ministry, we have relied, as necessary, on the executive of the individual entities within the ministry.

original signed by

Ken Wilson
Deputy Minister
Ministry of Seniors

September 14, 2001

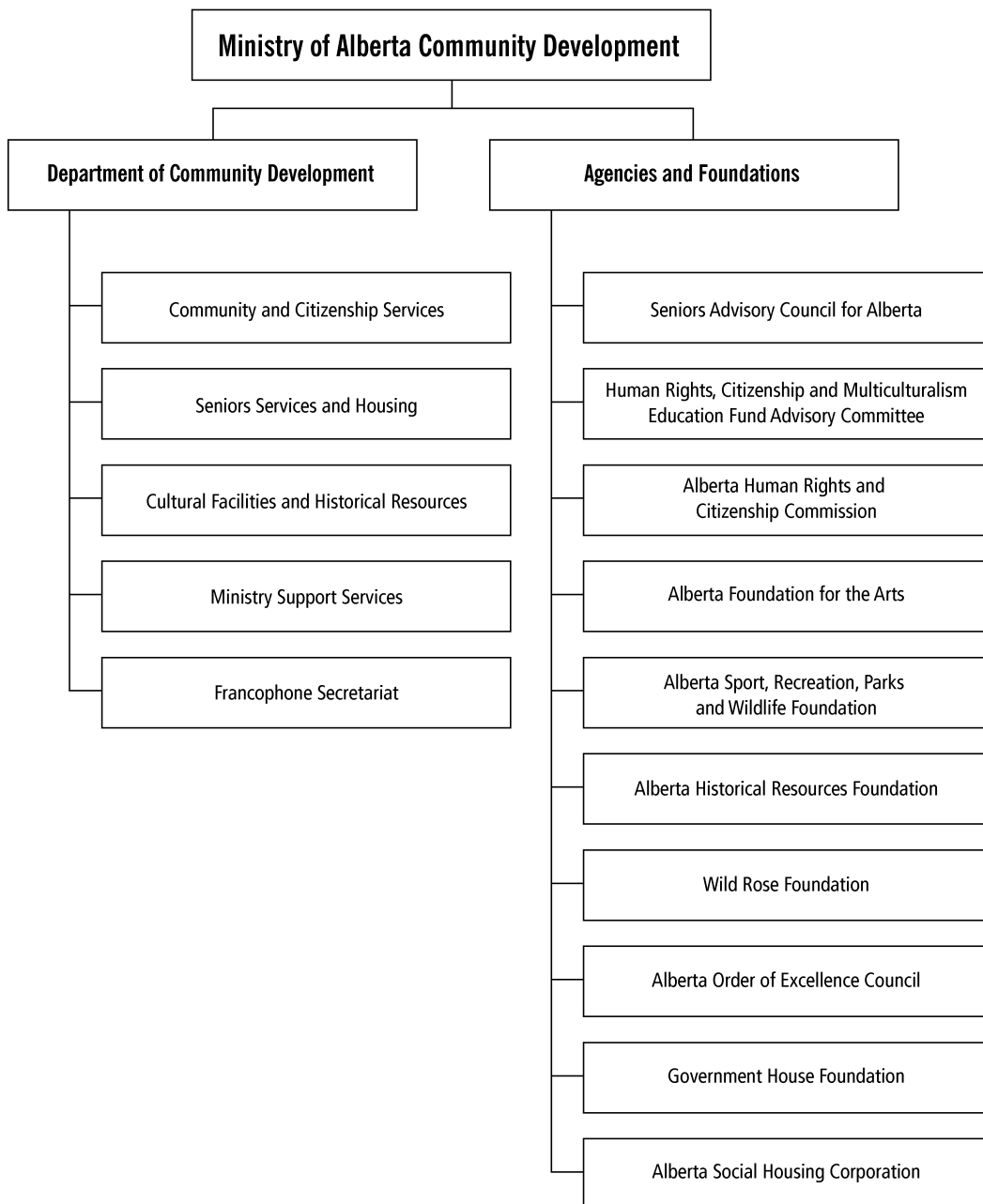
original signed by

William J. Byrne
Deputy Minister
Ministry of Community Development

September 14, 2001

OVERVIEW

Ministry Entities



OPERATIONAL OVERVIEW

OVERVIEW

Alberta Community Development

plays an important role in building a strong province through the support of community goals. The ministry aspires for a high quality of life for all Albertans and focuses on the means for all citizens and places/communities to have a fair opportunity for achieving growth and prosperity. The mission of the ministry is "to support community development, and through leadership, protection and partnership, help all Albertans participate fully in the social, cultural and economic life of the province."

This mission guides the ministry activities in its five core business areas:

1. promoting community development;
2. supporting the independence and well-being of seniors;
3. protecting human rights and promoting fairness and access;
4. preserving, protecting and presenting Alberta's unique natural, cultural and historical resources; and
5. supporting Alberta's special purpose housing needs.

The ministry consists of the department and 10 agencies and foundations. The following description of the ministry's structure provides an overall picture of the range of products and services available to Albertans.

Department

1. Community and Citizenship Services

The Community and Citizenship Services Division helps Alberta communities with their development activities, supports recreation and cultural participation, and promotes equality. The Arts Development Branch supports and promotes participation in arts and culture for all Albertans, and provides film classification services. The Sport and Recreation Branch supports participation in sport and recreation in the province that leads to wellness, and supports the provincial sport system. The Strategic Information and Libraries Branch supports the province-wide public library and information network through the *Libraries Act* and the provision of operating grants, consultation services and strategic information. The Volunteer Services Branch provides support to Alberta's volunteer sector, and field facilitation services and access to seniors,

sports and other ministry programs at four regional and seven satellite offices. The branch also provides support to the Community Lottery Board Grant Program on behalf of Alberta Gaming. The Human Rights and Citizenship Branch protects human rights in the province through education and complaint resolution services.

2. Seniors Services and Housing

The Seniors Services and Housing Division supports the independence and well-being of seniors and Alberta's family and special purpose housing needs. The Strategic Planning and Policy Branch coordinates seniors issues across government, ensures government's ongoing communication with seniors, and identifies, researches and makes recommendations on issues relevant to seniors' current and future well-being. The Client and Information Services Branch coordinates and delivers information and programs in support of Alberta seniors, and promotes the safety of adults in care. The Seniors Financial Assistance Branch administers provincial income-support programs for seniors, including the Alberta Seniors Benefit and Special Needs Assistance for Seniors. The Seniors Housing Services Branch provides housing assistance to lower-income seniors, coordinates government initiatives related to seniors housing and generates awareness, and develops partnerships to address seniors housing issues. The Family and Special Purpose Housing Branch is responsible for the delivery, administration and policy development of housing programs for families and individuals with special housing needs.

3. Cultural Facilities and Historical Resources

The Cultural Facilities and Historical Resources Division preserves, protects and presents Alberta's history and culture. It does this by operating 18 provincial historic sites, museums and interpretive centres; the Provincial Archives of Alberta; and the Northern and Southern Alberta Jubilee Auditoria. It also maintains provincial heritage collections, provides assistance to community-based preservation and presentation projects, and provides historical designation for significant resources. The division operates five branches: Provincial Archives of Alberta, Provincial Museum of Alberta, Heritage Resource Management, Historic Sites and Cultural Facilities, and Royal Tyrrell Museum of Palaeontology.

4. Ministry Support Services

Ministry Support Services includes the Minister's Office, Deputy Minister's Office, Communications and Administrative Services (which includes Financial Operations, Internal Audit, Business and Financial Planning, Human Resources, Information Technology Services, and Freedom of Information and Protection of Privacy and Records Management). These areas provide services to the entire ministry, thus optimizing efficiency in the ministry's operations.

5. Francophone Secretariat

The Francophone Secretariat serves as a liaison between the government and the Francophone community. It also facilitates access to various government departments and programs for Francophone groups and organizations involved in community development. The Secretariat also represents the province and the Francophone community at federal/provincial/territorial meetings on Francophone affairs.

Agencies and Foundations

1. Seniors Advisory Council for Alberta

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

2. Human Rights, Citizenship and Multiculturalism Education Fund Advisory Committee

The advisory committee oversees and makes recommendations, to the Minister of Community Development, on the use of the Human Rights, Citizenship and Multiculturalism Education Fund. The fund provides financial support for educational initiatives in all aspects of human rights, citizenship and multiculturalism.

3. Alberta Human Rights and Citizenship Commission

The Human Rights and Citizenship Commission is an independent agency of the Government of Alberta reporting through the Minister of Community Development. The commission resolves human rights complaints in keeping with the provisions of the *Human Rights, Citizenship and Multiculturalism Act*. It also provides information and education about human rights in Alberta.

4. Alberta Foundation for the Arts

The Alberta Foundation for the Arts encourages and supports artist development and public access to the arts throughout Alberta by recommending, to the Minister of Community Development, grant assistance to individuals and arts organizations that assist Albertan artists in their development and that provide opportunities for public participation in the arts.

5. Alberta Sport, Recreation, Parks and Wildlife Foundation

The Alberta Sport, Recreation, Parks and Wildlife Foundation supports the development of recreation, sport, parks and wildlife activities in the province by recommending, to the Minister of Community Development, grant assistance to provincial recreation and sport organizations. The foundation sponsors major games, supports the development of active lifestyles, and receives donations in support of land conservation and other programs.

6. Alberta Historical Resources Foundation

The Alberta Historical Resources Foundation recommends, to the Minister of Community Development, grant assistance for community-based heritage initiatives across the province. These initiatives include restoration of historical buildings and heritage districts as well as development of interpretive markers, publications and educational projects. The foundation also manages the Alberta Main Street program.

7. Wild Rose Foundation

The Wild Rose Foundation recommends, to the Minister of Community Development, grant assistance to non-profit community service organizations in Alberta. The foundation promotes the use of volunteers and fosters charitable, philanthropic or humanitarian acts.

8. Alberta Order of Excellence Council

The Alberta Order of Excellence Council recognizes those persons who have rendered services of the greatest distinction and singular excellence on behalf of residents of Alberta. Citizens throughout the province are encouraged to submit names of outstanding people in their communities who might be considered as suitable candidates for induction to the Order.

9. Government House Foundation

The Government House Foundation cares for and promotes the interests of Government House, the former home of the Lieutenant Governors of the Province of Alberta. The foundation advises the Minister of Community Development on the preservation of Government House as an historic site and building; engages in public awareness programs, including tours; and enhances the physical attributes of Government House, including its works of art and furnishings.

10. Alberta Social Housing Corporation

The Alberta Social Housing Corporation is a Crown corporation operating under the authority of the *Alberta Housing Act*. Its primary purpose is to support provincial housing policies through the use of corporation assets. A secondary function is to dispose of surplus land and surplus housing assets.

Report Of The Auditor General On The Results Of Applying
Specified Auditing Procedures To Key Performance Measures

To the Members of the Legislative Assembly:

I have performed the following procedures in connection with the Ministry of Community Development's key measures included in the *2000-2001 Annual Report of the Ministry of Community Development* as presented on pages 11 to 70.

1. Information obtained from an independent source, such as Statistics Canada, was agreed with the information supplied by the stated source. Information provided internally was agreed to the reports from the systems used to develop the information.
2. The calculations that converted source information into reported measures were tested.
3. The appropriateness of the description of each measure's methodology was assessed.

As a result of applying the above procedures, I found no exceptions. However, these procedures do not constitute an audit of the set of key measures and therefore I express no opinion on the set of key measures included in the *2000-2001 Annual Report of the Ministry of Community Development*.

original signed by

FCA
Auditor General

Edmonton, Alberta
August 27, 2001

RESULTS ANALYSIS

Goals, Performance Measures and Results

Within each of its core businesses, the *Alberta Community Development 2000-2001 to 2002-2003 Business Plan* includes a goal, strategies and key performance measures meant to indicate the ministry's success in achieving its desired outcomes.

This section of the annual report outlines the goals the ministry intended to achieve and what actions were taken toward those goals. It outlines what measures were used to assess the ministry's performance, why those measures were selected, and provides a synopsis of methods used. The results obtained for those key performance measures are presented, along with an explanation of the factors affecting performance. In some areas, other relevant performance information is also included.

The ministry's performance measures are not intended to capture the full extent of the ministry's activities. The impact of the broad range of services provided for Albertans by the ministry can be best understood by looking at services and assessing whether they have been successful in reaching the desired outcomes. The ministry continues to assess these impacts and to refine the objectives for its products and services and the performance measures used to gauge its success.

GOAL 1

To work in partnership with geographic communities and communities of interest to build and maintain a high quality of life in Alberta.

Promoting development of Alberta's communities and increasing the capacity for self-reliance of community organizations are key goals of the ministry. The ministry provides on-site community development assistance through its regional office system. It supports Alberta's quality of life through technical and financial assistance to the arts, recreation and sport, library and volunteer sectors. The ministry achieved these goals by:

- helping communities to help themselves through the provision of organizational assistance and facilitation services;
- increasing community self-reliance and self-sufficiency through financial support and consultative services aimed toward the development of local resources and effective use of volunteers;
- supporting the development of arts and culture as fundamental assets of Alberta's quality of life by providing financial assistance and consultative services;
- coordinating and supporting a province-wide library system with financial assistance and consultative services;
- assisting Albertans in making informed choices through the classification of films;
- encouraging, through financial support and education programs, participation in healthy physical activity and recreation that leads to wellness; and,
- contributing to the athletic achievement of Albertans through financial and consultative support to the provincial sport system.

The ministry was most visible through the implementation of strategies that strengthen communities and support province-wide community service initiatives, such as implementation of International Year of Volunteers initiatives to strengthen volunteer service; broader community access to provincial library resources with the expansion of the Alberta Public Library Electronic Network to 264 public libraries; and cross ministry initiatives related to children, youth and Aboriginal communities. In addition, the ministry continued to support approximately 100 sport and recreation associations and 14 active living organizations that provided Albertans opportunities to be physically fit and active.

Strategy:

Continue to enhance Alberta's quality of life by supporting broad participation opportunities in the arts, libraries, sport and recreation.

The ministry supports the arts through the Alberta Foundation for the Arts and encourages opportunities that Albertans can enjoy. In 1999-2000, the foundation provided funding to 590 arts organizations in support of approximately 9,430 arts events and 3,250 art exhibitions. This information is compiled in 2000-2001 and is based on reports submitted from arts organizations that received grants in 1999-2000. Total attendance at these events and exhibitions exceeded 12 million. More than 60,000 volunteers contributed over 2.8 million hours to organizations funded by the foundation.

In 2000-2001, the Alberta Foundation for the Arts supported artist activity in Alberta schools in two ways: 79 schools received support for artist residencies through the Artist in Schools Residency program; and 37 performing arts applicants received Educational Touring grants for 1,980 performances. These programs enhance students' creativity by exposing them to Alberta artists and the creative process of their work.

The ministry supports libraries through its Strategic Information and Libraries Branch. In 2000-2001, \$14 million in grants were given to 243 public library boards for the operation of 305 libraries. The ministry enhances Alberta's quality of life by maintaining a legislative structure that establishes and guides the operation of public library services throughout the province. The ministry worked with public libraries to develop and implement policies (particularly on Internet use and financial matters), to establish goals and develop service plans, and to promote library system membership.

Capital funding was given to the Northern Lights Library and Chinook Arch Library systems. Library system boards are created under provincial legislation and are not eligible for other government capital funding programs. One-time funding was given to six library systems for expansion into new municipalities.

Ministry staff worked with the Alberta Library Trustees Association to produce a training video for library trustees on their roles and responsibilities under the *Libraries Act*. The video was distributed to all libraries in the province. The ministry also initiated on-line communication with public library boards by using the Alberta Public Library Electronic Network infrastructure for on-line distribution of 2001 grant applications and annual surveys to eligible library boards. Staff also commenced work on developing a Web site to provide information on Alberta's public library structure to members of the library community and the public.

The ministry supported approximately 100 sport and recreation associations and 14 active living organizations, providing Albertans with opportunities to be involved in physical activity programs and services. Through the Alberta's Future Leaders Program, the ministry supports the needs of Aboriginal children, youth and families in Alberta by using recreation activities to develop positive leadership skills in youth-at-risk.

Strategy:

Continue to assist communities and government ministries and agencies in public consultation and facilitation.

The program involved 21 Aboriginal communities and was made possible through the joint collaboration of these communities, the ministry, other levels of government and private sector sponsors.

As in past years, the ministry's professional facilitation staff supported many province-wide forums, public consultations and events, including Charities Round Table, Campus Alberta Symposium, Alberta Health and Wellness – Bill 11, Provincial Think Tank for Family Literacy, Sexual Assault and Domestic Violence Workshop, and the Alberta Learning Post Secondary Funding Review.

The ministry's Sport Services section staff helped facilitate the Prairie Regional Forum held in Regina, Saskatchewan. The forum was one of several held across Canada and will culminate with the National Summit on Sport and the development of a National Sport Plan. The section staff also held a public consultation in Edmonton, bringing together delegates from across the province to develop a new plan for sport in Alberta.

Strategy:

Continue to provide consultative support to community and provincial organizations to increase their governance, use of resources and financial management capacity in order to build self-reliance.

Through its regional offices, the ministry provided 589 capacity-building services in the form of workshops, consultation and facilitation services to 12,304 Albertans. Some examples of these capacity-building services included assistance to many regional or provincial projects such as a Community Development Conference in Edgerton, Alberta; the development of a business plan for the Active Living Portfolio and the Calgary Regional Planning Committee; public input for the Communitas Group; strategic planning for the Agriculture and Food Council of Alberta and the Camrose Social Planning Committee; and facilitation of board retreats for the Medicine Hat Public Schools Education Foundation, Edmonton Charter on Homelessness and Brazeau Seniors Foundation.

The ministry fostered partnerships between corporate, volunteer and government sectors through the Vitalize 2000 conference held in June. The conference promoted volunteer development to thousands of organizations and provided a forum for non-profit, private and public sectors to exchange information and ideas, develop skills, and network.

A Facilitation Skills Development Program was designed to support community leaders and volunteers in efforts to build capacity and achieve the goals of their community or organization. Ministry staff also developed and delivered a Provincial Youth Facilitation Training Event and created a Provincial Youth Facilitation Team to deliver Make Contact workshops (peer facilitated youth development). The workshops provided leadership training opportunities for youth who want to enhance their personal and group leadership skills.

The Alberta Foundation for the Arts continued its involvement in the Alberta Performing Arts Stabilization Fund through discussions to determine a legacy that will ensure the fund's successes in helping Alberta's major and smaller performing arts organizations toward financial and management stability are sustained into the future.

The ministry provided consulting services to approximately 100 provincial sport and recreation organizations and 14 active living organizations, with the goal of increasing financial and management capacities within the organizations, in order to provide quality programs and services to Albertans. Ministry staff also advised the Regional Municipality of Wood Buffalo on governance and financial management related to its hosting of the 2004 Arctic Winter Games.

Strategy:

Continue to foster volunteer development in the province through consultative services and support to the Board Development Program.

In collaboration with Volunteer Alberta, the ministry promoted April 22 to 28, 2000, as Volunteer Week. Funding of \$26,300 was approved and distributed to volunteer non-profit organizations in 111 communities to help them host and celebrate Volunteer Week activities. In partnership with community agencies in St. Albert, Wetaskiwin, Red Deer, Medicine Hat and Calgary, the Volunteer Initiatives Unit coordinated a series of workshops focused on volunteer sector issues. Approximately 500 volunteers learned new screening and risk management skills.

Ministry staff supported the delivery of 69 workshops to not-for-profit boards, with approximately 830 board members attending the workshops offered through the Board Development Program. Board governance training was also provided to 17 new volunteer instructors of the program; this brings the total number of volunteer instructors to 64.

The ministry successfully hosted the 12th annual Vitalize provincial conference for volunteers in June 2000. The conference, held in Calgary, offered more than 70 volunteer development education sessions to 1,407 delegates from across the province. In addition, 54 participants attended the ministry's first "Leaders Dialogue Day" held on June 1, 2000, in conjunction with Vitalize 2000. Six Albertans received the Stars of the Millennium Award for outstanding volunteer achievements in their communities.

Strategy:

Design a provincial strategy, with input from public forums, to coordinate the Alberta focus for the International Year of Volunteers in 2001.

The ministry developed a provincial strategy for the International Year of Volunteers. Communities across the province, including Stony Plain, Camrose, Grande Prairie, Fort McMurray, Red Deer and Lethbridge, helped launch the program with special events on December 5, 2000. A provincial launch was held the same day at the Jubilee Auditorium in Edmonton. The Alberta theme for this international year is *A Year For Everyone*. Activities throughout the year will result in a stronger, more professionally developed and technically advanced volunteer sector in Alberta.

Strategy:

Continue financial support to community organizations and non-profit agencies through the ministry's lottery-funded foundations.

Three ministry lottery-funded foundations associated with this core business support community organizations and non-profit agencies. They are the Alberta Foundation for the Arts; the Alberta Sport, Recreation, Parks and Wildlife Foundation; and the Wild Rose Foundation. In 2000-2001, the Alberta Foundation for the Arts provided approximately \$15.4 million in grants to 419 individual artists and 680 organizations, including such groups as arts organizations, schools and municipalities. The Alberta Film Development Program, which is administered by the Alberta Foundation for the Arts, provided approximately \$5.7 million in funding to 38 applicants, whose film productions totalled \$68.4 million, of which \$39 million was spent in Alberta.

The Alberta Sport, Recreation, Parks and Wildlife Foundation provided \$7.4 million in financial assistance to approximately 100 provincial sport and recreation associations and 14 active living organizations. The foundation also provided \$664,000 to over 275 local and regional projects in sport, recreation, parks and wildlife areas through its Development Initiatives Grant Program.

The Wild Rose Foundation distributed approximately \$4.2 million to 146 non-profit volunteer human and social service organizations through its Quarterly Grants Program. This program provides communities with financial resources in support of life-enhancing programs and services. The Wild Rose Foundation's International Development Program distributed approximately \$1.5 million to 74 non-government organizations that will be conducting development projects in developing countries. In addition, approximately \$75,000 was provided to youth organizations through the foundation's Youth Initiatives Limited Grant Program. The program supports innovative projects that promote youth community participation through volunteerism.

Strategy:

Continue to support major youth-oriented community programs that further the goals of the government's Children's Initiative business plan, in addition to assisting in the implementation of *The Alberta Children's Initiative: An Agenda for Joint Action* in cooperation with Alberta Human Resources and Employment, Alberta Health and Wellness, Alberta Justice and Alberta Learning.

The Alberta Children's Initiative remained an important focus in 2000-2001. As a partnering ministry in the Alberta Children's Initiative, Community Development supported the goals of the initiative and participated on several related committees. The cross ministry Performance Measures Committee developed performance measures and tracked useful baseline data to improve the well-being of children. The ministry participated on the National Children's Agenda and the Premier's Task Force on Children-at-Risk and responded to 19 requests for facilitation assistance, including a major public input session for the Ma'Mowe Child and Family Support Service Placement Outreach Program. The ministry also assisted Alberta Children's Services with a variety of other projects, including planning sessions for the Regional Co-Chairs; facilitation of the ministry business plan (by ministerial request); the Partnering Deputies Committee; and the annual spring board retreat and planning session.

Youth programming continued to be of key importance across the ministry and within government throughout 2000-2001. The Alberta's Future Leaders Program is a clear demonstration of the ministry's collaborative efforts. The program uses recreation as the primary tool for developing youth leadership in Aboriginal communities. From May to August 2000, more than 20,000 youth participated in sporting events, special recreation events and cultural camps coordinated by 26 summer youth workers in 21 Aboriginal communities. Twelve of these communities are directly funded under the program through partnerships with the Alberta Sport, Recreation, Parks and Wildlife Foundation, government departments, corporate partners and Aboriginal communities.

Strategy:
Continue to promote the provincial Active Living Strategy in collaboration with other government departments and agencies.

Through the Alberta Sport, Recreation, Parks and Wildlife Foundation and a partnership with Alberta Alcohol and Drug Abuse Commission, the Canadian Broadcasting Corporation and Alberta 4-H Clubs, a television commercial was produced depicting the role of volunteer coaches in developing emotional resiliency in Alberta youth. The commercial aired 142 times during the 2000 Olympic Summer Games telecasts.

The ministry took a lead role in monitoring the implementation of Active Living Strategy recommendations and continued its support of the Active Living Program. Many of the 23 recommendations have been fully or partially implemented through partnership and involvement with other government ministries. The Alberta Sport, Recreation, Parks and Wildlife Foundation is contributing to the development of three long-term provincial projects that address recommendations in the strategy: recommendation 18 indicates that all operators of housing and care institutions for older adults are required to provide facilities and resources, including appropriate staff, in order to provide opportunities for their residents to engage in regular physical activity; recommendation 19 states that a special Active Living-in-the-Workplace Information and Research section is established within the Alberta Centre for Well-Being; and recommendation 23 states that a promotional campaign called the Alberta Active Living Champions program be implemented. Government partners included Community Development, Alberta Health and Wellness, Alberta Justice, Alberta Municipal Affairs, Alberta Children’s Services, Alberta Human Resources and Employment and the Workers’ Compensation Board.

Strategy:
Provide financial and consulting assistance to the 2000 and 2002 Alberta Summer Games, the 2002 Alberta Winter Games, the 2001 and 2003 Alberta Seniors Games, the 2002 Arctic Winter Games, 2001 Canada Summer Games and 2003 Canada Winter Games.

The ministry successfully coordinated Team Alberta’s participation in the 2001 Canada Summer Games and the 2003 Canada Winter Games. The ministry’s participation included financial support to associated provincial sport associations, coordination of technical packages, and liaison with the games’ host societies regarding logistics and team care and comfort.

The ministry successfully coordinated the 2000 Alberta Summer Games. Consulting and financial services provided by the ministry for communities hosting the Alberta Games assist the host societies in staging successful games. In 2000-2001, the Alberta Summer, Winter and Seniors games received \$1,627,500 in financial assistance.

The ministry worked with a committee of volunteers from northern Alberta to select the sports in which Team Alberta North would participate at the 2002 Arctic Winter Games in Greenland and Nunavut. Ministry staff worked with provincial sport associations to plan the selection of athletes for the Games and liaised with the Arctic Winter Games International Committee and the 2002 Games host societies regarding logistics and athletes’ care and comfort. The partners also worked on a sport information package and produced a marketing package to solicit sponsors for Team Alberta North.

Strategy:

Coordinate provincial assistance to the 2001 World Championships in Athletics to be held in Edmonton.

The ministry provided a \$10 million grant of a \$40 million commitment to the local organizing committee for the 2001 World Championships in Athletics. The funds will be used for operating expenses and capital projects, including renovations to existing facilities. Ministry staff also helped develop a multi-party funding agreement for the championships between the Government of Canada, the City of Edmonton, the province and the local organizing committee.

Strategy:

Host a major sport and recreation symposium in 2000 and a coaching symposium in 2001.

A Sport and Recreation Symposium, held in Red Deer, attracted 136 Albertans. It was held in conjunction with the official opening of the Alberta Sports Hall of Fame and Museum, May 25-27, 2000. The symposium provided educational sessions and networking opportunities for staff and volunteers from provincial sport and recreation associations. The information provided by the participants will assist these associations in providing effective sport and recreation services to the many Albertans who participate in their programs. The ministry commenced work on a Coaches and Officials Symposium to be held in Edmonton, October 18-20, 2001.

Strategy:

Finalize an Alberta Sport, Recreation, Parks and Wildlife Foundation strategy to address regional and provincial sport and recreation needs.

In 2000-2001, the ministry set up a task force and an advisory committee to develop a new plan for sport in Alberta. The task force and advisory committee reviewed draft plans, and stakeholders were invited to provide input. The final draft will be presented to the Minister for review in 2001.

Strategy:

Evaluate the new film development grant program in support of Alberta film artists, producers and technicians.

In 2000-2001, the Alberta Film Development Program completed its second year of operation. During the first two years of the program, film production grew rapidly in Alberta, as more Alberta film companies were able to expand their production schedules with the additional assistance that was initially provided. A report is currently being developed to ascertain the impact of the program and to clarify guidelines and grant regulations. The review will also investigate the various needs of the Alberta-based film community and the out-of-province companies who wish to work in Alberta.

Strategy:

Continue the development of the Alberta Public Library Electronic Network, in partnership with The Alberta Library, Alberta Learning, Industry Canada and the library community, and in harmony with the cross ministry Economic Development Strategy initiative.

The ministry worked with The Alberta Library and the Alberta Public Library Electronic Network (APLEN) Steering Committee and project staff to establish the APLEN operating structure. By March 31, 2001, there were 264 public libraries connected to APLEN. The ministry worked with the library community to develop a proposal for ongoing funding for APLEN, ensuring that public libraries can provide networked service in the future.

The ministry also worked with the library community to link the public library network with other libraries and information providers, including the provincial government. Initiatives are underway with The Alberta Library to make library resources available through a new network of public libraries and college/university libraries, supported by Alberta Learning, Community Development, Industry Canada and the cross ministry Economic Development Strategy. In conjunction with The Alberta Library, the ministry sponsored a project to study electronic performance measures to evaluate new services provided through APLEN.

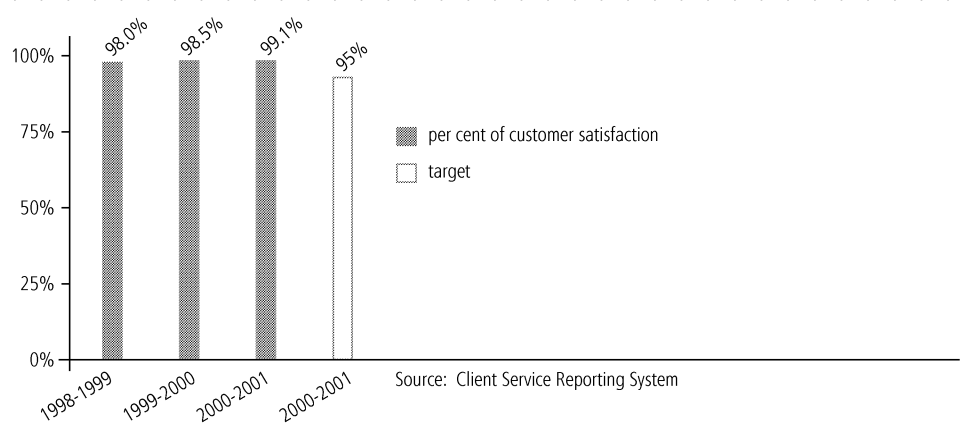
MEASURE: Customer satisfaction with community development assistance provided

The ministry provides a range of services to communities to help them sustain and improve their self-reliance and self-sufficiency.

This measure represents the overall satisfaction rating for facilitation services performed by the Volunteer Services Branch in communities across the province. Clients ranged from community organizations and municipalities to other provincial government entities. Evaluation forms were distributed to participants for workshops or forums conducted by the ministry or to an organization’s management when the activity was conducted on its behalf.

A total of 589 completed projects were recorded in the branch’s Customer Service Reporting System, a project-based system that includes data on the number of Albertans who were assisted in each region, the type of services provided and customer satisfaction results.

Customer satisfaction with community development assistance provided



The results show a high level of satisfaction from Albertans who received the services. For 2000-2001, the average satisfaction rating was 99.1 per cent compared to the ministry target of 95 per cent. The target identified in the 2000-2003 business plan as 85 per cent has been updated to 95 per cent client satisfaction to more closely approximate performance achieved by the ministry in prior years.

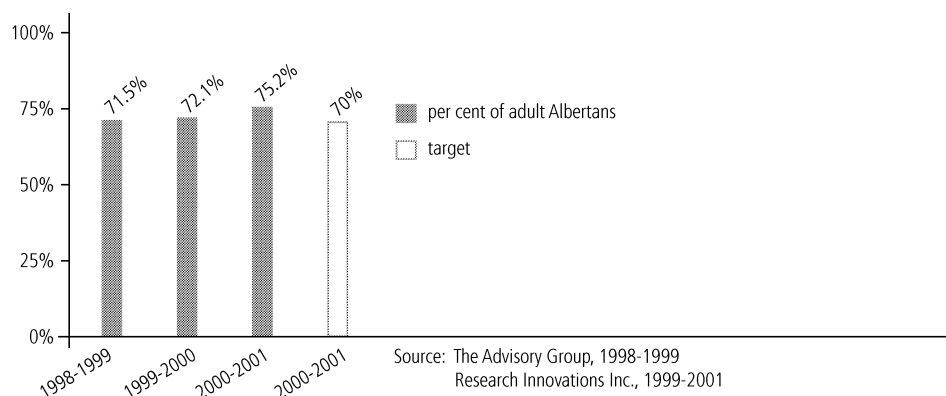
External influences on achievement of desired results include changing environments and shifting needs that can affect requirements for new workshops and forums facilitated by the ministry. Internal factors such as delivery mechanisms, approaches and presentation can also influence client satisfaction.

MEASURE: Level of community volunteerism

Volunteering, otherwise known as civic engagement, is an activity whereby Albertans donate their time and energy to organizations and activities they value, for little or no monetary compensation. Because many of the activities supported and encouraged by the ministry are highly dependent on volunteer involvement for their operation and continuation, considerable effort is made to develop and maintain effective volunteer organizations.

In 2000-2001, the ministry contracted a private research firm to conduct an annual province-wide telephone survey of 1,000 adult Albertans, asking several questions on volunteerism. The margin of error for these data is +/- 3.2 per cent at the 95 per cent confidence level. Ten per cent of each interviewer's work was monitored while in progress. A further 10 per cent of coded open-ended questions were checked for accuracy and consistency. The following bar chart presents the results on community volunteerism. Two secondary graphs follow with additional information that may be of interest to the reader.

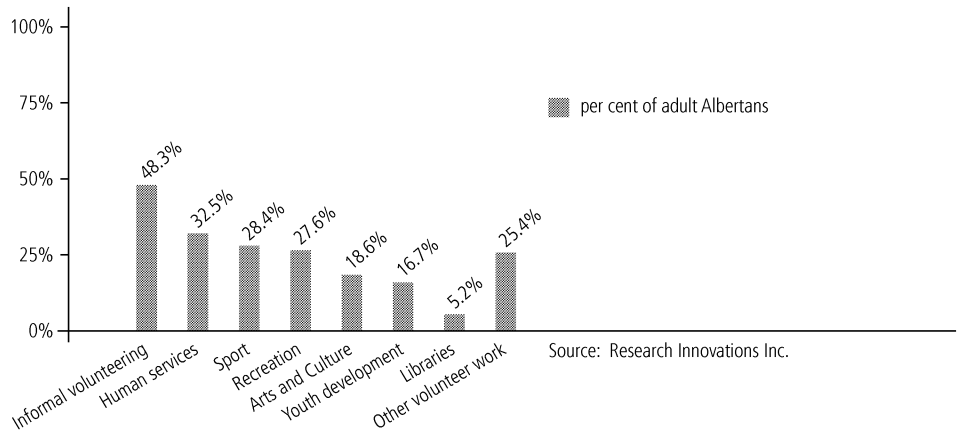
Percentage of surveyed adult Albertans that volunteer



This measure examines formal and informal volunteering, and suggests that a volunteer goes somewhere away from the home to volunteer and approaches the task as an occupation. Overall, 75.2 per cent of adult Albertans volunteered during 2000-2001. For 2000-2001, the ministry's target was established at 70 per cent. In the 2001-2004 business plan, the target was increased to 73 per cent to meet or exceed the best performance achieved by the ministry for this measure over prior results.

As in the previous year, all respondents were provided with specific examples of types of volunteer work to assist them in identifying the type of volunteer work they were involved in.

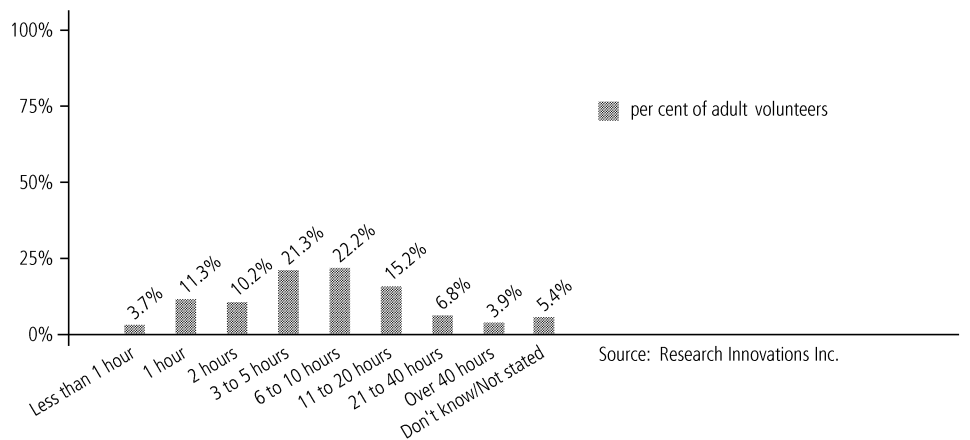
Percentage of surveyed adult Albertans involved in various types of volunteer work in the past 12 months



The three most frequent areas in which Albertans volunteer are informal volunteering (impromptu volunteering for a church group or school); human services (volunteering for a food bank, AIDS support group, Big Brothers or Big Sisters, seniors centre, disabled support services group or international aid organization) and sport (coaching a team, officiating or organizing an event such as local athletic games).

Respondents who indicated that they had done at least one of the different types of volunteer work noted in the questionnaire were asked how many hours they had spent per month, on average, performing volunteer work in the past 12 months.

Hours worked per month by surveyed adult volunteers



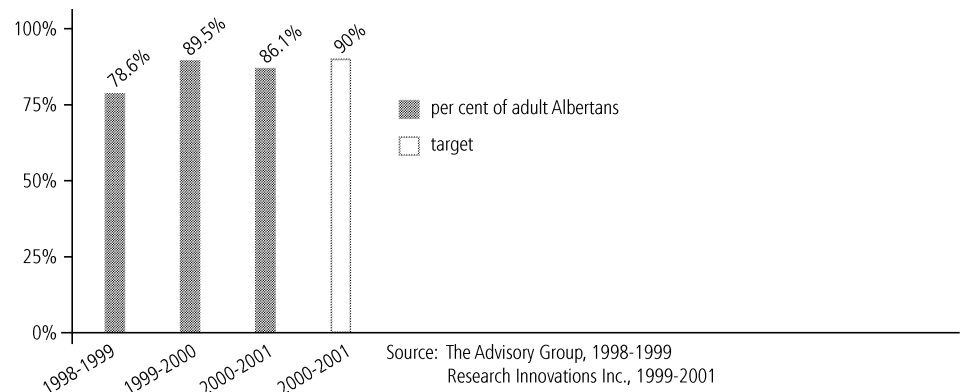
In 2000-2001, the average time spent by surveyed adult Albertans volunteering was 11 hours per month as compared to 13 hours per month in 1999-2000. The results indicate that 25.9 per cent of respondents volunteered more than 10 hours per month, with 10.7 per cent of respondents volunteering more than 20 hours per month, and 3.9 per cent of respondents volunteering in excess of 40 hours per month.

At any given time, the availability of people's time for volunteering may be affected by numerous factors and may influence the achievement of desired results. As the economy improves, unemployment typically declines. Volunteerism rates may also decline because people often have less time to volunteer when they go back to work. Workplace and demographic trends also have a direct relation on how much 'disposable' time an individual has to spend volunteering (for example, single parents or two-parent families where both parents work may have less time to volunteer).

MEASURE: Percentage of population participating in sport and recreation activities

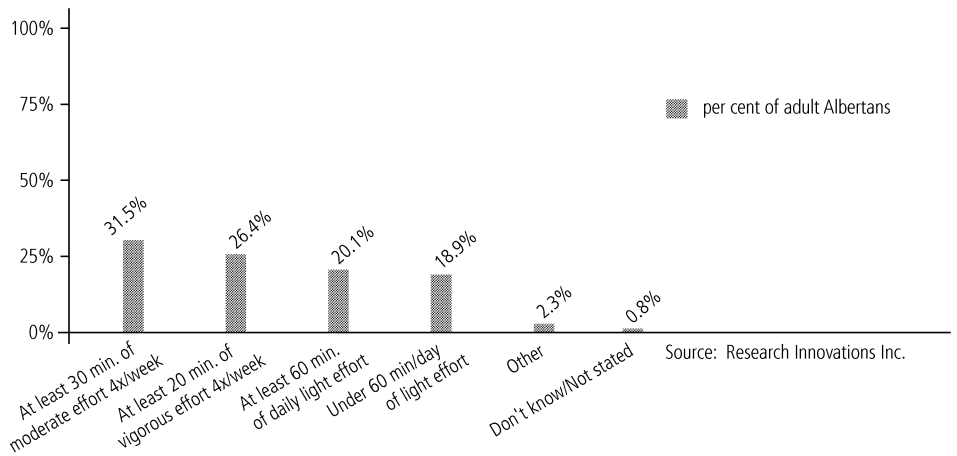
This measure provides a general indicator of participation in sport and recreational activities. A province-wide telephone survey of 1,000 adult Albertans was conducted for the ministry by a private research firm. The margin of error for these data is +/- 3.2 per cent at the 95 per cent confidence level. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten per cent of each interviewer's work was monitored for quality control.

Percentage of surveyed adult Albertans participating in sport and recreation



Respondents were asked if they had participated in a sport and recreational activity in the past year, such as walking, bicycling, skiing, golfing, skating, swimming and amateur sports. In 2000-2001, 86.1 per cent of respondents indicated they had participated in a sport or recreational activity, down 3.4 per cent from the previous year. The ministry's target was to increase participation in these activities to 90 per cent. The discussion on the next graph is provided as additional information that may be of interest to the reader.

Surveyed adult Albertans' physical activity level



To ascertain Albertans' physical activity level, all respondents were read a list of statements that described various levels of physical activity and were asked to indicate which one best described their level of physical activity. A total of 57.9 per cent of adult Albertans indicated that their physical activity was best described as "moderate" or "vigorous" effort at least four times per week.

Examples of "vigorous" effort include aerobics, jogging, hockey, basketball and fast swimming. Brisk walking, biking, raking leaves, swimming and dancing would be considered "moderate" effort activity. "Light" effort would include such things as light walking, easy gardening and stretching.

There are many external influences on achievement of desired results, such as the disposable income citizens have to spend on sport and recreational activities, increased admission fees to municipal facilities, user fees for areas that offer recreational benefit, and demographic changes like the general trend of an aging population.

MEASURE: Equitable access to public library services for all Albertans

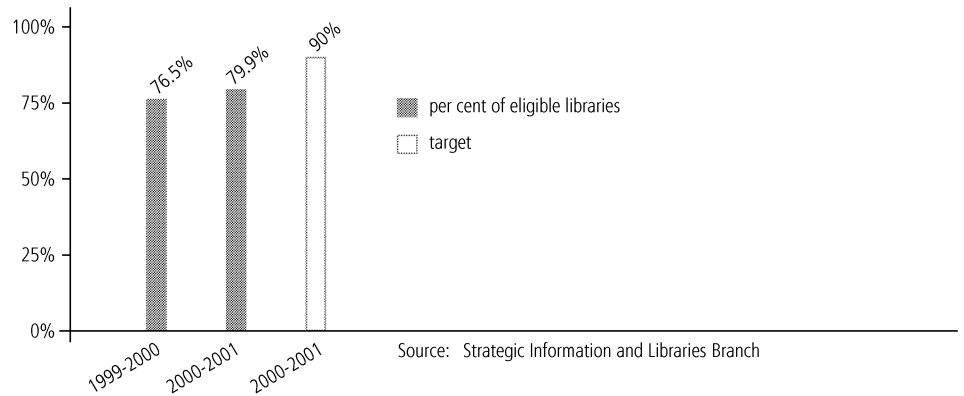
This measure has two indicators: library system membership and percentage of Albertans using library services. In the 2001-2004 business plan, the discussion of library system membership was removed. The measure has been revised and will report only on public library use. In addition, a new measure will report on the percentage of adult Albertans that consider public libraries as important in contributing to their quality of life.

Library system membership

Library systems support local public library service by providing technical and professional assistance to enhance service in member libraries. Library system membership is an indicator of local support for

improved public library service. Systems also function as regional points-of-access for the Alberta Public Library Electronic Network, connecting local libraries to the provincial network. Library system membership continued to increase in 2000-2001. Municipalities in the Peace area (northwest Alberta) and the Northern Lights area (northeast Alberta) were the most active new system members.

Percentage of eligible libraries in library systems

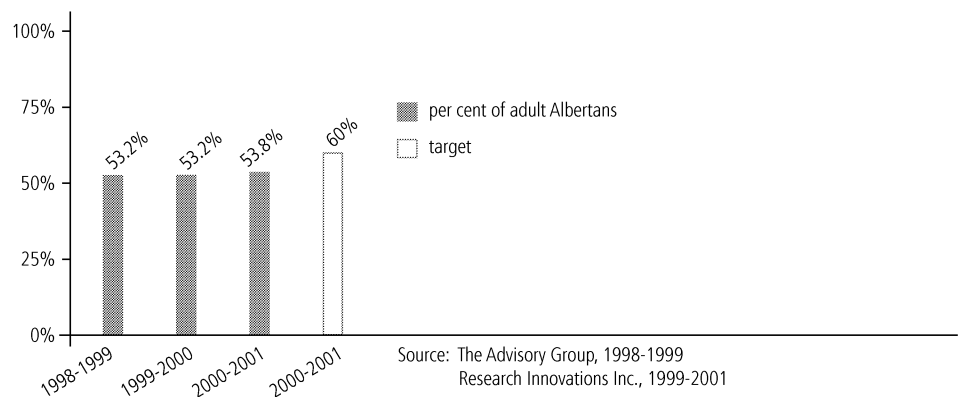


As of March 31, 2001, 218 public libraries were in library systems, representing 79.9 per cent of eligible libraries. This is a 3.4 per cent increase over last year's results that reported 205 public libraries in library systems, representing 76.5 per cent of eligible libraries. The target was established at 90 per cent.

Percentage of Albertans using public library services

A telephone survey of 1,000 adult Albertans was conducted by a private research firm to determine public library use. The margin of error for these data is +/- 3.2 per cent at the 95 per cent confidence level. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten per cent of each interviewer's work was monitored for quality control.

Percentage of adult Albertans who have used public library services in the past 12 months



In 2000-2001, 53.8 per cent of Albertans reported using a public library. This is an increase of 0.6 per cent over results from the previous two years. The target for 2000-2001 was 60 per cent.

Many factors can influence achievement of results from year to year. Library card fees, which are permitted by provincial legislation, may be a possible deterrent to public library usage. Also, the public's increasing use of electronic sources of information, such as the Internet, may have an impact on the public's perception of their need for, and use of, public library services. With the introduction of a free public library Internet service in 1998, it is possible that more people are learning about this service. This additional service may influence a person's decision to become a public library member.

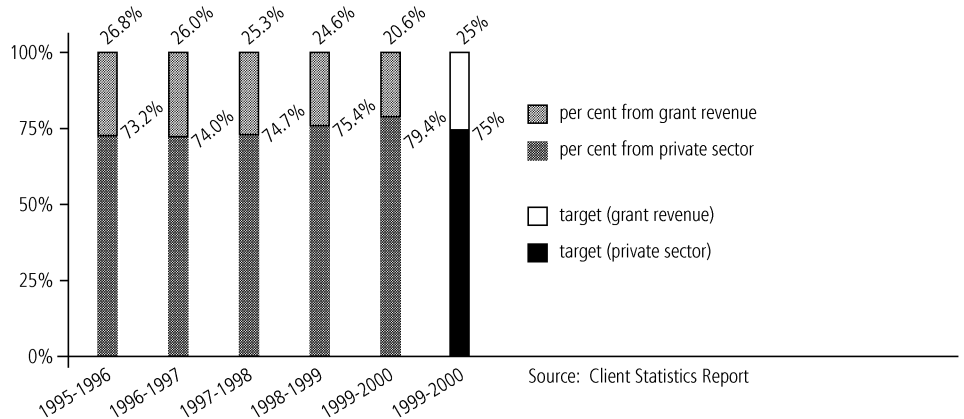
MEASURE: Impact of support to arts and cultural industries

This measure has three indicators: the percentage of funding to arts and cultural groups provided by the private sector; the economic impact of the arts and cultural industries; and the cultural and economic impact of the Alberta Film Development Program.

Percentage of funding to arts and cultural groups provided by the private sector

Support from the private sector is shown below as a percentage of total revenue for arts and cultural groups. The source of data is the Client Statistics Report; data are required from all clients excluding educational institutions/schools and individuals who received study grants. Clients included commercial and non-profit organizations as well as individual artists.

Percentage of private sector funding provided to arts and cultural groups



During 1999-2000, arts organizations were able to raise approximately 79.4 per cent of their revenues from the private sector, up four per cent from 1998-1999. This result is based on the Client Statistics Report survey response rate of 91.9 per cent. The Client Statistics Report collects data

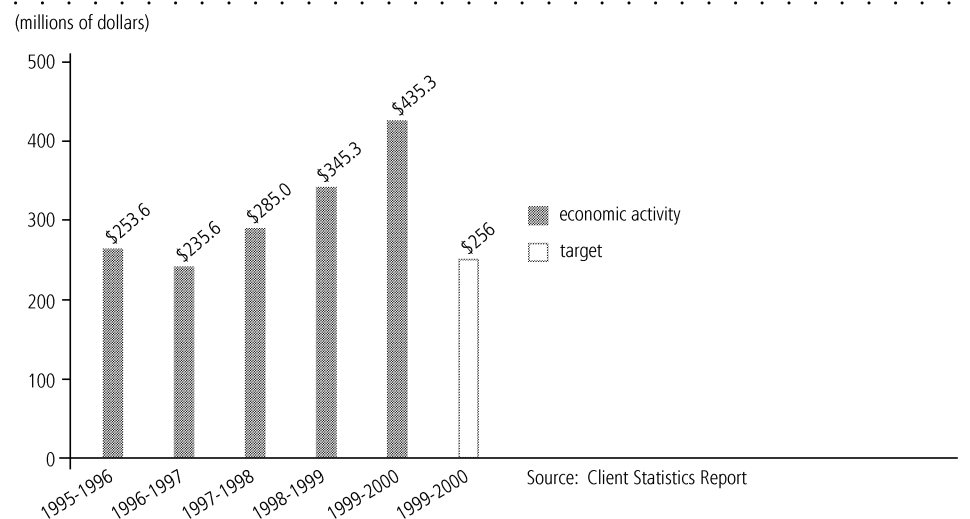
on an organization's previous fiscal year and consequently reporting is delayed by a year. The ministry target was for arts and cultural groups to receive 75 per cent of their funding from the private sector. The remaining 25 per cent of funding is provided in grants from the Alberta Foundation for the Arts, and federal, municipal and other provincial government grants.

An influence on the achievement of desired results is the economic health of the private sector. If the economy is depressed, arts support from the private sector may decrease and public arts attendance and purchases may decrease. The reverse is true if the economy gains strength – private sector support generally increases as a result. The original intent of the Client Statistics Report was to provide information to assist the Alberta Foundation for the Arts board to determine if its funding decisions were made in accordance with guidelines. This indicator has been dropped in the 2001-2004 business plan, though the ministry will continue to collect data.

The economic impact of the arts and cultural industries

Organizations that are recipients of funding from the Alberta Foundation for the Arts report their annual revenues in the Client Statistics Report, providing the ministry with annual data. The Client Statistics Report collects data on an organization's previous fiscal year and consequently reporting is delayed by a year. Using the Client Statistics Report and a computed average of relevant industry standard economic impact multiplier of 1.49857 (figure supplied by Statistics Canada), the ministry is able to calculate estimated economic activity in arts and cultural industries in Alberta, relative to organization funding received from the private sector.

Level of economic activity in the arts and cultural industries



In 1999-2000, the economic impact related to arts and cultural industries was \$435.3 million. This is an increase of \$90 million from the economic impact reported in the previous annual report. The ministry target was \$256 million.

There are numerous influences on the achievement of desired results, including fluctuations in corporate support, economic conditions, numbers of Albertans patronizing arts events, and changes in budgets and government funding for arts and cultural organizations. This indicator was dropped in the 2001-2004 business plan, though the ministry will continue to collect data.

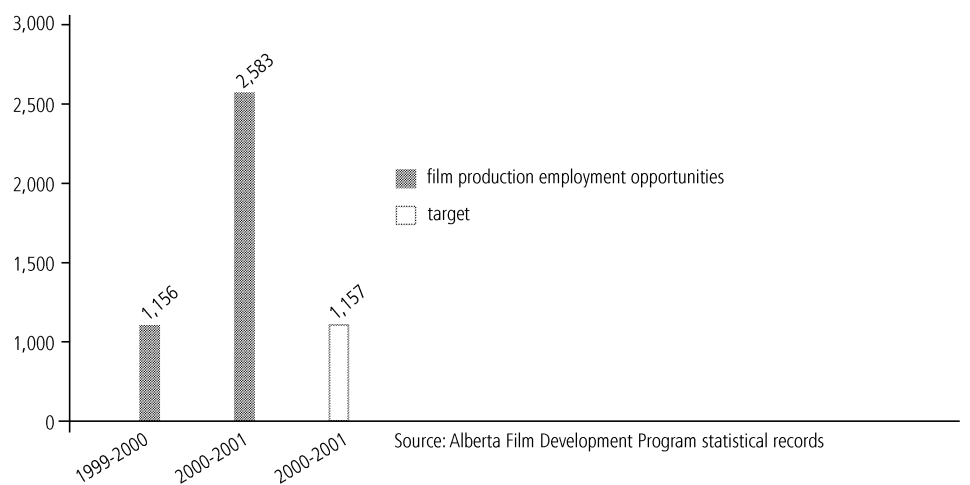
The cultural and economic impact of the Alberta Film Development Program

The Alberta Film Development Program, launched in 1999-2000, provides financial support for film-making in Alberta. The success of this program is measured by three cultural markers: the number of film production opportunities offered to Alberta’s actors, musicians, designers, writers, producers and directors; the number of films made each year in the province; and the dollar value of film production by Alberta-owned and -operated production companies in Alberta each year.

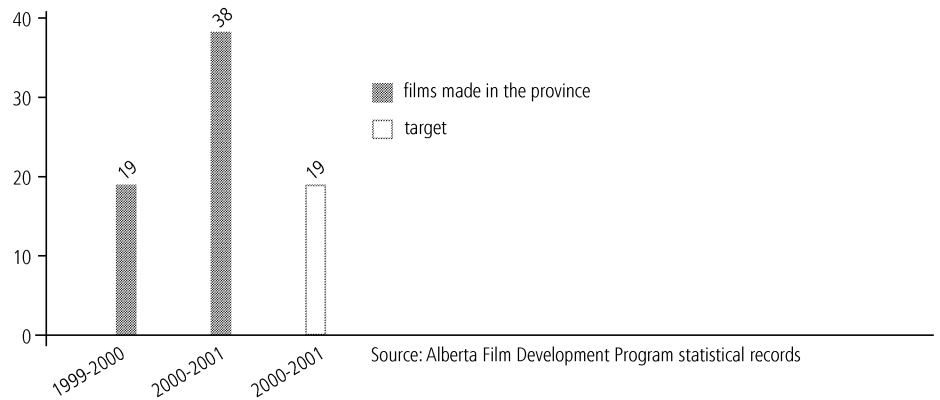
In the 2001-2004 business plan, the measure has been revised and will report specifically on the impact of support provided by the Alberta Film Development Program. The revised measure on film development best serves as a stand-alone measure.

There are three desired outcomes for the Alberta Film Development Program: an increase in Alberta-driven film/video production; an increase in the number of Albertans working in all aspects of film production; and continued increase over the life of the pilot program in the total dollar value of production in Alberta by Alberta-owned and -operated production companies.

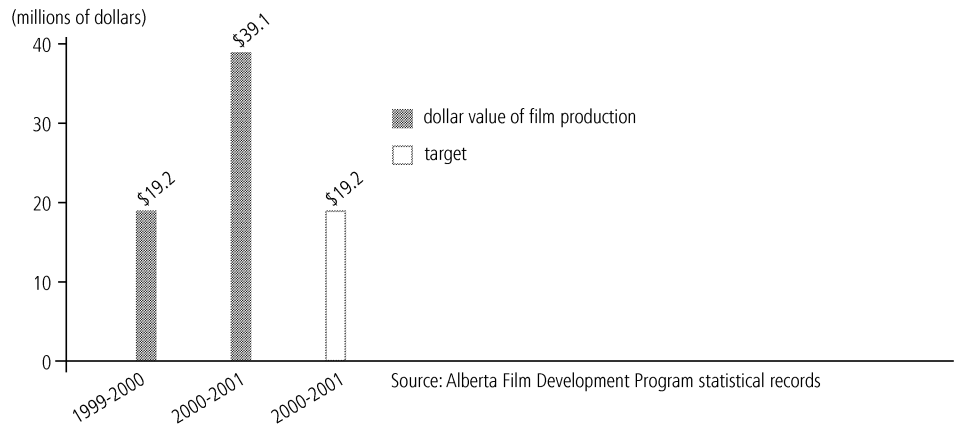
Number of film production employment opportunities



Number of films made in the province



Dollar value of film production by Alberta companies in Alberta



Film production companies eligible for funding under the Alberta Film Development Program submitted film production project reports to the ministry. The 2000-2001 results under the program reported 2,583 film production employment opportunities offered to Alberta's actors, musicians, designers, writers, producers and directors, a 123.4 per cent increase over 1999-2000; 38 films made in the province, double the number of films made last year; and \$68.4 million in total film production expenditures by Alberta-owned and -operated production companies, a 106.1 per cent increase over 1999-2000. Of the total film production expenditures, \$39.1 million remained in Alberta, a 103.5 per cent increase over 1999-2000. Results can be influenced from year to year by access to funding from other levels of government or the private sector and by volume demand that could exceed the budget for the program.

GOAL 2**To ensure seniors have access to the****supports they need to live in a secure and dignified way as independent and contributing members of society.**

Community Development supports the independence and well-being of seniors by identifying seniors issues, ensuring programs and services for seniors are coordinated, and providing housing and income support to lower-income seniors. Seniors' independence and well-being are enhanced through consultation with seniors and seniors' organizations and the provision of information about programs and services for seniors. The Alberta Seniors Benefit and Special Needs Assistance for Seniors programs ensure that financial assistance is available to lower-income seniors. The Alberta Seniors Benefit also assists seniors through health insurance premium subsidies. Housing support is provided through a number of programs and services to lower-income seniors to enhance their well-being and quality of life. The ministry performs these functions by:

- developing and maintaining a policy framework for seniors' programs and services in Alberta;
- providing leadership on seniors' issues, programs and services across government;
- ensuring government's ongoing communication with seniors;
- providing a comprehensive information service for seniors;
- providing appropriate financial support to seniors in need; and,
- providing housing support to lower-income seniors.

Strategy:

Continue to strengthen the *Government of Alberta Strategic Business Plan for Seniors* in conjunction with other ministries providing services to seniors and incorporate the response to the Government-Wide Study on the Impact of the Aging Population.

The sixth annual *Government of Alberta Strategic Business Plan for Seniors* was released in 2000-2001. Another important milestone in 2000-2001 was the release of the final report of the Government-Wide Study on the Impact of the Aging Population, titled *ALBERTA FOR ALL AGES: Directions for the Future*. Both documents, along with *Report A: Review of Current Programs and Services* and other important studies, provide the groundwork towards improved planning and preparation for an aging Alberta. A new strategic framework and 10-year action plan will be developed in 2001-2002, as part of the cross ministry Seniors Policy Initiative, to replace the *Government of Alberta Strategic Business Plan for Seniors* beginning in 2002-2003.

Strategy:

In response to the Government-Wide Study on the Impact of the Aging Population, develop a government-wide response that addresses the effects of an aging population on provincial programs and services.

With the release of *ALBERTA FOR ALL AGES: Directions for the Future* in June 2000, work began to prepare and plan for an aging population in Alberta. A cross ministry committee structure was established as part of the Seniors Policy Initiative. Planning initiatives were supported by data and analysis from the Seniors Financial Assistance database.

Strategy:

Provide information and advice to other provincial government departments in areas affecting seniors' programs and services.

Ministry staff ensured that seniors were profiled in a variety of interdepartmental activities. The ministry participated in the Alberta One-Window Initiative which is intended to improve seniors' and other Albertans' access to government services via the Internet. The ministry played an important role in supporting the implementation of the new energy rebate and natural gas rebate programs.

The ministry collaborated with Alberta Infrastructure to address issues related to older drivers. This resulted in an invitation for the ministry to participate in Alberta Infrastructure's Aging Driver Strategy Committee. The ministry collaborated with Alberta Children's Services on the development of basic health and safety standards for adult facilities, such as private care residences for seniors falling under the *Social Care Facilities Licensing Act*. Work with Alberta Health and Wellness was initiated to develop a health and housing partnership framework to support "aging in place" for seniors. Active aging opportunities for seniors living in lodges across Alberta were promoted through education and policy development with the Ever Active Adults Advisory Committee.

In January 2001, as part of the cross ministry Seniors Policy Initiative, 19 ministries and other government entities began their collaborative work towards a new strategic framework and 10-year action plan. This initiative, led by Community Development and co-led by Alberta Health and Wellness, provides an important platform for taking action on seniors' issues and strengthening inter-ministry coordination and cooperation.

Strategy:

Assist in the evaluation of the effectiveness of the *National Framework on Aging* and support the operation of the national Seniors Policies and Programs Database, in concert with the federal/provincial/territorial Ministers responsible for Seniors.

At the national level, Alberta was a major contributor to the development of the *National Framework on Aging* and its two tools, the *Policy Guide* and the Seniors Policies and Programs Database, an Internet-based database of federal, provincial and territorial programs relating to seniors. There are now over 400 entries on the database, of which more than 30 are for Alberta programs and services. All entries are updated on a regular basis to maintain current and accurate information.

The initial phase of a national evaluation of the *Policy Guide* and the Seniors Policies and Programs Database commenced and will be completed in November 2001.

Strategy:

Continue to consult with representatives of seniors' organizations to analyze programs and services for seniors in Alberta.

In November 2000, Community Development initiated a new study on the current and future role of seniors' centres in collaboration with the Alberta Council on Aging and the Seniors Advisory Council for Alberta. This study will include broad consultation with seniors' groups with the final report due late in 2001.

The public consultation data collected during the Government-Wide Study on the Impact of the Aging Population was used to develop *ALBERTA FOR ALL AGES: Directions for the Future*, which was published in June 2000.

The ministry participated in the Provincial/Municipal Partnership on Poverty along with other government departments and representatives of major urban municipalities. This partnership was established in response to the report, *No Safeguards: A Profile of Urban Poverty in Alberta*.

The ministry was involved in a number of intergovernmental initiatives that affect seniors' programs and services. Specific to the Long Term Care Review, work began on a *Health and Housing Partnership Framework to Support Aging in Place for Seniors*. The ministry also participated in the Supportive Living Task Group, the Alzheimer's Disease and Dementia Initiative Working Task Group, and the steering committees of some regional health authorities for the development of supportive housing projects.

Ministry officials met regularly with representatives of the Alberta Senior Citizens' Housing Association to share information, discuss issues and collaborate on responses to the housing needs of Alberta's seniors.

Consultations with the Métis Settlements Council resulted in changes to Alberta Seniors Benefit eligibility for settlement residents.

Strategy:

The Seniors Advisory Council for Alberta will continue to provide a citizen perspective by listening, gathering, analyzing and presenting to government the views and concerns of seniors.

In conjunction with the June 2000 meeting of the Seniors Advisory Council for Alberta, the council continued with its key initiative to consult with seniors and seniors' organizations across the province by holding its third annual public consultation in Bonnyville. The council also conducted its sixth tour of seniors' housing facilities and centres. A summary report of the public consultation and tour was provided to the Minister and the participants.

With the goal of improving its performance, the council revised its process to develop recommendations. The new process will involve more in-depth study of issues prior to developing recommendations and advice to government. During this period, studies were conducted on issues relating to home care, mental health and older drivers in Alberta.

The council also changed its quarterly reports to the Minister to semi-annual reports. Advice or recommendations will be provided to the Minister on a timely basis as required.

The Seniors Advisory Council is participating in a cooperative study on Seniors' Centres with the Policy Advisory Network of the Alberta Council of Aging. The study will examine the current programs and services at these centres, funding mechanisms and long-term viability of the centres. The possible duplication of services will also be examined to determine the most effective ways for seniors' centres to deliver their services to Alberta seniors.

Strategy:

Continue to improve the provision of information to seniors by ensuring that staff in regional service centres and staff operating the Seniors Information Line can provide timely and accurate information. Revise and distribute the *Programs and Services for Seniors* booklet and post it on the Internet.

Providing information about programs and services available in Alberta helps seniors live in a secure and dignified way as independent and contributing members of society.

The Seniors Information Line is a toll-free information and referral source on programs and services available to seniors in the province, including the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs. In 2000-2001, the Seniors Information Line responded to 150,150 calls, up from 123,678 calls in 1999-2000.

The regional Seniors Service Centres provide walk-in and outreach services on federal, provincial and other programs available to seniors in Alberta. Seniors Service Centres are located in Calgary, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, Red Deer, St. Paul and Stony Plain. In 2000-2001, the centres provided assistance to 43,985 clients in person, by telephone or directly in the individual's home. With the exception of Edmonton, all the centres are operated with the cooperation of the Community and Citizenship Services Division.

The *Programs and Services for Seniors* booklet is a guide to programs, benefits and services available to seniors in Alberta from provincial and federal governments and a number of agencies. The ministry produced 105,000 copies of the 2001 *Programs and Services for Seniors* information booklet. An audio-tape version was distributed to public libraries and agencies serving seniors, and an Internet version of the booklet was published on the ministry Web site.

Strategy:

Continue to investigate complaints under the *Protection for Persons in Care Act*.

The investigation activities were centralized within Community Development and merged with the 1-888 Protection for Persons in Care reporting line to improve efficiency and consistency in the administration of the *Protection for Persons in Care Act*. In 2000-2001, the reporting line received 499 reports of alleged abuse; approximately one-third of the reports were substantiated.

Strategy:

Improve long range planning by using data from Alberta Seniors Benefit, Alberta Health and Wellness, Canada Customs and Revenue Agency and Statistics Canada to predict/analyze scenarios seniors may encounter.

The ministry produces *Statistics on Seniors* on a regular basis. This report provides a monthly snapshot of the senior population in Alberta, with more comprehensive information on those seniors who are receiving benefits from the Alberta Seniors Benefit program. The report includes details on age, gender, marital status and income. The information from this report is used for planning purposes.

Various data sources were used, where appropriate, to assist with the planning of seniors' housing programs. Organizations that received funding as part of the Seniors Supportive Housing Incentive Program were evaluated using a number of criteria, including the greatest demonstrated need, based on local demographics and waiting lists in current subsidized housing programs.

Community Development purchased census, demographic, and income data from Statistics Canada to support long-range planning and preparation for the aging population. These data contributed to the

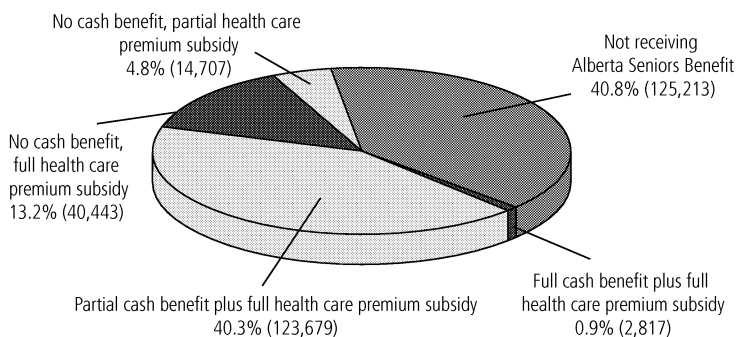
Strategy:
Continue to provide financial assistance to lower-income seniors through the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs.

development of future projections for the Government-Wide Study on the Impact of the Aging Population, and continue to enhance the ministry's understanding of the needs of current and future seniors in Alberta.

As of March 2001, there were 181,646 seniors receiving benefits from the Alberta Seniors Benefit program, a decrease of 283 from 1999-2000. Of these seniors, 126,496 received a monthly cash benefit that averaged approximately \$110 per household. These seniors also received full subsidy of their health insurance premiums. The remaining 55,150 seniors received full or partial subsidy of their health insurance premiums. All seniors eligible for a cash benefit received an increase of over 10 per cent beginning April 1, 2000 as a result of a review of benefit criteria. Approximately 150 additional seniors became eligible for cash benefits under the same review.

The graph below presents data derived from a total of 306,859 seniors registered with the Alberta Health Care Insurance Plan in March 2001.

Seniors receiving Alberta Seniors Benefit



Source: Seniors Services and Housing Division, March 2001

In 2000-2001, the ministry received 10,890 applications for the Special Needs Assistance for Seniors program, a 43 per cent increase in applications over 1999-2000. The program provided benefits to approximately 6,700 senior households for a total expenditure of \$13.4 million. Over the year, approximately 7,900 seniors received support from this program (the number of seniors is greater than the number of grants because couples submit one application). Benefits ranged from \$100 to \$5,000; the average amount per benefit was \$2,000.

The Special Needs Assistance for Seniors program reviewed program policies to ensure that the grants provided to lower-income seniors are appropriate. Funding criteria are continuously updated to direct resources to areas of highest priority such as medical, dental and optical costs. The review also resulted in changes to shelter allowance for Status Indians and eligibility for major appliance purchases. Also, the number of communities in which senior renters are eligible for high rent/low availability support increased from six to 20 communities.

Strategy:

Integrate delivery of seniors housing programs within the programs and services of Community Development (e.g., the Rent Supplement program).

The Rent Supplement program provides assistance to individuals who need affordable rental accommodation by subsidizing rents in eligible private market rental housing. Some of the seniors applying for assistance through the Rent Supplement program were redirected to other appropriate programs such as the shelter component of the Alberta Seniors Benefit. This ensures that eligible seniors will continue to receive assistance with housing costs, but are served by a program targeted to seniors' needs. The process will continue with existing and new clients, resulting in fewer seniors within the Rent Supplement program.

Strategy:

Identify options within the existing seniors' housing portfolio to ensure that assistance is available to those with the greatest need.

Although the Alberta Seniors Benefit program provides eligible low-income seniors with cash benefits, some senior rental households continue to pay more than 30 per cent of their income on shelter costs. The ministry commenced investigating options for providing housing assistance based on the actual costs of shelter experienced by seniors and considering regional factors such as economic growth, remote locations and differing costs of living. Alternatives to the rent-gear-to-income formula currently used in government-owned or -supported housing facilities are under development. The ministry continued to support alternative uses of housing projects that have been under-utilized in the past. These include housing under-aged clients or higher-income clients in subsidized seniors facilities with chronic vacancies, and modifying self-contained apartments to allow the provision of supportive housing services such as meals.

Strategy:

Implement accepted recommendations from the evaluation of the Senior Citizens' Self-Contained Housing program to ensure that it continues to meet the changing needs of Alberta's seniors.

A number of recommendations from the evaluation of the Senior Citizens' Self-Contained Housing program were implemented. A reserve fund for management bodies was established to assist with unexpected operating costs. Adjustments to the operational review process resulted in increased opportunities for discussion between reviewers and housing operators. Other recommendations that would affect maximum rents and property condition inspection and reporting are in the process of being implemented.

Strategy:

Investigate program alternatives for funding non-profit seniors housing facilities to replace the Grants-in-Place-of-Taxes program.

A Working Group on Alternatives to Grants-in-Place-of-Taxes for Unsubsidized Non-Profit Seniors Housing Facilities was established with representation from non-profit organizations operating unsubsidized seniors' housing facilities, the Seniors Housing Society of Alberta, the Alberta Senior Citizens' Housing Association and the ministries of Alberta Health and Wellness, Alberta Municipal Affairs and Alberta Community Development. The working group considered a number of different funding arrangements and documented possible alternative funding options in a draft policy document. A number of related seniors' housing policy issues were identified and examined during the process of considering funding alternatives. Many of these policy issues were incorporated into the draft *Housing Policy Framework for Alberta – Seniors Housing*.

Strategy:

Continue to develop joint initiatives to deal with recommendations from the Long Term Care Review.

The ministry has been involved in a number of joint initiatives that reflect recommendations from the Long Term Care Review. One of the recommendations was to further develop the supportive living component of continuing care. The ministry initiated the Seniors Supportive Housing Incentive Program (SSHIP). This one-time capital fund, in the amount of \$10 million, was provided to 17 non-profit organizations to assist with the capital costs associated with the provision of 630 additional supportive housing projects for low- and middle-income seniors. It was determined that organizations could combine SSHIP funding with funding from Alberta Health and Wellness' Healthy Aging Partnership Initiative (HAPI) to stimulate the expansion of supportive living models. Ministry officials worked closely with representatives from Alberta Health and Wellness, housing management bodies and regional health authorities to coordinate delivery of the SSHIP and HAPI programs.

The ministry participated in Alberta Health and Wellness' Supportive Living Task Group. This group made progress in identifying policies, standards and the strategies required to expand supportive living arrangements for aging Albertans as an alternative to institutionalization. This work builds on the *Health and Housing Partnership Framework to Support Aging in Place for Seniors* jointly developed by the two ministries.

The Long Term Care Review also recommended that a template for the care of Albertans with Alzheimer's disease or related dementias be developed. Community Development was involved in the province-wide task force initiated to address this recommendation.

Strategy:

Identify options to change the funding for the existing portfolio to enable provision of subsidies to individuals instead of housing units.

The proposed *Housing Policy Framework for Alberta – Seniors Housing* acknowledges the preferred future direction of funding arrangements. In principle, assistance should be geared to those in need and should be targeted directly to individuals through income support programs rather than through facility grants. This approach will require adjustments to income support programs such as the Alberta Seniors Benefit and will contribute to the further integration of seniors housing programs. Specific options were identified and documented in draft form and will be further analyzed in the coming year.

Strategy:

Define the role of management bodies, and respond to the Auditor General's recommendation that management bodies set measurable expectations to allow comparison of actual results.

Management bodies operate government-funded seniors' and social housing. They prepare three-year business plans to assist them in strategic and financial planning. These plans include an estimate of projected revenues, operating costs and capital expenditures. Management bodies are encouraged by the ministry to review their business plans annually to ensure that they are on track to meet their goals.

Each management body submitted an operating budget (income and expenses) and a capital budget to the ministry for the coming year. A major portion of the expenses was targeted to maintaining and upgrading the buildings for which they are responsible.

Management bodies hired independent auditors to review their operations based on criteria set by the ministry. They were required to meet the targets they had set in their annual budget or provide an explanation as to why targets had not been met.

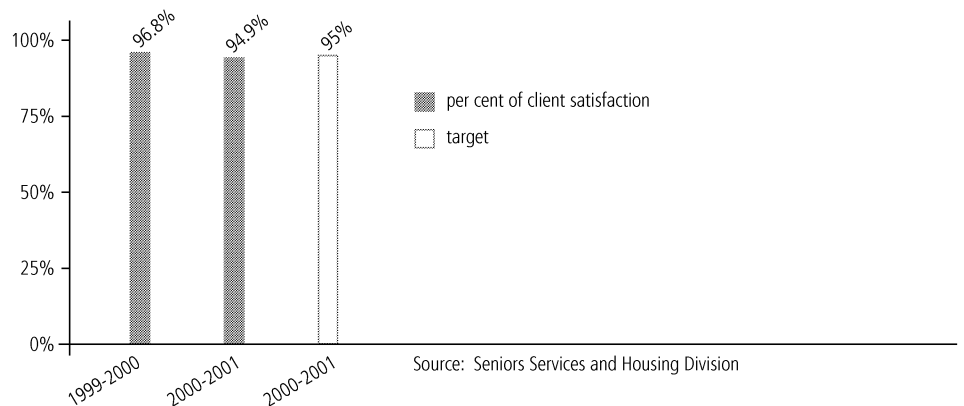
MEASURE: Satisfaction of seniors with information provided

This measure assesses the satisfaction of clients with the level of service and the quality of information provided about seniors’ provincial programs. The ministry provides information by operating the 1-800 Alberta Seniors Information Line and regional Seniors Service Centres, producing the *Programs and Services for Seniors* information booklet, and contributing to the ministry Web site.

Seniors Information Line

Throughout 2000-2001, the Client and Information Services Branch conducted surveys that measured customer satisfaction. Telephone interviews were carried out to assess client satisfaction with users of the Alberta Seniors Information Line. The surveys included questions about courtesy, knowledge, promptness of service and overall satisfaction with the services provided. In each quarter of 2000-2001, 743 interviews were conducted by telephone over 10 consecutive business days.

Client satisfaction with the Seniors Information Line



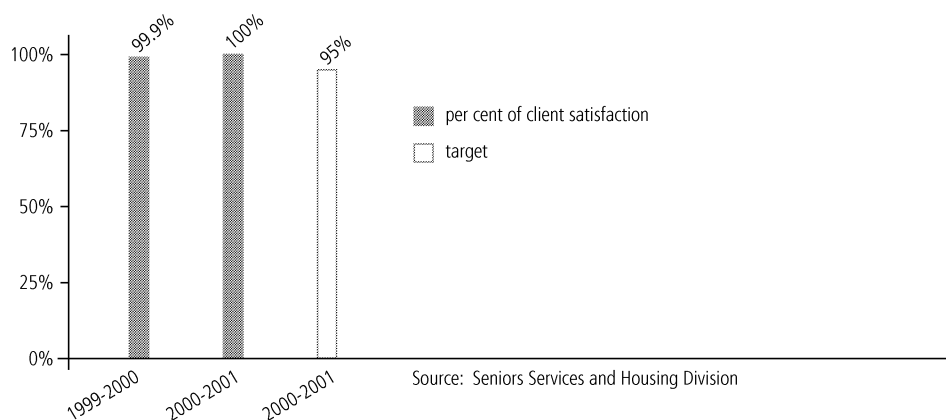
To evaluate overall satisfaction, the top three categories “excellent”, “very good”, and “good” were combined for an overall satisfaction rating of 94.9 per cent, based on 741 responses to the question. The target for 2000-2001 was 95 per cent. In 1999-2000, the overall satisfaction rating was 96.8 per cent, based on 999 responses.

Seniors Service Centres

Eight regional Seniors Service Centres distributed written questionnaires to walk-in clients. Questions were asked about courtesy, knowledge, comfort of the physical office environment and overall satisfaction with

the services provided. Clients were provided the option of leaving completed questionnaires in a drop-off box or mailing them back to the Seniors Service Centre. The number of questionnaires completed at each of the Seniors Service Centres can vary from month to month. The results in 2000-2001 are based on completed surveys from seven of the centres received over a period of 10 months.

Client satisfaction with Seniors Service Centres



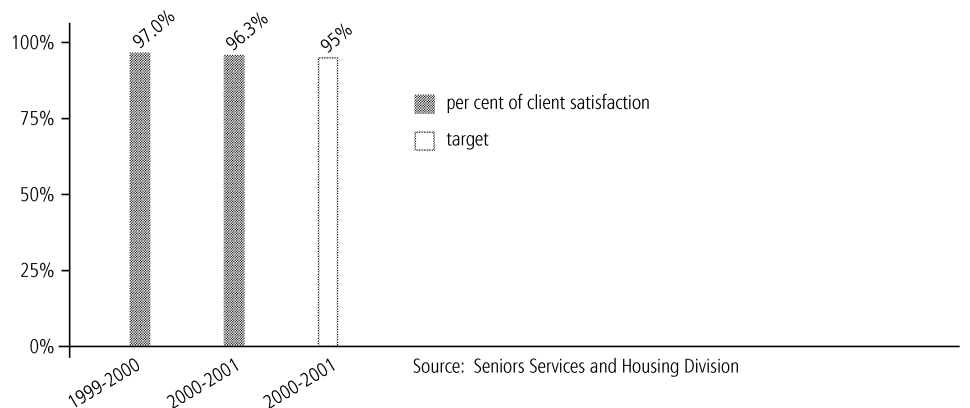
For the overall satisfaction question, the top three categories, “excellent”, “very good” and “good” were combined for an overall satisfaction rating of 100 per cent, based on 442 responses to the question. The target for 2000-2001 was 95 per cent. In 1999-2000, the overall satisfaction rating was 99.9 per cent, based on 886 responses. A new computer system has been implemented that will allow random telephone surveys each quarter in 2001-2002 to replace the on-site survey.

Factors that may have influenced the number of completed questionnaires include: when Seniors Service Centres are busy they may not have time to offer questionnaires to seniors; questionnaires are only offered to walk-in clients, not to clients who telephone the centres; and some clients may be concerned about the anonymity of their responses when provided with questionnaires directly at the centres.

Programs and Services for Seniors booklet

The *Programs and Services for Seniors* information booklet is a guide to programs, benefits and services available to seniors in Alberta from provincial and federal governments and a number of agencies. A voluntary, self-administered questionnaire provided with each booklet invited users to evaluate its contents and usefulness. Out of the 105,000 *Programs and Services for Seniors* booklets that were distributed to seniors’ agencies, hospitals, lodges, native bands, seniors information centres, interested seniors and soon-to-be seniors, the ministry received 1,283 completed questionnaires over a period of 14 months.

Client satisfaction with the *Programs and Services for Seniors* booklet



For the overall satisfaction question, the top three categories “excellent”, “very good”, and “good” were combined for an overall satisfaction rating of 96.3 per cent, based on 1,267 responses. The target was 95 per cent user satisfaction. In 1999-2000, the combined overall satisfaction rating was 97.0 per cent, based on 1,606 responses over a period of 12 months. Respondents must pay for the questionnaire’s return postage and this may influence the number of questionnaires returned from year to year.

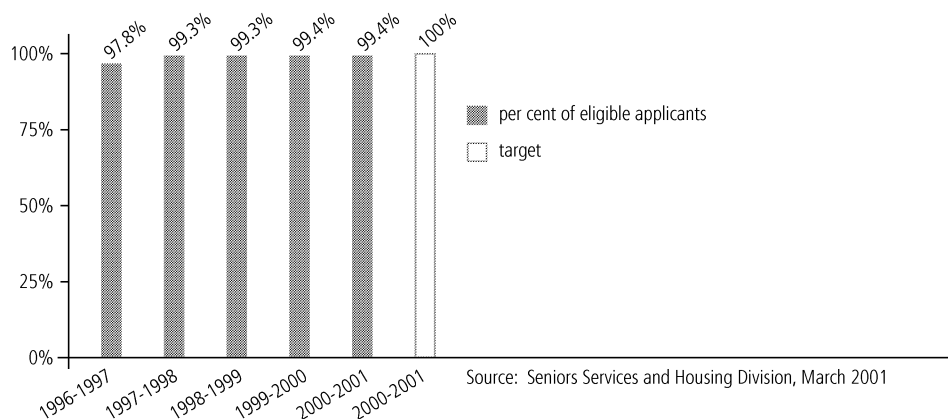
MEASURE: Appropriateness of income support provided to seniors

The core measure for Goal 5 of the 2000-2003 *Alberta Government Business Plan*, “Albertans unable to provide for their basic needs will receive help,” uses the Market Basket Measure (MBM) to compare the percentage of Albertans whose income from all sources is above the MBM threshold, to corresponding percentages of residents in other provinces and to the Canadian average. When MBM information specific to seniors becomes available for Goal 5, the ministry will examine options for a corresponding measure for the Alberta Seniors Benefit.

MEASURE: Percentage of eligible seniors receiving the Alberta Seniors Benefit

This measure looks at those seniors who have applied to the Alberta Seniors Benefit program. In recognition of the limitations in accessing seniors’ income data, and therefore in reporting on all eligible seniors, this measure has been revised in the 2001-2004 business plan. The measure’s title has been revised to reflect more accurately the percentage of eligible applicants in next year’s business plan as follows, “Percentage of eligible applicants receiving the Alberta Seniors Benefit.” It is an indicator of how well the ministry is providing benefits to those seniors who have applied to the Alberta Seniors Benefit program. All other aspects of the measure remain constant.

Percentage of eligible applicants receiving the Alberta Seniors Benefit



As in each of the past six years, the ministry has provided benefits to nearly 100 per cent of eligible applicants. The result for fiscal year 2000-2001 is 99.4 per cent. At the time of reporting, 0.6 per cent of eligible senior applicants were in the process of having their benefits finalized for payment. The ministry target for this measure is 100 per cent.

The results above do not address whether all eligible seniors have actually applied to the program. The challenge is to identify all seniors who may be eligible to apply, but have not applied. In doing so, the ministry hopes to take a proactive approach in reaching this group of seniors. Therefore, a new measure has been added in the 2001-2004 business plan, “Percentage of eligible seniors receiving the Alberta Seniors Benefit,” to indicate how well the ministry is reaching and providing seniors in the province with benefits they are eligible for under the Alberta Seniors Benefit program. A survey of seniors was conducted in 2000 to determine their reasons for not applying. It was believed that some seniors might not have applied because they chose not to apply; were unaware of the program; did not receive an application package; or were unable to understand, complete or return an application.

To assess why some eligible seniors were not accessing benefits, the ministry conducted a telephone survey with a sample of eligible seniors who had not applied for benefits. About two-thirds of the sample of seniors participated in the survey. The results provide some baseline data on the various reasons why seniors did not apply for benefits. The top four responses were they were not eligible; they did not receive a package; they were unsure if they got the package; and they were considering or in the process of applying at the time of the survey. Very few responses indicated that seniors had not looked at their form, lost their form, did not understand or were not interested in applying for the benefit. This baseline information will provide guidance in developing new sources of information for reporting on the measure in 2001.

Another challenge the ministry faced is that it does not have access to income information on seniors other than what is collected every five years through the Canada Census. Census income data for 2001 (relating to the 2000 calendar year) will be released in 2003 and will provide a more thorough examination of seniors' income to inform ministry decisions.

MEASURE: Satisfaction of departments and agencies with the quality of information, analysis and advice received

One way the ministry ensures seniors have access to the supports they need is by providing other government departments and community agencies with policy information, advice and leadership for the coordination of programs and services that affect seniors. This helps to ensure that government policies effectively anticipate and address the needs of seniors.

In March 2001, questionnaires were distributed by the Strategic Planning and Policy Branch to 113 stakeholders to assess their satisfaction with the courtesy, accessibility, responsiveness, knowledge and leadership of staff, as well as the quality, accuracy, completeness and timeliness of information received. Respondents were also asked to rate their overall satisfaction with the services provided. Survey participants included Alberta government employees, other provincial and federal government employees, and representatives of organizations and agencies that work with, or on behalf of, seniors. This year, organizations representing family and special purpose housing were not included in the sample. The population surveyed varies from year to year, reflecting changes in the nature of work undertaken by the division.

A total of 48 completed questionnaires were returned by 18 Alberta provincial government employees and 30 other stakeholders. The survey results provided information to evaluate whether the ministry provides appropriate policy and program information and assistance to stakeholders.

Based on 47 responses to the survey question on overall satisfaction, 85.1 per cent of respondents were "very satisfied" or "satisfied" with services provided; 14.9 per cent were "slightly satisfied"; and no respondents were dissatisfied. The target was 100 per cent "satisfied" or "very satisfied". The target for this measure has been revised to 95 per cent in the 2001-2004 business plan and provides a realistic target that the division can work towards. The original target of 100 per cent was set before baseline data from the current survey were available.

This is the third year that the ministry is reporting overall satisfaction results for this measure. The survey question remained constant on each of the past questionnaires. The rating scale has been revised in 2000-2001 replacing the former neutral category with "slightly satisfied" and "slightly dissatisfied." The change to the scale describes a more precise gradation from satisfaction to dissatisfaction, and facilitates standardization of scales across the ministry. Another change from the

prior year's survey is that members of the Family and Special Purpose Housing Branch were not included in the sample. This is because the population surveyed varies from year to year, reflecting changes in the nature of work undertaken by the division. Results reported in 1999-2000 and 1998-1999, 86.7 per cent and 85.7 per cent respectively, indicate that results have remained relatively consistent over time despite these changes. The reader should be cautioned, however, that due to a change in the 1999-2000 rating scale, the 1999-2000 results are not directly comparable to the 2000-2001 and 1998-1999 results.

MEASURE: Satisfaction of clients with the quality of their accommodation and, where appropriate, the services they receive

This measure assesses the satisfaction of seniors living in self-contained apartments and lodges. Satisfaction was determined through a survey conducted for the Seniors Housing Services Branch by a private research firm. A random sample of clients from the seniors housing programs was surveyed by telephone about their overall satisfaction with the quality of their accommodation. Four hundred telephone interviews were completed with residents of senior citizens' self-contained apartments and another 400 with residents of senior citizens' lodges. The survey also measured a number of variables to assess the quality of accommodation including overall condition, safety and affordability, and the services provided by the management body. The research was conducted in March 2001 over a two-week period. Results based on the sample size of 400 are accurate within +/- 4.9 per cent, 19 times out of 20.

The results from the top two categories of a six-point rating scale, "very satisfied" and "satisfied", were combined to obtain an overall rating of satisfaction for respondents for both seniors' self-contained apartments and lodges. The results indicate that 90.8 per cent of seniors in seniors' self-contained apartments were satisfied with their accommodation, as were 91.5 per cent of seniors in lodges. The rating scale was improved in 2000-2001 to provide a more balanced range of choices; the rating scale was changed from a seven-point to a six-point scale and facilitates a standardization of scales across the ministry. Consequently, results are not directly comparable to prior year's results. The new results will inform decisions for establishing future targets.

GOAL 3

To foster equality and reduce discrimination so all Albertans can have the opportunity to participate fully in the social, economic and cultural life of the province.

The ministry protects human rights and promotes fairness and access by fostering equality and the reduction of discrimination. The objective is to provide all Albertans with opportunities to participate fully in society. By protecting human rights and fostering fairness and access, the ministry enables Albertans to maximize their potential by seizing economic and social opportunities for development and growth.

This goal is met by:

- protecting human rights for all Albertans through the resolution of complaints made under the *Human Rights, Citizenship and Multiculturalism Act*;
- providing public education programs, information and consultation services to eliminate discrimination and barriers to full participation in society for all Albertans; and,
- providing financial assistance to community human rights and diversity projects through the Human Rights, Citizenship and Multiculturalism Education Fund.

Through the Human Rights and Citizenship Branch, the ministry supports the work of three bodies that have responsibilities associated with the core business of protecting human rights and promoting fairness and access: Alberta Human Rights and Citizenship Commission; Human Rights, Citizenship and Multiculturalism Education Fund; and the Human Rights, Citizenship and Multiculturalism Education Fund Advisory Committee.

The ministry was most visible through its continued work to resolve complaints under the *Human Rights, Citizenship and Multiculturalism Act* and its support of educational initiatives. Examples include involvement in a national human rights conference, financial support to community service organizations through the Human Rights, Citizenship and Multiculturalism Education Fund, and partnerships to extend the impact and scope of its work with organizations such as the Cultural Diversity Institute at the University of Calgary.

Strategy:

Implement strategies to ensure effective operation of the Human Rights and Citizenship Commission.

The Alberta Human Rights and Citizenship Commission is an independent body of the Government of Alberta, reporting through the Ministry of Community Development. The commission achieved significant results in streamlining processes and delivering high-quality intake, conciliation and investigation services. In 2000-2001, there were

fewer files in the system as compared to the past two years, and files continued to move through the system in a timely manner. It was concluded that efforts to tighten intake and assessment were successful as there were fewer files in the first two stages of the process. Over half the files were resolved through conciliation.

Strategies to improve processes included hiring conciliators, investigators and legal counsel on contract; increasing officer training; and improving technology support. Developments are underway for a new computerized case-management system for 2001 that will provide additional tools to manage caseloads efficiently. The new system will also provide performance reports linked to internal performance measures by officer, region and branch. Developing this system required considerable officer resources through the second half of the fiscal year. This affected overall caseload performance in the short term, but the new system will help increase efficiency over the long term.

The commission has been active in assisting ministry efforts to improve internal and external information management processes. The commission's activities included maintaining the Web site with current information; developing a greater presence on the Internet, including improvements to the existing Web site; and improving management of electronic files.

In 2000-2001, the Alberta Human Rights and Citizenship Commission opened 645 complaint files, as compared to 692 files in 1999-2000. As in the three previous years, gender and physical disability were the two most common grounds for complaints. Many complaint files contain several grounds, and each ground is tallied separately. A total of 897 grounds were cited in the 645 files opened this year.

A total of 693 complaint files were closed in 2000-2001. The vast majority of the files, consisting of 662 complaints (95.5 per cent), were settled by the parties through conciliation or investigation, dismissed or discontinued by the director, or withdrawn or abandoned by the complainant. The remaining 31 files were concluded at the panel stage. Seventeen of these latter files were resolved by the parties prior to the panel hearing taking place, usually with the assistance of commission staff. Twelve files were closed subsequent to human rights panel decisions. One file was withdrawn by the complainant prior to the panel hearing. In another case, the chief commissioner's decision to send a complaint to panel was overturned by the Court of Queen's Bench and the file was closed.

Human rights panels are composed of human rights commissioners appointed by the chief commissioner of the Alberta Human Rights and Citizenship Commission. Commissioners completed a comprehensive policy and procedures manual to help them run effective and efficient panels. The panel process is independent from the complaint resolution service provided by commission staff.

Strategy:

Support the Cultural Diversity Institute in partnership with the University of Calgary.

Through the Human Rights, Citizenship and Multiculturalism Education Fund, the ministry provided \$250,000 to the Cultural Diversity Institute. The Cultural Diversity Institute offers research, education, training and information on cultural diversity to corporate, not-for-profit and education organizations throughout the province. The ministry is represented on the institute's Council of Directors.

A weeklong Diversity Summer Institute attended by people from a variety of sectors was held in Calgary in August 2000. A workshop on racism and diversity for not-for-profit groups was held in October 2000 in Red Deer. In November 2000, the institute offered a one-day symposium for senior managers in the public and private sectors in Edmonton that focused on the participation of visible minorities in decision-making. The institute also continued to launch new research projects and develop a research agenda for the future.

Strategy:

Continue support to community organizations in undertaking diversity and human rights education initiatives through the Human Rights, Citizenship and Multiculturalism Education Fund.

The Minister received recommendations on grants and funding from the Education Fund Advisory Committee, a seven-member committee chaired by a Member of the Legislative Assembly. In 2000-2001, the Human Rights, Citizenship and Multiculturalism Education Fund provided a total of \$1,009,125 in grants. Of this, \$934,125 was provided to foster equality and promote fairness and access, and \$75,000 was contributed to establish a human rights and diversity scholarship program in honour of Alberta's centennial.

Of the grants awarded to foster equality and promote fairness and access, the education fund provided \$634,125 in financial assistance to 35 organizations under its Support to Community Groups program, \$250,000 to the Cultural Diversity Institute and \$50,000 to the Fathers of Confederation Centre on Prince Edward Island. Alberta contributes annually for operation of this centre.

An additional \$100,000 grant was given to the Cultural Diversity Institute to help organizations develop outcomes and performance measures. This project supports the Human Rights, Citizenship and Multiculturalism Education Fund Advisory Committee by providing more accountability and improvements in the way it assesses grant applications and reports on benefits.

Support to Community Groups grants support cross ministry initiatives and government priorities. For instance, 12 organizations received a total of \$178,430 (28.1 per cent of grant funding) for projects that supported the Alberta Children's Initiative. The Edmonton Immigrant Services Association received a grant to provide youth with new skills promoting prevention and peaceful resolution of racial discrimination. The Arusha Centre Society in Calgary received a grant to develop courses and materials to assist teachers in becoming leaders in anti-racist work within their schools. The John Humphrey Centre received \$50,000 for collaborative work with the Edmonton Public School Board and other partners to develop a human rights curriculum for all grade levels.

Grants were also awarded to support the cross ministry Aboriginal Policy Initiative. The East Prairie Métis Settlement received a grant to develop workshops and materials to help deal with discrimination. The Canadian Red Cross Society received a grant to help identify the barriers that limit access by Aboriginal people to its programs and services.

Several grants were awarded to support the Minister's role as Minister responsible for Women's Issues. The Institute for Gender Research received a grant to study involvement of immigrant and visible minority women in the non-profit sector. This research will be used to develop a tool kit to help organizations identify barriers to immigrant women within their own operations. The Association of Alberta/Northwest Territories Network of Immigrant Women received a grant to identify obstacles that prevent foreign-trained immigrant nurses from working as professional nurses in Alberta.

During consultations in the spring of 2000, community organizations shared ideas about how Albertans could continue to increase understanding and acceptance of diversity and reduce discrimination. The report that was produced and distributed, *Equity and Fairness for All Albertans*, presents feedback from the consultations and outlines key strategies for encouraging full participation of Albertans in society. This report establishes the future role of the Human Rights, Citizenship and Multiculturalism Education Fund in supporting these key strategies.

Strategy:

Continue to develop and implement diversity and human rights education initiatives.

The ministry played a major supporting role in developing the *Holocaust Memorial Day and Genocide Remembrance Act*. The *Act* recognizes the horror of the Holocaust and honours the memory of the six million European Jewish people who were annihilated between 1933 and 1945. The *Act* also highlights the importance of remembering and recognizing other instances of genocide. It provides an opportunity for all Albertans "to consider other times and incidents of systematic violence, genocide, persecution, racism and hatred that call out to us from the past or continue today." On November 16, 2000, the *Act* received first, second and third readings and was passed unanimously in the Alberta Legislature.

The ministry also continued its work related to the *Protection Against Family Violence Act* through the "Addressing Issues for Diverse Communities" project. This project is being carried out by the Diversity Working Group sub-committee, which is part of the Interdepartmental Committee on Family Violence. Ministry staff served on this committee and co-chaired the Diversity Working Group.

The Alberta Human Rights and Citizenship Commission partnered with the Canadian Association of Statutory Human Rights Agencies (CASHRA) to host a national human rights and diversity conference on the theme of human rights education. The conference was held in Banff in May 2000. It attracted approximately 300 delegates representing a wide range of sectors with mandates or interest in human rights and diversity. This was

the highest attendance at any CASHRA conference. A volunteer steering committee guided development of the conference, which received significant public, not-for-profit and private sector financial support.

This conference helped promote a better understanding within Alberta and Canada of the significant and positive work Alberta is doing to protect human rights and promote fairness and access. Delegate evaluations indicated that the conference provided a forum to discuss successful tools for building a human rights culture and an opportunity to form new networks.

The Alberta Human Rights and Citizenship Commission cooperated with other Canadian federal, provincial and territorial human rights commissions on joint educational initiatives. Research was undertaken on the business reasons for adopting human rights policies and practices in the workplace, and a poster promoting a shared responsibility for human rights in the workplace was developed. The commission continued to focus on increasing the understanding on human rights issues in the workplace in order to build more inclusive workplaces and reduce workplace discrimination.

The commission's Web site continues to be an important information source for Albertans. By March 31, 2001, the site received 152,250 visits. In line with client and stakeholder feedback, the Web site has been redesigned and the content reorganized to meet users' information needs.

The commission continues to increase awareness of educational programs and services among clients and stakeholders through new educational and information resources, increased public promotion of the commission's human rights awards, and a collaborative approach to celebrating International Human Rights Day. Workshops and presentations to community groups, business organizations and the educational sector help build knowledge and understanding of human rights. Reviews of proposed human rights policies for organizations help build inclusive, non-discriminating environments. Human Rights and Citizenship staff participated in community liaison and development work to support organizations and communities in human rights, citizen participation, diversity, women's issues and multiculturalism initiatives.

Strategy:

Collaborate with other jurisdictions in support of initiatives by Ministers responsible for the Status of Women.

In support of the Minister's role as Minister responsible for Women's Issues, ministry staff undertook joint initiatives with other women's directorates in Canada to discuss issues of concern that cross jurisdictional boundaries. Of note is the report, *Women's Economic Independence and Security: A Strategic Framework*, developed for the Federal/Provincial/Territorial (FPT) Ministers responsible for the Status of Women, which was released March 2001.

Another FPT initiative that began in 2000-2001 involved collaboration with Statistics Canada on Indicators of Violence Against Women. Alberta is on the project's working group of FPT status of women officials. Alberta's contribution included information sessions with stakeholders

in Calgary and Edmonton in February 2001. The ministry sought input from stakeholder groups by mail and shared information gathered through this process with the full FPT working group.

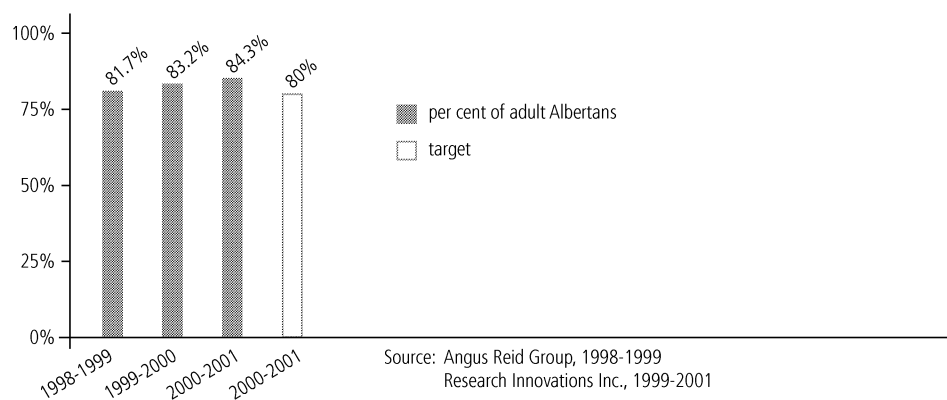
The ministry also coordinated the Persons Case Scholarships that honour the five Alberta women who fought and won the right for Canadian women to be officially deemed “persons” under the law. In 2000-2001, 13 scholarships were given to people who were studying in non-traditional fields for their gender or whose studies will contribute to women’s equality. The scholarships are funded by the Alberta Heritage Scholarship Fund and administered by the Student Finance Board.

Ministry staff were represented on an interdepartmental committee formed in 2000-2001 to develop the initial program framework for a provincial family violence treatment program. Ministry staff representatives provided perspectives on women’s issues and human rights. Community Development is now one of the partnering ministries responsible for developing this framework. This committee will refine the framework and seek program funding in 2001-2002.

MEASURE: Percentage of Albertans who believe human rights are fairly well or very well protected in Alberta

The results for this performance measure and the following two measures were determined by an annual province-wide telephone survey of 1,000 adult Albertans conducted by a private research firm. Participants were asked their opinion of how well human rights are protected in Alberta, their awareness of the Alberta Human Rights and Citizenship Commission, and their beliefs about the significance of the commission’s role in ensuring human rights are protected. Ten per cent of each interviewer’s work was monitored while in progress. The margin of error for these data is +/- 3.2 per cent at the 95 per cent confidence level.

Percentage of surveyed adult Albertans who believe human rights are well protected in Alberta



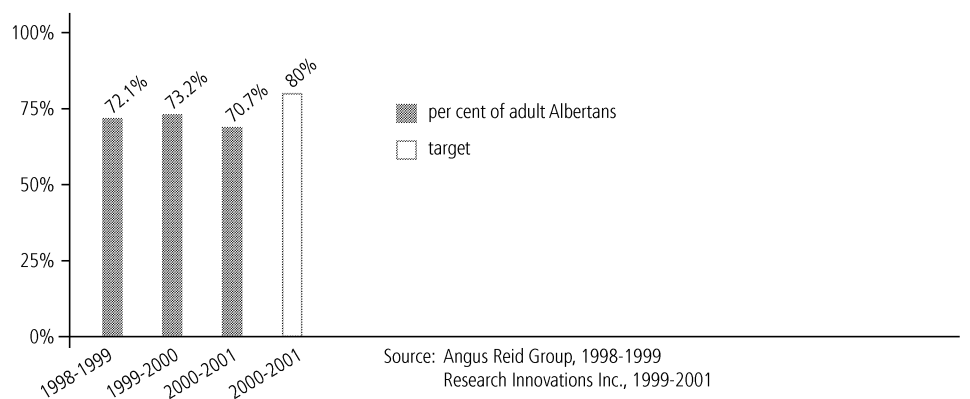
In 2000-2001, 84.3 per cent of Albertans believed human rights were “fairly well” or “very well” protected in Alberta. This is a 1.1 per cent increase from 1999-2000. The target established for the year was 80 per cent. In the 2001-2004 business plan, the target has been increased to 84 per cent. The target has been set to meet or exceed the best performance achieved by the ministry for this measure over the prior years’ results.

There are numerous influences outside the ministry’s control that may influence whether or not the desired results are achieved. Media coverage around human rights issues, particularly legislation changes, can have an impact. Other human rights issues and human interest topics can also affect the results. For example, media stories focusing on activities in other jurisdictions that have human rights implications can influence respondents.

MEASURE: Percentage of Albertans who are aware of the Human Rights and Citizenship Commission

In a province-wide telephone survey of 1,000 adult Albertans, respondents were asked, “If you were concerned about protecting someone’s human rights, where could you go for help or advice?” For those who did not identify the commission, another question was asked, “To the best of your knowledge, does Alberta have a human rights commission?” The results for both questions are reflected in the chart below.

Percentage of surveyed adult Albertans who are aware of the commission

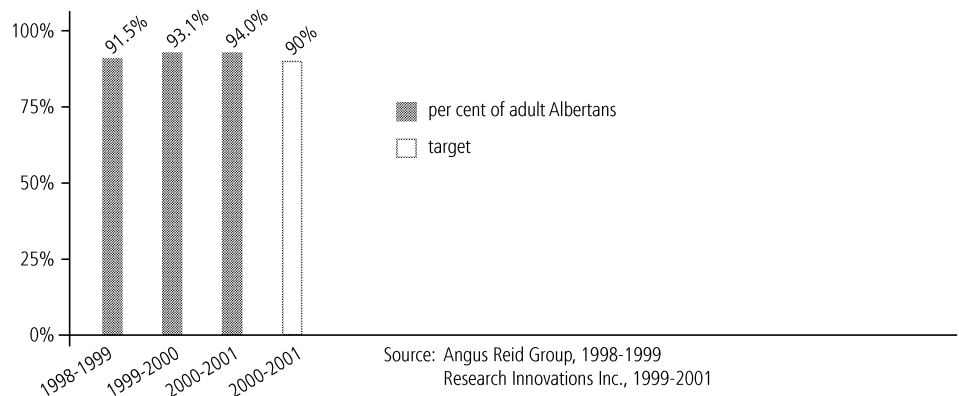


The results indicate that a total of 70.7 per cent of respondents were aware of the existence of Alberta’s human rights commission. This is a decrease of two and a half per cent from the 1999-2000 results and 9.3 per cent below the 2000-2001 target of 80 per cent. Media coverage of human rights issues may have an impact on year-to-year variations in Albertans’ awareness of the commission.

MEASURE: Percentage of Albertans who believe the commission plays an important role in the protection of human rights

This measure reports how important respondents perceive the commission to be in ensuring that human rights are protected in the province. As was outlined in the previous two measures, a province-wide telephone survey of 1,000 adult Albertans was conducted. Of these respondents, 707 were able to identify or were aware of the commission and were asked their opinion of how important a role the commission has in protecting the human rights of Albertans.

Percentage of surveyed adult Albertans who believe the commission plays an important role



On a five-point rating scale, the results from the top two categories, “very important” and “somewhat important” were combined. The results indicate that 94.0 per cent believed the commission played an important role in the protection of human rights. This represents a 0.9 per cent increase from the prior year’s results, exceeding the 90 per cent target. Respondents aware of a human rights commission in Alberta perceive it to be effective in ensuring human rights are protected in the province.

Results may be influenced by several factors, including an increase or decrease in media coverage from year to year; changes to human rights legislation in Alberta or in other jurisdictions; complaints or court cases with human rights implications; legislative debates; initiatives by constituencies with human rights or related interests or concerns; and changes in belief systems of individual Albertans about the importance of having regulatory bodies such as commissions.

In order to reduce the number of performance measures in the 2001-2004 business plan, the measures “percentage of Albertans who are aware of the Human Rights and Citizenship Commission” and “percentage of Albertans who believe the commission plays an important role in the protection of human rights” were removed. The measure “percentage of Albertans who believe human rights are fairly well or very well protected in Alberta” was retained. The two measures that were removed remain important to the ministry; data will continue to be collected and reported by the Alberta Human Rights and Citizenship Commission.

GOAL 4

To improve the quality of life for Albertans

through the preservation and presentation of, and promotion of appreciation for, Alberta's diverse natural, cultural and historical resources.

The ministry preserves, protects and presents significant historical resources within the province. These activities provide educational, scientific, cultural and economic benefits for Albertans. The ministry performs these functions by:

- operating, in partnership with cooperating societies, 18 provincial historic sites, museums and interpretive centres; the Provincial Archives of Alberta; and the Northern and Southern Alberta Jubilee Auditoria;
- identifying, acquiring, protecting, developing and managing historical resources of significance to Albertans, and delivering public programs and exhibits on those historical resources;
- acquiring and preserving private and public records of provincial, national and/or international significance and making them available for research purposes;
- regulating land-based development activity to preserve significant historical resources;
- providing professional and technical advice and funding assistance to parties involved in historical preservation and presentation; and,
- providing opportunities for Albertans to experience cultural performances of local, national and international stature at the Jubilee Auditoria.

In meeting this goal, the ministry was most visible through operating cultural and heritage facilities that attracted nearly two million visitors, assisting over 440 community-based heritage preservation and presentation projects, providing feature exhibitions at museums, and coordinating the legacy program for Alberta's 2005 Centennial.

Strategy:

Continue to plan and pursue capital reinvestment strategies, including design of the Provincial Archives of Alberta; renewal opportunities at the Provincial Museum of Alberta; recapitalization of the Jubilee Auditoria with the assistance of Alberta Infrastructure and the associated cooperating societies; and replacement of aging and obsolete audio-visual equipment at provincial historic sites, museums and interpretive centres.

Detailed designs and contract documents were prepared for renovation of the Capital Health Authority's Patient Services Centre, which will serve as the new home of the Provincial Archives of Alberta beginning in 2003. The ministry is also exploring options for replacing the aging Provincial Museum. With the assistance of Alberta Infrastructure, recapitalization of the Jubilee Auditoria continued. An architectural team was hired to begin detailed planning for the proposed \$30 million renovation of the two facilities in Edmonton and Calgary. As part of this, the two "friends" societies associated with the Jubilee Auditoria have accumulated approximately \$5 million over four years within their recapitalization trust funds for their share of the costs. The ministry also undertook to replace obsolete audio-visual equipment at its historic sites, museums

and interpretive centres. At the Provincial Museum, for example, all audio and visual presentations in the permanent galleries are now delivered by computer-controlled digital technology, which has improved their quality and reduced maintenance requirements.

In 2000-2001, the Centennial Legacies Program allocated funds to upgrade several government-owned facilities. Planning commenced on a new educational wing to the Royal Tyrrell Museum of Palaeontology, the new Provincial Archives building, Jubilee Auditoria renovations and a renewed Provincial Museum, all of which are supported through the program to commemorate Alberta's 100th anniversary in 2005.

Strategy:

Continue to coordinate provincial activities to commemorate the millennium and provide support for the planning and implementation of Alberta's centennial in 2005.

Alberta 2000, the province's program to celebrate the new millennium, continued to provide information on the millennium and sources of funding for millennium projects. The Web site was a popular source of information on Alberta projects and contains links to other provincial and national sites. The Alberta 2000 program ended on December 31, 2000; however, the Web site will continue to be accessible throughout 2001-2002 to provide information about millennium-related activities.

In September 2000, the government launched the Alberta 2005 Centennial program. The program is being coordinated by the ministry through its Centennial Legacies office. The Centennial Legacies Program includes grants for community-based capital legacy projects. Provincial legacy projects also include major government-driven capital developments and a wide range of programs for communities, aboriginal people and youth. The Centennial Legacies office also manages the extensive inter-departmental collaboration required to successfully implement these initiatives. A Web site has been created that provides information on the Centennial Legacies Program as well as electronic access to the program's guidelines and application form.

In 2000-2001, the Centennial Legacies Program disbursed \$50 million in funding for numerous community-based projects and a few government-owned facilities throughout the province, including such facilities as museums, theatres, swimming pools and interpretive facilities that will assist in meeting Albertans' cultural, heritage and recreational needs for generations to come.

Strategy:

Continue to contribute to Alberta's celebration of the millennium through the development of a major exhibit, *Anno Domini: Jesus Through the Centuries*, with subsequent international touring; and provide assistance through the Alberta Historical Resources Foundation for communities with heritage activities associated with the millennium.

Bringing together over 300 artistic works from more than 50 museum and church collections, the *Anno Domini: Jesus Through the Centuries* exhibition ran for three months at the Provincial Museum of Alberta. The exhibition explored the impact of Jesus on people, ideas, history and culture over 2,000 years. The exhibit received support from Economic Development Edmonton, Edmonton Tourism, Canadian Tourism Council, Travel Alberta, WestJet, and many other private sector companies. Due to the partnerships formed with these organizations, the ministry was able to greatly enhance programming, exhibit development and marketing. The exhibition also relied heavily on partnerships within the provincial government. Alberta Infrastructure,

for example, helped solve a humidification problem, and Alberta Learning assisted with program development. Federal government partnerships included the Canada Millennium Partnership Program, which assisted with funding. Over 110,000 people visited the museum during the exhibition's three-month run. Although several museums expressed interest in hosting *Anno Domini: Jesus through the Centuries*, they were unable to secure the funding needed to cover touring costs. Instead, the museum enhanced the content and interactivity of the Web presentation to better reflect the experience of the live exhibition.

At the Provincial Museum, all major feature exhibitions – including *Anno Domini* – are now complemented with interactive Web presentations that highlight their main features, provide valuable background and references for further reading, and offer music and sound presentations. The Provincial Museum of Alberta's *Millennium Series* of exhibitions, which includes *Anno Domini*, was selected as one of the top 100 events in North America by an elite tourism industry selection committee from the American Bus Association.

In April 2000, the Board of the Alberta Historical Resources Foundation recommended funding for 10 additional millennium projects, including restoration of the John Ware cabin in Dinosaur Provincial Park, Drumheller; development of an interpretive display on the history of Edmonton's civic leaders; production of a self-guided driving tour of churches in Lamont County; and a research project to identify Aboriginal historic sites in Calgary parks.

Strategy:

Maintain care for provincial collections by preserving the material culture, natural history and documentary heritage of the province within museums and archives.

Collections at the Provincial Archives of Alberta increased by 3,446 linear metres of government textual records, 181 linear metres of private textual records, 43 maps, 10,005 photographs, 927.5 hours of recorded audio-tape, 331 hours of film and video-tape, and 50 items in the reference library. Included in the collections acquired by the Provincial Archives are nine autochromes created by Hugo Viewegar in 1913-1914. The autochrome is an extremely rare, early colour photographic process. The National Archives of Canada is the only other archival repository in Canada known to have a collection of autochromes. The Provincial Museum of Alberta also acquired over 900 coins and tokens from a major coin collector in the province, clothing and gear used by the famous Alberta aviator Wop May, and a collection of over 5,700 insects from a private collector. The Royal Tyrrell Museum of Palaeontology opened its redeveloped palaeoconservatory in May 2000. The gallery houses modern relatives of extinct plants from around the world to provide a living example of the kind of flora found in the Drumheller area when dinosaurs roamed the land.

The Reynolds-Alberta Museum joined four other Alberta aviation museums, all members of the Canadian Aeronautical Preservation Association, in signing a memorandum of cooperation and understanding with regard to the preservation and presentation of

Alberta's aviation history. This arrangement will encourage greater coordination of exhibitions and collections management and will assist in the judicious use of limited resources.

Many of the ministry's collections expanded in 2000-2001, including those at the Reynolds-Alberta Museum, which received 11 pieces of industrial equipment donated by an Alberta mining company. The largest piece donated, the Bucyrus Erie 200-B Stripping Shovel, weighs 370 tons and stands 70 feet tall.

Community Development staff participated in a museum collection and support storage review, undertaken by Alberta Infrastructure. The review examined options for meeting the short- and long-term need for storing museum collections at five provincially owned and operated institutions (Provincial Museum of Alberta, Ukrainian Cultural Heritage Village, Royal Tyrrell Museum of Palaeontology, Reynolds-Alberta Museum and Remington-Alberta Carriage Centre) as well as at the Glenbow Museum. Implementation of the recommendations will be explored with Alberta Infrastructure.

Strategy:

Protect and recognize significant historical resources across the province, and continue to provide major technical and financial support at the community level for the local stewardship of historic resources.

The ministry provided professional, technical and financial support to communities, heritage organizations and individuals to encourage the preservation of historic resources. A total of 441 community-based projects were assisted directly or indirectly through the Alberta Historical Resources Foundation (AHRF) during this fiscal year. The AHRF provided grants to support the stewardship of such resources as the Strathcona Hotel in Edmonton, the Brazeau Collieries in Nordegg, the Church of the Nativity of the Virgin Mary in Fort Chipewyan, and the Rat's Nest Cave near Canmore. In addition, 20 resources were designated as Provincial or Registered Historic Resources under the *Historical Resources Act*, including such sites as the Majestic Theatre in Bashaw, the Verdun School in New Norway, the Buffalo Lake Métis Settlement near Stettler, and the hoodoos near Drumheller. The Alberta Historical Resources Foundation again provided grants to key provincial heritage organizations – Museums Alberta, Archives Society of Alberta, Historical Society of Alberta, Alberta Genealogical Society and Archaeological Society of Alberta. They, in turn, provided services and/or grants to their members for heritage initiatives. The foundation also funds the service contract for the Glenbow Museum to conserve and display certain government owned collections.

The Heritage Resource Management program of the ministry issued the second edition of *Listings of Significant Historical Sites and Areas*, which will be used in the Well Licence application process of the Alberta Energy and Utilities Board. Any wells proposed for areas identified on the significant sites list will require clearance from Community Development before a licence can be approved.

The Royal Tyrrell Museum of Palaeontology made significant progress in 2000-2001 in uncovering and preserving the province's natural history. Staff in the highly successful Field Experience Program in Dinosaur Provincial Park collected, with the support of Alberta Environment, a

number of significant specimens – an ankylosaur skull, a partial skull from a large theropod, and two large Basilemys turtles. Researchers at the museum also discovered the first-known, complete skeleton and skin of a 75-million-year-old freshwater ray. The Royal Tyrrell Museum of Palaeontology entered into a multi-year partnership with Syncrude Canada Ltd. and the University of Calgary for the preparation and study of the remains of several ancient marine reptiles recovered from the Fort McMurray oil sands. The museum is also working with the Devil's Coulee Cooperating Society to develop interpretive displays to highlight the palaeontological importance and sensitivity of Devil's Coulee, a dinosaur egg site. In addition to these initiatives, museum staff are involved with the Grand Cache Trackways, one of Canada's best examples of fossil footprints of dinosaurs, birds, mammals and salamanders. From the Early Cretaceous period, the footprints are approximately 110 million years old. The museum will ensure that the palaeontological sensitivity of the site is respected in the event of any development in the area.

Strategy:

Continue to participate in the development of Alberta's tourism policy and programs through the Strategic Tourism Marketing Council.

The ministry assisted Alberta Economic Development in establishing new tourism policy for Alberta by participating on the Strategic Tourism Marketing Council, a partnership between the Alberta Government and the tourism industry.

Strategy:

Continue to cooperate in new heritage tourism marketing ventures with external partners.

The ministry continued with its *Real Alberta* promotional campaign during 2000-2001, focusing on increasing awareness of the ministry's network of heritage facilities among the ministry's principal audience for its 18 heritage attractions – Albertans travelling within the province. The *Real Alberta* message was facilitated through partnerships with other players in the tourism industry, who assisted in delivering an extensive in-Alberta campaign.

The ministry continued to cooperate in several new heritage tourism-marketing ventures. For example, as a member of the Métis Heritage Alliance, the ministry participated in the development and distribution of a brochure marketing sites connected with Alberta's Métis history. As well, a number of heritage facilities, such as Head-Smashed-In Buffalo Jump, Frank Slide Interpretive Centre, Remington-Alberta Carriage Centre and Royal Tyrrell Museum of Palaeontology, opened several new promotional exhibits at the Calgary International Airport. The initiative, an Attractions Alberta promotional venture, also included Spruce Meadows, the Calgary Zoo, Heritage Park, the Glenbow Museum and Parks Canada. The ministry's heritage facilities in southern Alberta were partners in the *Cowboy Trail* tourism initiative, which successfully secured highway route designation in 2000-2001, in addition to winning several tourism marketing awards. This cooperative marketing venture promotes western heritage and cowboy-themed products along a route that stretches from Cardston to Mayerthorpe.

Strategy:

Continue to streamline and amend regulatory functions that protect historical resources and encourage self-monitoring by industry.

The ministry worked to increase efficiency in historical resource protection by guiding and aligning the forestry and petroleum sectors' self-monitoring initiatives. Forest products manufacturers were presented with options for meeting the requirements of the *Historical*

Resources Act within the framework of their own planning processes. Steps were taken with the petroleum industry to devise mechanisms that would see increased consideration of historical resources within a structure of industry self-regulation. A pilot project was initiated between a forest products company and the petroleum sector to encourage cooperation in the matter of protecting historical resources.

The Cultural Facilities and Historical Resources Division continued to implement the recommendations of a divisional renewal exercise that allowed all staff to collectively consider new administrative strategies for dealing with its mandate. One of the key recommendations acted upon was the creation of a new Heritage Resource Management Branch and a restructured Historic Sites and Cultural Facilities Branch.

Strategy:

Continue to strengthen internal partnering and efficiencies by working with cooperating societies in the operation of 18 provincial historic sites, museums and interpretive centres.

Cooperating societies associated with the ministry's facilities continued to play a major role in helping the facilities achieve their goals. At the Oil Sands Discovery Centre in Fort McMurray, the Friends of the Oil Sands Discovery Centre worked in partnership with the provincial government and Alberta's energy industry to undertake a successful community fund-raising effort for the centre's redevelopment. Staff of the Provincial Archives and the Documentary Heritage Society of Alberta continued to work closely to undertake preservation work at the Archives.

To ensure an effective ongoing relationship between the ministry and the affiliated cooperating societies, the ministry initiated a review of current arrangements between the societies and the ministry. The review is expected to result in recommendations concerning areas of mutual benefit and the nature of relationships that would best benefit both the cooperating societies and the ministry's facilities and programs.

Strategy:

Continue to support the Alberta Children's Initiative through the provision of curriculum- and family-oriented learning opportunities at the ministry's historic sites, museums and interpretive centres.

The ministry's heritage facilities continued to develop and provide interpretive programs for school children and families. For example, at the Ukrainian Cultural Heritage Village, over 11,100 students took part in education programs in 2000-2001, while Rutherford House welcomed more than 8,200 students. Over 72,000 students visited the Provincial Museum of Alberta, including those that participated in a new program called *Friends Far and Near*, which introduces students to the traditions and customs of four cultural groups in Alberta. At the Royal Tyrrell Museum of Palaeontology, more than 20,300 students participated in education programs such as *Reconstruction Company* and *Edutour*. The *Reconstruction Company* program offers students a chance to create a plaster cast of one of the museum's fossils and to learn how molds and casts are made. Over two days, the *Edutour* program offers guided hikes of the Badlands, hands-on workshops, an introduction to the world of reptiles and a night among the dinosaurs. The Royal Tyrrell Museum of Palaeontology launched its new educational outreach vehicle, the Shell Discovery Van (a mini-museum on wheels), offering curriculum-based educational outreach programs to students and teachers across Alberta without them having to leave their classrooms.

Strategy:

Continue to support the achievement of the goals of the cross ministry Economic Development Strategy initiative.

There are significant economic benefits associated with preservation and development of the province's natural, historical and cultural resources. Each year, over one million visitors attend heritage facilities/sites. Visitation data are collected with a sample of the visitors throughout the year at the facilities/sites to ensure continued satisfaction by visitors to the attractions and for other research purposes.

In December 2000, a report was released that showed information on expenditures by visitors at Alberta's provincial heritage attractions. The report indicated that visitors to the ministry's provincial heritage facilities over a 12-month period spent approximately \$29.8 million on food, accommodation and travel in Alberta. It is anticipated that visitor expenditure analysis for 2001 will be available by the end of the year.

Based on prior economic impact analysis, on average over the past three years, approximately \$40 million in value-added economic impact and approximately \$13.8 million in taxation revenue was returned to federal, provincial and local governments each year.

The results of both the visitor expenditure data and economic impact analysis support Goal 4 of the government's cross ministry Economic Development Strategy initiative, "Making Alberta the Best Place to Live, Work and Visit: Albertans enjoy an unmatched quality of life in a province that's recognized as the best place to live, work and visit."

Strategy:

Continue to cooperate in the advancement of the cross ministry Capital Planning initiative as a long-term strategy for required infrastructure renewal, particularly as it relates to provincial housing programs and heritage infrastructure.

The ministry participates on an ongoing basis in the cross ministry Capital Planning initiative, including the strategies for Corporate Capital Overview and Infrastructure Management Systems. The ministry prepared Corporate Capital Overview submissions for the spring and fall 2000 deadlines. To facilitate the timely collection of data necessary to complete the semi-annual Corporate Capital Overview, the Cultural Facilities and Historical Resources Division put in place a system to survey all divisional staff about their future capital requirements.

Strategy:

Develop an Infrastructure Management System for the province's historic and interpretive infrastructure, including collections, exhibitry, documentary holdings, and historic structures and sites.

Development of Infrastructure Management Systems (IMS) will facilitate the systematic inventory and analysis of the government's owned and supported infrastructure, which for Community Development includes exhibits, collections and historic structures. Four principal IMS types are being proposed across government: collections and exhibits, buildings and lands, transportation, and waterworks (environment). In 2000-2001, Alberta Infrastructure agreed to include Community Development's heritage buildings in its buildings and lands IMS. Similarly, Community Development's Roadside Historical Markers will be included in Alberta Infrastructure's transportation IMS. Community Development has been identified as the lead ministry for development of the cross ministry collections and exhibits IMS. The ministry has developed a set of internal performance measures to assess the condition, utilization and functional adequacy of collections and exhibits infrastructure.

Strategy:

Participate in the cross ministry Aboriginal Policy Initiative and implement provincial policy concerning traditional ceremonial materials held at the Provincial Museum of Alberta.

Ministry staff participated in the cross ministry Aboriginal Policy Initiative and contributed to the Aboriginal Policy Framework document, which was released in September 2000. The ministry worked closely with other departments in evaluating how Traditional Use Studies can assist the consultation process for regulatory work and resource development issues, as indicated in the framework. The ministry also participated in the inter-departmental working committee that will bring forward recommendations for the sensitive and respectful treatment of native burials and other human remains interred in abandoned, unregistered or isolated burial plots.

The *First Nations Sacred Ceremonial Objects Repatriation Act* received Royal Assent in May 2000. Ministry staff have continued to work closely with the Blackfoot Confederacy Committee on Museum Relations, and are drafting regulations pursuant to the new *Act* in consultation with Blackfoot Ceremonialists. The ministry is consulting with Treaty 6 and 8 communities and with elders and organizations to advise them of sacred ceremonial objects held by the Provincial Museum of Alberta and to determine a process for the handling of these objects.

Community Development supported the National Aboriginal Achievement Awards and the Blueprint for the Future career fair coordinated and delivered by the National Aboriginal Achievement Foundation. The awards encourage and celebrate excellence in the Aboriginal community, while the career fair introduces Aboriginal youth to career opportunities.

Strategy:

Continue to survey visitors and non-visitors to provincial historic sites, museums and interpretive centres in order to better meet their expectations.

Visitors to historic sites, museums and interpretive centres operated by the ministry were surveyed in 2000-2001, with questionnaires completed by 5,279 visitors. The questionnaires assessed visitor satisfaction and the knowledge they gained about Alberta history and garnered specific reactions and suggestions to a number of other questions. Results were tabulated by a private research firm. To facilitate reporting and marketing, the survey period was changed from a fiscal year to a marketing year, as first reported in the 1999-2000 annual report. For 2000-2001, this resulted in a survey period that extended from September 7, 1999, to September 4, 2000, capturing the 2000 summer visitor season.

In addition, as part of the ministry's annual Survey of Albertans, 1,000 adults were asked to what degree they felt historical resources contributed to the overall quality of life in Alberta, whether historical resources were being adequately preserved and protected in Alberta, and other questions on visitation. The results were collected by the ministry in order to assess the views of Albertans.

Strategy:

Continue to develop a broader thematic understanding of Alberta's history and pre-history in order to enhance our preservation and presentation initiatives.

Ministry staff and the Archaeological Society of Alberta collaborated for a commemorative volume on the last 2,000 years of archaeological prehistory in Alberta. Associated with the Provincial Museum of Alberta, the Time Travellers Lecture Series involved collaboration with the French Ministry of Culture, the Canadian Museum of Civilization,

Memorial University, the University of Calgary and Canadian University College to stage another highly successful public lecture series in archaeology.

In cooperation with the University of Alberta Press and the Canadian Circumpolar Institute, the ministry published the manuscript, *Alberta's North: A History, 1890-1950*, the fourth volume in the 2005 Alberta Reflections Series (U of A Press and Canadian Circumpolar Institute Press). Ministry staff assisted the Heritage Community Foundation by providing a thematic framework and historical content for inclusion in the new Heritage Online Web site, which is a clearing house of information on Alberta's history. The ministry continued with a review of its *Master Plan: Prehistoric and Historic Resources*, principally revising the document's thematic structure for Alberta. The Alberta Historical Resources Foundation and other ministry staff continued to support the CKUA Foundation and its *Heritage Trails* program, a series of 500 historical vignettes for broadcast on CKUA radio.

The popular field guide, *A Traveller's Guide to Geological Wonders of Alberta*, prepared by staff of the Provincial Museum, was reprinted after selling out the initial print run of 5,000. The museum sold over 2,000 copies of the catalogue *Anno Domini: Jesus through the Centuries* and over 13,000 copies of the gallery guide to the *Anno Domini* exhibition.

Strategy:

Explore opportunities for improving visitor access to the interpretive messages offered at Alberta's provincial historic sites, museums and interpretive centres as funding is made available; and examine the possibility of having Alberta Infrastructure undertake a physical accessibility audit of the province's modern heritage facilities.

Funding was made available in 2000-2001 for a major overhaul of the aging and obsolete audio-visual equipment at the ministry's historic sites, museums and interpretive centres. The Provincial Museum, for example, now has all audio and visual presentations in the permanent galleries delivered by computer-controlled digital technology, which has drastically reduced maintenance requirements. At the Provincial Museum, the World Wide Web continues to provide a window to museum exhibits, programs and services for local, national and international audiences. For example, all major feature exhibitions at the museum are now complemented with interactive Web presentations, research publications are available on-line, and there are fact sheets designed to answer questions that are regularly asked about Alberta's insects and spiders.

Launched in spring 2001, the Virtual Museum of Canada Web site *Dig This, The Cretaceous Period* is a result of the collaborative efforts of The Canadian Museum of Nature, Le Musee du Seminaire de Sherbrooke and the Royal Tyrrell Museum of Palaeontology. The Web site hopes to attract a large number of Canadian children and teens by its innovative and interactive approach to the presentation of many palaeontology topics. The Royal Tyrrell Museum of Palaeontology's *Audio Guide*, an audio tour of highlights from the museum's gallery, was translated into German, French and Japanese to meet the needs of international visitors. Alberta Infrastructure and the building's architects undertook a barrier-free assessment of the Royal Tyrrell Museum of Palaeontology. The report identifies those areas that require upgrading to bring the

facility into full compliance with the 1997 Alberta Building Code's accessibility requirements. Alberta Infrastructure will coordinate implementation of the report's recommendations. To date, improved access for people with disabilities at the Royal Tyrrell Museum of Palaeontology has included an access button at the main door, a special lift for wheelchair users, and closed-captioning for videos to assist individuals with a hearing impairment.

MEASURE: Designation of historical resources in Alberta

This measure reports on the number of resources designated under the *Historical Resources Act* during the fiscal year as either a Provincial Historic Resource or a Registered Historic Resource. Designation of historical resources in Alberta can indicate the interest of Albertans in preserving our heritage, as reflected by their decision to initiate designation of their potentially significant resources. The Minister of Community Development has the legislated authority to designate any historic resource whose preservation is considered to be in the public interest.

Number of historical resource designations in Alberta

	1994-1995	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
designations	20	24	7	13	19	8	20
2000-2001 Target: 17 designations							

Source: Heritage Resource Management Branch, Cultural Facilities and Historical Resources Division

The Heritage Resource Management branch collects data for this measure on an ongoing basis. This measure was introduced in the 2000-2003 business plan, with a target of 17 designated resources based on a five-year average of performance that included the years 1994-1999. Results for 2000-2001 show that 20 resources were designated as Provincial or Registered Historic Resources under the *Historical Resources Act*.

This measure has been discontinued in the 2001-2004 business plan as the ministry has little control over the number of designations requested annually. A number of factors can influence the achievement of desired results. Designation is most often initiated by the owner of a potential historic resource rather than by the ministry. Since designation provides access to a matching grant program through the Alberta Historical Resources Foundation, which will reimburse property owners up to 50 per cent for eligible preservation work, an applicant's ability to secure initial funding may influence the decision to initiate designation.

MEASURE: Number of community-based preservation and presentation projects assisted

This measure indicates the number of community-based preservation and presentation projects assisted by the Alberta Historical Resources Foundation (AHRF) and its partnering agencies each year. For this

measure, projects are defined as the following:

- Those initiatives in Alberta communities that receive direct financial assistance from the AHRF;
- Projects supported by grants awarded from any partnering organization receiving funds from the AHRF; and
- For those partnering organizations who use their financial assistance from the AHRF for projects not associated with adjudicated grants, the award to the partner is simply counted as a single project assisted by the AHRE.

Supporting data for this measure are compiled by the Alberta Historical Resources Foundation and its partner organizations on an ongoing basis. The organizations and the number of projects undertaken by each in 2000-2001 are indicated below:

- Alberta Historical Resources Foundation (Heritage Preservation Partnership Program): 157
- Alberta Historical Resources Foundation (Alberta Main Street Program): 15
- Museums Alberta: 211
- Archives Society of Alberta: 53
- Historical Society of Alberta: 1
- Alberta Genealogical Society: 1
- Archaeological Society of Alberta: 1
- Glenbow Museum: 1
- Government House Foundation: 1

Number of community-based preservation and presentation projects assisted

	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001
projects assisted	418	464	401	406	441
2000-2001 Target: 428 projects					

Source: Alberta Historical Resources Foundation and partnering agencies

During 2000-2001, 441 community-based heritage preservation projects were assisted, exceeding the target of 428 projects. The target was based on a three-year average of performance that included the years 1996-1999.

This measure has been discontinued in the 2001-2004 business plan as funding and professional/technical advisory assistance are largely reactive in nature, and communities must make application for funding or come forward with a request for advisory assistance. Similarly, the number of communities making such requests varies with the state of the economy, the availability of matching funding and, for many projects, the availability of volunteer assistance to undertake projects.

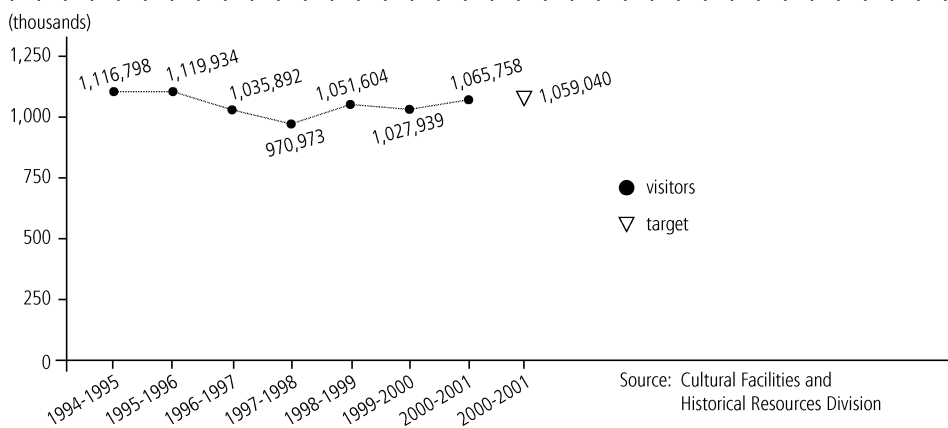
MEASURE: Visitation at provincial historic sites, museums and interpretive centres, and client demand at the Provincial Archives of Alberta

This measure reports the interest Albertans and visitors to the province have in the preservation and presentation of Alberta's historical resources, as reflected in their choice to visit one of the ministry's 18 provincial historic sites, museums or interpretive centres, as well as their interest in accessing the documentary heritage of the Provincial Archives of Alberta.

Visitation at provincial historic sites, museums and interpretive centres

Data for this measure are collected by staff at the 18 provincial historic sites, museums and interpretive centres. The information is gathered daily and compiled by the Cultural Facilities and Historical Resources Division on a monthly and annual basis. Visitation at provincial historic sites, museums and interpretive centres is reported as an approximate number to allow for the unique circumstances of each facility. For example, due to different facility layouts, visitors to some facilities who just visit the gift shop are not counted in attendance totals, while they are at others. Many sites offer outdoor interpretive experiences (e.g., Head-Smashed-In Buffalo Jump and Frank Slide) and those who visit these features without entering the facilities are not included in attendance totals as there is no reasonable means of recording these data. Other outdoor sites without a central admissions facility, such as Victoria Settlement, can be visited after hours without attendance being recorded. Finally, on a number of occasions at small facilities, visitation at special events can only be estimated due to the absence of a central admissions facility.

Visitation at provincial historic sites, museums and interpretive centres



For 2000-2001, the results indicate that approximately 1,065,758 people visited provincially operated historic sites, museums and interpretive centres. Visitation at the provincial heritage facilities increased by approximately 3.7 per cent from the previous year. Based on a five-year average of performance that included the years 1994-1999, the target was to sustain visitation of 1,059,040 persons at provincial historic sites, museums and interpretive centres.

The 2001-2004 target for visitation at provincial historic sites, museums and interpretive centres will be to sustain visitation at 1,050,000; the target was based on an approximation of the five-year rolling average that included the years 1995-2000, with a modest "stretch" factor introduced. In addition, a new measure entitled, "Percentage of adult Albertans who have visited an Alberta museum, historic site or interpretive center" has been added in the 2001-2004 business plan.

Visitation is affected by a number of factors, such as currency exchange rates, global tourism trends, weather patterns, the condition of the exhibits and facilities, the type and nature of exhibits, competing and complementary educational and entertainment opportunities for the potential visitor, and provincial tourism policy and promotions.

Client demand at the Provincial Archives of Alberta

Data for this measure are collected by staff at the Provincial Archives of Alberta. The information is gathered daily and compiled by the Cultural Facilities and Historical Resources Division on a monthly and annual basis.

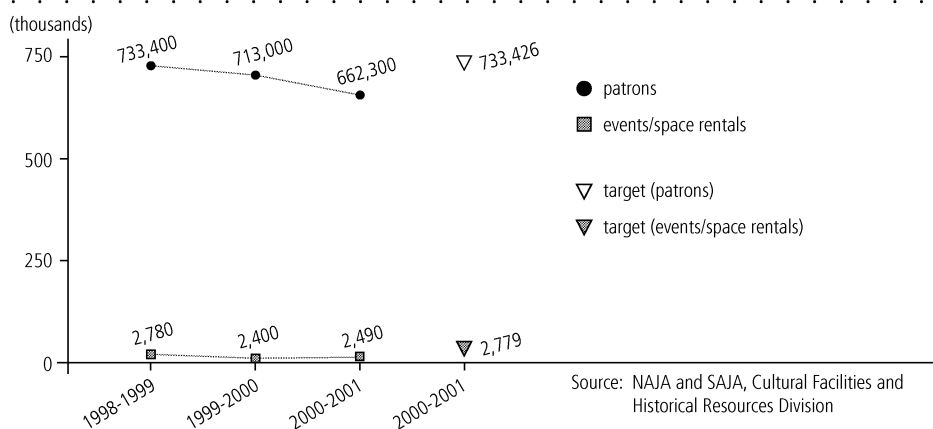
For 2000-2001, the results indicate that approximately 17,955 clients accessed reference or research services of the Provincial Archives of Alberta. Client demand at the Provincial Archives met the ministry's 2000-2001 target. Based on a five-year average of performance that included the years 1994-1999, the target was to serve 17,838 clients accessing a variety of services at the Provincial Archives.

In order to improve the assessment of the Provincial Archives of Alberta in reaching its goals, this measure was revised in 2000-2001 to include only external client demand. Prior to this change, internal staff requests of the Provincial Archives were counted, as were requests made by other ministry staff and ministries across government. Consequently, the results are not directly comparable to prior years' results. Client demand at the Provincial Archives of Alberta has been discontinued as a ministry-level performance measure in the 2001-2004 business plan.

MEASURE: Public attendance at the Northern and Southern Alberta Jubilee Auditoria

This measure reports on public attendance at the Northern and Southern Alberta Jubilee Auditoria, which provide opportunities for cultural performances and other community events. It includes the total annual number of patrons and events/space rentals. "Patrons" is defined broadly to include all public users of the facilities for any event, function, performance or space rental, including theatre performances and rehearsals, graduation ceremonies, weddings and meetings.

Patrons and events/space rentals at Alberta's Jubilee Auditoria



Data for this measure are collected daily at the Jubilee Auditoria by the Cultural Facilities and Historical Resources Division and are compiled monthly and annually. In a number of instances involving non-ticketed events (e.g., graduation ceremonies), attendance is estimated. This measure shows that approximately 662,300 patrons attended functions at the Jubilee Auditoria in 2000-2001 and 2,490 events/space rentals were booked into the facilities. The targets were to have 733,426 patrons visit the facilities and 2,779 events/space rentals booked. The number of patrons decreased over last year while events/space rentals increased.

This measure has been discontinued in the 2001-2004 business plan as there are many external factors that can influence the achievement of results. Factors include the number and quality of major commercial shows booked into the facilities during a given year, competing market opportunities, the perceived quality of performances, the interest of patrons in attending any particular performance, ticket pricing, the perceived quality of the two Jubilee Auditoria as venues for performances and other events, the availability of space, and the nature and availability of the performances booked for the facilities.

MEASURE: Economic impact of provincial historic sites, museums and interpretive centres

The ministry typically reports on this measure to indicate the level of economic activity created by operation of the ministry's historic sites, museums and interpretive centres. Data for this measure, and the next two measures on knowledge-gained and customer satisfaction, are collected by the Cultural Facilities and Historical Resources Division in the Heritage Facilities Visitor survey of 5,279 visitors to provincial historic sites, museums and interpretive centers. As explained in the prior annual report, the survey period was changed from a fiscal year to a marketing year to facilitate reporting and marketing; the data collection period for this year's results is September 1999 to September 2000. Data collection takes place each year, adhering to a sample of randomly selected survey days, and data are then analyzed by a private research firm.

Once available, the data undergoes further analysis by Alberta Economic Development and a private research firm using the Demand Economic Impact Model, which captures the economic impact of tourism expenditures (i.e., incremental visitor expenditures and operational expenditures by the facilities).

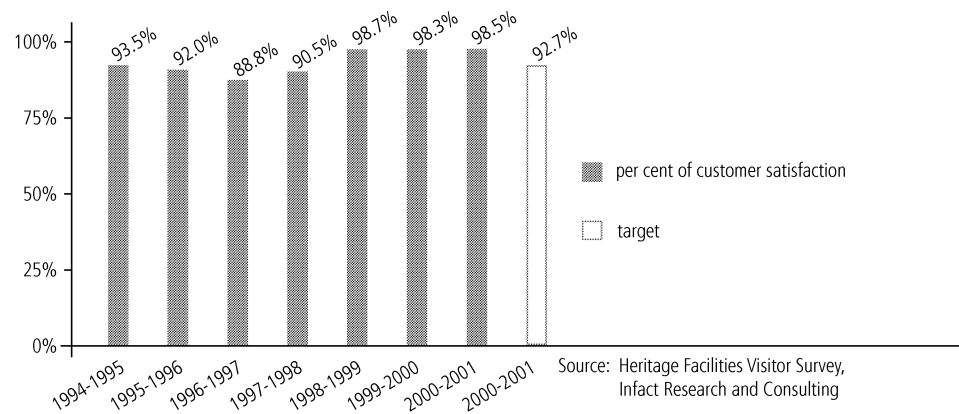
There are significant economic benefits associated with preservation and development of the province's natural, historical and cultural resources. Economic impact analysis for 2000-2001 will not be provided to the ministry until the end of the 2001 year due to setbacks experienced by Alberta Economic Development at the time of the government reorganization in March 2001; consequently, data will not be available for reporting in the annual report by the ministry's publication date. On average, over the past three years, there is approximately \$40 million in value-added economic impact and approximately \$13.8 million in taxation revenue returned to federal, provincial and local governments each year.

The targets for 2001-2002 will be to maintain a value-added economic impact of \$42.7 million and \$16.5 million returned to various levels of government as taxation revenue, based on results reported in 1999-2000.

MEASURE: Customer satisfaction with experiences at provincial historic sites, museums and interpretive centres

This measure assesses visitors' perception of the overall quality of their experiences at provincially operated historic sites, museums and interpretive centres. It may also indicate visitors' interest in the subject matter being presented and the comparative quality of the facilities and exhibits.

Data for this measure are collected by the Cultural Facilities and Historical Resources Division in the Heritage Facilities Visitor survey of 5,279 visitors to provincial historic sites, museums and interpretive centres. As explained in the prior measure, the survey period for this year's results is September 7, 1999, to September 4, 2000. Data collection takes place each year, adhering to a sample of randomly selected survey days. The margin of error for these data is +/-1.4 per cent at the 95 per cent level of confidence. For the first time in five years, data from the Royal Tyrrell Museum of Palaeontology Field Station were included in the analysis, providing a more thorough coverage of the ministry's heritage facilities. Results for the survey of visitors were analyzed by a private research firm. The current results can be compared to those from 1999-2000 and 1998-1999 since data were assessed and no significant differences were found in the overall results.

Customer satisfaction with visit experience

Results for the most recent analysis, completed in December 2000, indicate that 98.5 per cent of visitors rated their overall satisfaction as “excellent” or “good,” exceeding the target. The results reported are slightly above last year’s results.

The target was established at 92.7 per cent based on a five-year average of performance that included the years 1994-1999. This measure was retained in the 2001-2004 business plan, although the target was revised to 99 per cent, to exceed the best performance achieved by the ministry for this measure over the past three years.

The overall satisfaction of visitors may be influenced by the storyline of the exhibits, age and relevance of exhibits, cleanliness and nature of the physical facilities, programs offered during their visit, and service provided by staff.

MEASURE: Knowledge-gained assessment by visitors to provincial historic sites, museums and interpretive centres

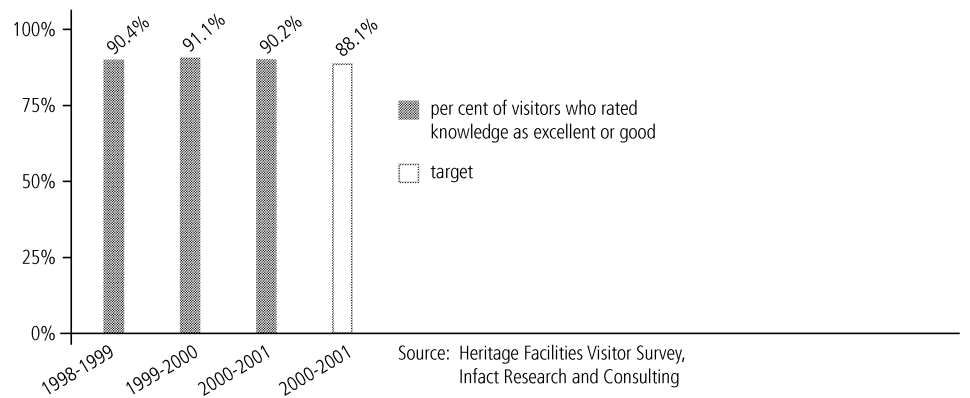
This measure looks at the quality of the educational experience offered at provincially operated historic sites, museums and interpretive centres by assessing visitor perception of knowledge gained about Alberta history during a visit to a facility.

Data for this measure are collected by the Cultural Facilities and Historical Resources Division in the Heritage Facilities Visitor survey of 5,279 visitors to provincial historic sites, museums and interpretive centres. As explained in the prior two measures, the survey period is September 7, 1999, to September 4, 2000. Data collection takes place each year, adhering to a sample of randomly selected survey days.

The margin of error for these data is +/- 1.4 per cent at the 95 per cent level of confidence. As indicated in the prior, related measure, data from the Royal Tyrrell Museum of Palaeontology Field Station were included in the analysis. Results for the survey of visitors were analyzed by a private research firm. The current results can be

compared to those from 1999-2000 and 1998-1999 since data were assessed and no significant differences were found in the overall results.

Perception of knowledge gained by visitors to heritage facilities



Results for the most recent analysis, completed in December 2000, indicate that 90.2 per cent of visitors rated the knowledge they gained as “excellent” or “good,” exceeding the target. The target was established at 88.1 per cent based on a five-year average of performance that included the years 1994-1999.

This measure was retained in the 2001-2004 business plan, although the target was revised to 92 per cent, to exceed the best performance achieved by the ministry for this measure over the past three years. In addition, a new measure, “Percentage of adult Albertans who believe that, overall, historical resources are being adequately protected and preserved in Alberta communities” has been added.

The knowledge gained rating of visitors may be influenced by the type and nature of exhibits, age and relevance of exhibits, programs offered during their visit, nature and type of interpretive services provided by staff, and visitors’ perceptions of learning experiences at other facilities.

GOAL 5

To manage the province's social housing

programs and portfolio

Alberta is experiencing a period of tremendous growth and opportunity. This growth, as well as changing demographics and environmental factors, has increased demand for housing. The ministry will continue to effectively manage existing social housing programs as part of the overall housing landscape in Alberta. The ministry performs these functions by:

- ensuring that provincial policies and legislation direct resources to those most in need of shelter assistance;
- managing and coordinating the efficient delivery of programs and services that meet the social housing needs of Albertans;
- promoting community-based, inexpensive housing initiatives by encouraging partnerships with municipalities and both the private and non-profit housing sectors;
- ensuring that organizations involved in the delivery and administration of social housing operate effectively and meet acceptable standards of accountability; and,
- promoting the self-reliance of Albertans in obtaining suitable housing.

Strategy:

Review the Alberta Social Housing Corporation.

The review of the Alberta Social Housing Corporation was completed in December 2000. The report provided an overview of the current financial situation and the implications of dissolution, and presented two recommendations for consideration. The first recommendation suggested that the Alberta Social Housing Corporation be retained as a vehicle for transfer of property to municipalities and other authorities, with the intent to dissolve it after the transfers are complete. The second recommendation suggested a change to the structure of the financial statements to exclude those revenues and expenditures that relate to departmental programs.

The ministry has adopted both recommendations in principle. As a result, two major groups of housing providers, management bodies and non-profit organizations that deliver programs, were removed from the Alberta Social Housing Corporation and will appear in the department's budget for the first time in 2001-2002.

Strategy:

Work cooperatively with other ministries, municipal governments, community groups and the private sector to determine effective housing solutions and promote self-reliance.

The new provincial *Family and Special Purpose Housing Policy Framework* was approved in July 2000. The framework sets a new direction for the continuum of housing services – needs of the homeless, transitional housing, supportive housing, social housing and affordable housing – based on flexibility and local decision making. The intent of the new provincial housing framework is to encourage each community to take the lead in determining its own current and future housing requirements, and to provide the needed flexibility to do so. This will

foster an integrated approach to housing assistance that ensures that the delivery of housing and support services is coordinated across all levels of government. Community Development worked with municipalities in the review of housing programs and the development of standards that will ensure that barriers to creating affordable accommodation in their housing markets are removed.

The ministry established two working groups to assist in the implementation of the goals identified in the *Homelessness Policy Framework*. The first was a Federal/Provincial/Municipal Working Group at the community level to share information, facilitate coordination and develop community-driven solutions to Alberta's homelessness issues. The other group was a provincial Interdepartmental Working Group on Homelessness, chaired by Community Development, to share information, facilitate coordination, and change/develop policies as required so that program and service gaps can be addressed.

Community Development, along with representation from the various provincial and territorial ministries responsible for housing, continued discussions on housing with the federal government. The aim was to ensure proposed funding for an affordable housing program meets the varied needs, differences and priorities of the many jurisdictions involved, and allows each to participate fully. The ministry worked closely with the Government of Canada on other long-term issues such as tax credits and other forms of incentives that are within its mandate and could serve to stimulate the creation of more affordable housing.

The ministry continued negotiating a new social housing agreement with the Government of Canada that will allow more local decision making. Under the agreement, municipalities will be able to focus on the continuum of housing needs in their own communities and have more flexibility and support to resolve their own housing circumstances.

Strategy:

Review housing programs and, if possible, streamline to accommodate growth and special needs and eliminate duplication, resulting in a simpler, less expensive system.

The provincial housing system is one component of a complex system that is delivered by all three levels of government. Community Development remains committed to examining and streamlining programs to ensure that they are delivered in the simplest and most cost-effective method to better serve Albertans.

A review of the Rent Supplement program was initiated, in conjunction with the management bodies that are responsible for delivering the program, in order to more effectively respond to the needs of Albertans. The Rent Supplement program is comprised of different types of programs with varying parameters. The intent was to provide a more streamlined, effective way of addressing housing pressures in the province.

As outlined in the new *Family and Special Purpose Housing Framework*, the province is seeking to allow municipalities more flexibility in providing housing services to their communities. Negotiations with municipalities willing to participate began and will focus on the transfer of social housing responsibility, including housing stock, from the

Strategy:

Provide housing assistance in accordance with approved recommendations to targeted client groups under the Home Adaptation Program and the Rent Supplement Program.

province to the municipalities. The transfer would enable municipalities to respond immediately to local housing challenges, as well as to reduce program administration costs and streamline processes.

Housing assistance was provided through the Home Adaptation Program to homeowners, tenants or landlords for modifications that provide wheelchair access to or within the home. During the year, 230 clients met the program criteria and were approved for a grant of up to \$5,000 towards modifications. Total grant dollars provided to the approved applicants was \$1.1 million.

Strategy:

Facilitate, administer, fund and account for the delivery of social housing.

Housing assistance was provided to 4,089 targeted households through the Rent Supplement program, working in partnership with the private sector and the federal government. The total disbursement provided through this program during the 2000-2001 year was \$14.3 million, including \$2.3 million that was provided in the middle of the fiscal year in the form of a fixed rate subsidy to address housing pressures due to economic growth.

By March 31, 2001, an inventory of about 40,500 social housing units, including seniors housing and rent supplement designations, was administered through 148 management bodies and 40 non-profit agencies. Total expenses were \$125.4 million, including \$97 million by the Alberta Social Housing Corporation and \$12.7 million by the ministry's Lodge Assistance Program.

Strategy:

Continue discussions with the Canada Mortgage and Housing Corporation toward a new federal/provincial social housing agreement.

The ministry worked with all 148 management bodies to develop appropriate operating budgets, completed scheduled operational reviews on approximately one-third of management bodies, mediated disputes arising within and between management bodies, and provided ongoing support and advice on operational, legislative and policy matters throughout the year.

The ministry began negotiations for a new social housing agreement with the federal government, including determination of the housing stock that would possibly be included in a transfer to the province, as well as the applicable programs. A consultant worked in conjunction with a departmental committee detailing the options and cost implications. This will serve as the basis for further negotiations. As of March 31, 2001 there were approximately 30,100 existing federal/provincial cost-shared social housing units. A new agreement is required to eliminate 17 existing agreements for Alberta.

Strategy:

Develop an Infrastructure Management System for the province's social housing infrastructure, particularly with respect to long-term maintenance, modernization and improvements.

As part of the government-wide Capital Planning Initiative, the ministry participated in the development of the plan that will see information on all government-owned and -supported infrastructure incorporated in an Infrastructure Management System database to be accessible to all participating ministries and their stakeholders. In 2000-2001, significant progress was made in data collection and in establishing the measures – condition, utilization and functionality. The ministry completed the baseline data collection on the owned and supported social housing portfolio by March 31, 2001.

Strategy:
Take a lead role to develop a strategy on homelessness in conjunction with other ministries, municipal governments, local authorities, community groups and the private sector.

The ministry worked in partnership with Alberta Infrastructure and Alberta Revenue, Risk Management and Insurance Branch, in updating, for insurance purposes, the replacement values of the social housing infrastructure. All three partners now have consolidated amounts established at just over \$2 billion.

The provincial homelessness initiative is the first phase of the government's new *Housing Policy Framework* approved in July 2000. First year funding was used by communities to ensure the immediate needs of the homeless are met, such as sufficient available emergency shelter space. Funding in years two and three will be used by communities to provide more transitional housing, and provide additional supports and services, including prevention and early intervention.

Partnerships were developed between management bodies, local governments, corporations, churches, community-based groups, and the federal and provincial governments to promote solutions for safe, temporary shelter for people without housing and to address the underlying factors contributing to homelessness. Seven municipalities – Edmonton, Calgary, Fort McMurray, Grande Prairie, Red Deer, Lethbridge and Medicine Hat – completed community plans that outline current conditions and local priorities. Each plan received local government endorsement, provincial/federal approval and provincial/federal funding for year one of the plan.

In addition, a Senior Officials Committee on homelessness was established under the leadership of Community Development with participation from Alberta Human Resources and Employment, Alberta Children's Services, Alberta Health and Wellness, and Alberta Justice. This committee is mandated to ensure coordination and integration among ministries that provide services to the homeless.

MEASURE: Satisfaction of clients with the quality of their accommodation and, where appropriate, the services they receive

This measure assesses the satisfaction of clients living in family and community housing units. Satisfaction was determined through a survey conducted for the Family and Special Purpose Housing Branch by a private research firm. A random sample of 400 clients from the Community Housing Program was surveyed by telephone on their overall level of satisfaction with the quality of their accommodation. The research was conducted in March 2001 over a period of two weeks. Results based on the sample size of 400 are accurate within +/- 4.9 per cent, 19 times out of 20.

Results indicate that 78.7 per cent of clients were "very satisfied" or "satisfied" with the quality of their accommodation. Results are not comparable to the prior year's results as the response options were revised in 2000-2001 to provide a more balanced range of choices. The rating scale changed from a seven-point to a six-point rating scale in 2000-2001. The results will inform decisions for establishing future targets.

OVERALL RESULTS & FUTURE CHALLENGES

RESULTS ANALYSIS



The ministry was focused throughout 2000-2001 on supporting community development through leadership, protection and partnership, helping all Albertans participate fully in the social, cultural and economic life of the province.

The ministry concentrated on delivering improvements and achieving results in each of the five core businesses: promoting community development; supporting the independence and well-being of seniors; protecting human rights and promoting fairness and access; preserving, protecting and presenting Alberta's unique natural, cultural and historical resources; and supporting Alberta's special purpose housing needs.

Innovative thinking and creative implementation will be important for the ministry to keep moving forward as successfully as it has in 2000-2001. The ministry is pleased to have played a part in the Government of Alberta's recent gold medal for Innovative Management from the Institute of Public Administration in Canada.

Partnerships with communities will continue to be increasingly important. Cross ministry and private partnerships will continue to develop as a major means of delivering efficient and effective programs.

The future will bring many new challenges to the ministry. Staff training and the provision of learning opportunities will continue to be important. The ministry will be required to adapt quickly and to shift expertise to areas where it is needed most. Performance measures will be revised to improve performance monitoring and to focus on assessment of longer-term impacts. New relationships will be established in government and with stakeholders that will facilitate better services for Albertans.

Promoting community development

The desired outcomes for this core business are as varied as the sectors involved in achieving them. There are five distinct disciplines involved in this core business: arts and culture; film classification; libraries; sport and recreation; and volunteer services.

The Alberta Foundation for the Arts announced its new grant program structure in September of 2000, with more equitable support for individuals and arts organizations, regardless of art form, to commence April 1, 2001. Individual artists will be able to choose from a wider range of funding options. Organizations will receive operating grants based on the level of their community-derived support. During 2000-2001, the

Alberta Foundation for the Arts distributed \$15.4 million to individual artists and arts organizations province-wide and distributed approximately \$5.7 million for the Alberta Film Development Program. The foundation continues to be challenged with increasing requests on its budget, as Alberta's arts sector develops in response to public demand and the province's growing economy.

The ministry's Film Classification and Arts Education section again extended program efforts by responding to requests for school presentations and media awareness support for Alberta community groups. In response to requests, educational sessions were provided for film exhibitors and film study materials were made available to theatre managers. In support of the Promoting Health and Wellness government initiative, section staff developed Web resources, created display materials, and delivered workshops related to censorship, media effects and the use of film as a classroom resource. Media awareness work in Alberta resulted in a request for an Alberta presentation at the 2000 European Conference of Film Classifiers, and the ministry participated in the conference in Vienna, Austria, in October, 2000.

Development of the Alberta Public Library Electronic Network continued. The network will add a new dimension to the services provided by public libraries and a new set of relationships between local and system library boards and the ministry. Staff will continue to ensure that Albertans have equitable access to public library service in conjunction with the province's 243 public library system boards. Major initiatives planned for next year include strengthening the services provided through the Alberta Public Library Electronic Network and updating the province-wide library resource-sharing policy. Resources will continue to be provided to assist library systems to extend their services to non-participating municipalities and their libraries, and to assist library boards in the provision of service to their communities.

Volunteers and volunteer contributions are being honoured across the province throughout 2001 as the International Year of Volunteers is celebrated. The ministry developed a provincial strategy for this year, and communities across the province helped launch the program with special events on December 5, 2000. Activities throughout the year will result in a stronger, more professionally developed volunteer sector in the province.



An innovative award program, called Stars of the Millennium, was inaugurated in 2000-2001. Six recipients were recognized for their outstanding volunteer achievements in their respective communities.

In 2000-2001, three new programs were announced to support the volunteer sector in the province. The Volunteer Promotion and Awareness Program is aimed at educating the public about the direct link between volunteerism and quality of life in Alberta. The Partnership Program provides, in a series of three stages, a comprehensive Partnership Kit and

workshop tips for volunteer organizations to utilize. The Volunteer Development Initiative is a partnership of the ministry and participating Alberta communities aimed at identifying volunteer sector issues, providing training based on local input and needs, and providing the resources and materials required to implement the program.

This ministry continued to provide both internal and external professional facilitation expertise for many province-wide forums, public consultations and events. In addition, the ministry provided broad community development services to assist many local communities. These services were aimed at increasing local self-sufficiency and community self-reliance through facilitation, consultation, training, recognition and financial assistance.

At the Ministers' Conference on Francophone Affairs in Prince Edward Island in October 2000, Alberta representatives agreed to host the next Conference scheduled for September 2001 in Edmonton. The Alberta Francophone Secretariat model has drawn praise from the federal government and interest from provincial and territorial jurisdictions. The Province of British Columbia is looking to implement a Francophone Secretariat in 2001 based on Alberta's model. The Yukon Territory is in the process of examining the model for possible implementation.

Community Development continued to support the cross ministry Alberta Children's Initiative through the development and delivery of a provincial youth facilitation training event and the creation of a provincial youth facilitation team responsible for delivering Make Contact workshops (peer facilitated youth development) throughout the province. Financial assistance was approved and distributed to youth community organizations through the Youth Initiatives Limited Grant Program of the Wild Rose Foundation. The grant program provides funding for innovative projects that address youth community participation through volunteerism.

Supporting the independence and well-being of seniors

This year's sole gold award recipient of the 2000 Premier's Award of Excellence was the Edmonton Seniors Services Centre. Over the last several years, the centre's services have evolved to provide comprehensive information not just for provincial programs, but also for all seniors' programs, services and community supports available from a wide variety of providers. The team worked to expand services for their clients, improving accessibility, privacy and comfort for more than 100,000 seniors, caregivers and families.

As the population of the province grows and ages, the government wants to ensure that Alberta's programs and services for seniors remain among the best in Canada. The new Ministry of Seniors was created in March 2001 to provide leadership and an increased focus on the current and future needs of seniors, particularly those seniors most in need. During



the year, the ministry began preparations for the cross ministry Seniors Policy Initiative, identified as one of the Government of Alberta's four cross ministry policy priorities for 2001-2002 to meet the needs of Alberta's aging population. The initiative will build upon the solid base of current government programs and services and ensure that plans are in place for meeting the challenges and opportunities ahead. Background and reference material is also being gathered for the development of a Seniors Data Model, intended to provide long-range statistical projections to support strategic planning.

Ensuring the safety and security of older adults living in their own homes is a priority of the Government of Alberta. Starting in 2001, the ministry, in partnership with other government departments and community agencies, will develop strategies to ensure that community-based interventions and prevention programs addressing the abuse of older adults are available and responsive.

The ministry supports the independence and well-being of seniors by providing income benefits to lower-income Alberta seniors. By the end of 2000-2001, 181,646 seniors, or 59.2 per cent of Alberta seniors, were receiving assistance from the Alberta Seniors Benefit program. In addition, 7,900 seniors received support from the Special Needs Assistance for Seniors program.

Eligibility criteria for the Alberta Seniors Benefit program were reviewed and adjusted to better serve clients. The ministry is facing the challenge of ensuring that the program's eligibility criteria will continue to benefit Alberta seniors; for example, examining the need for adjusting residence criteria to accommodate the growing number of residential options.

The ministry has seen a significant increase in the volume of Special Needs Assistance for Seniors applications, which is likely to continue due to recent publicity about the program. The challenge in 2001-2002 will be to maintain the current standard of responding to applications within four weeks of receipt. The ministry will continue to review the program's guidelines to further improve service to Albertans.

Seniors housing provides support to management bodies that administer about 23,000 seniors' housing units to enable seniors to live independently and "age in place" within their communities. A survey of the seniors living in these facilities found that over 90 per cent have a high level of satisfaction with their accommodation.

The process of integrating seniors' housing programs within the programs and services of the ministry continued during 2000-2001. The further integration of interdepartmental programs has contributed to the overall effectiveness of service delivery to seniors.

The ministry developed a draft seniors' housing policy framework that provides a vision, principles and future direction for seniors' housing in Alberta. The draft framework considers the type of housing for the future,

such as temporary, emergency or supportive housing, as well as new and more equitable funding models. Approval of the seniors' housing policy framework will complement both the previously approved family and special purpose housing policy framework and the homelessness policy framework.

The ministry continues to work in partnership with Alberta Health and Wellness and other key stakeholders in response to the recommendations made by the Long Term Care Review Policy Advisory Committee. In response to the committee's report, the ministry launched the Seniors Supportive Housing Incentive Program. A total of \$10 million in grants was provided to 17 housing organizations to assist with the provision of 630 new or modified units of supportive housing. With the transfer of the Healthy Aging Partnership Initiative from Alberta Health and Wellness, the ministry will help to deliver additional supportive housing in 2001-2002. The ministry will continue to encourage community-based organizations and government at all levels to plan and provide for the housing needs and choices of an aging population. Particular attention will be given to the further development of joint initiatives with Alberta Health and Wellness in response to other recommendations in the report.

The ministry continued to strengthen the delivery of information and its partnerships with seniors' agencies and government departments to create a better understanding of seniors' programs throughout the province. For example, the Alberta Seniors Information Line and the Seniors Service Centres expanded the scope of the information and services provided to seniors. One of the goals the ministry is working towards in 2001-2002 is advancing the understanding of seniors' needs and the ministry's relationship with seniors through training programs. One example is the Senior Friendly™ program. Another goal is to extend communication with seniors' organizations.

Since April 1, 2000, the responsibility for investigating allegations of abuse under the *Protection for Persons in Care Act* has been centralized in Community Development. Through the investigation process, the services of investigators with expertise in the particular field of care were contracted, or allegations were referred to professional associations or the police. To increase awareness of the *Act*, presentations were given to over 800 stakeholders from various settings and geographical areas. The challenge for Community Development in 2001-2002 will be to begin the process of reviewing the *Act*, which has been in existence since January 1998.

Protecting human rights and promoting fairness and access

In addressing its core business of protecting human rights and promoting fairness and access, the ministry was successful in achieving desired results in a number of areas.

Changes to commission processes helped to ensure the timely resolution of complaints of discrimination; new legislation raised the consciousness of Albertans to the systematic destruction of people and their human rights through the Holocaust and other genocide atrocities; and educational initiatives and partnerships assisted in building access and equity in Alberta communities.

Streamlining and improving human rights case management processes resulted in a high number of files resolved through conciliation as compared with investigation, fewer files in the system and timely resolution of complaints. The development of a new computerized case management system will provide additional tools to manage caseloads efficiently in 2001.

The ministry played a major supporting role in developing the *Holocaust Memorial Day and Genocide Remembrance Act*. Through this *Act*, tribute is paid to the six million Jewish people and millions of other people who perished in the atrocities of World War II and other times of violence and persecution. The *Act* reminds people of the perils of war, hatred and racism, and the threat to people and their human rights.

Organizing and hosting a national conference on the theme of human rights and diversity education was a major initiative undertaken by the ministry. The conference was a forum for delegates from different sectors of society across Canada to discuss successful tools and strategies to build a human rights culture. Support provided through the Human Rights, Citizenship and Multiculturalism Education Fund helped the commission and community organizations undertake human rights and diversity educational initiatives throughout Alberta. A new report, *Equity and Fairness for All Albertans*, outlined key strategies and the role of the education fund in encouraging full participation of Albertans in society. Partnership with organizations such as the Cultural Diversity Institute at the University of Calgary helped promote greater understanding of cultural diversity among the corporate, not-for-profit and educational sectors. Government priorities and ministerial responsibilities were supported through work on matters such as the *Protection Against Family Violence Act* and the cross-jurisdictional work on issues of concern to women, including their economic situation and indicators of violence against women.

Future challenges include continuing to improve the complaint resolution process under the *Human Rights, Citizenship and Multiculturalism Act*; providing educational programs and resources to address needs and issues of key audiences; and ensuring the Human Rights, Citizenship and Multiculturalism Education Fund continues to meet community needs.



Preserving, protecting and presenting Alberta's unique natural, cultural and historical resources

In 2000-2001, the ministry was highly successful in achieving desired results in its core business of preserving, protecting and presenting Alberta's unique natural, cultural and historical resources.

The *Rise of the Black Dragon* exhibit team at the Provincial Museum of Alberta received a silver award at the 2000 Premier's Award of Excellence. The team formed a partnership with the Chinese government to mount an exclusive exhibition of cultural treasures from China at the Provincial Museum. Another recipient of a Premier's award was the *Pleistocene Gallery Redevelopment Team* at the Royal Tyrrell Museum of Palaeontology, which received a bronze for its impressive renovation of a gallery reflecting almost two million years of Alberta pre-history.

The ministry also continued to explore the innovative use of technology to achieve its business outcomes. In 2000-2001, the ministry completed a major overhaul of the aging and obsolete audio-visual equipment at its historic sites, museums and interpretive centres, to enhance its presentation capabilities. At the Provincial Museum, for example, all audio and visual presentations in the permanent galleries are now delivered by computer-controlled digital technology, which has improved quality and reduced maintenance requirements. As well, all major feature exhibitions at the museum are now complemented with interactive Web presentations.

In addition to its successful Field Experience Program in Dinosaur Provincial Park and its participation in the discovery, collection and/or preservation of a number of palaeontological specimens in Alberta, the Royal Tyrrell Museum completed the collection of the giant ichthyosaur from British Columbia. A three-year undertaking, this excavation was assisted by the National Science Museum of Tokyo and the Fraser-Fort George Museum in B.C. The 23-metre-long specimen is 1.5 times larger than any previously recorded marine reptile. Dr. Elizabeth Nicholls, a Royal Tyrrell Museum of Palaeontology scientist, received the distinguished Rolex Award for Enterprise, from a field of over 2,000 applicants representing 124 countries, for her work in coordinating the recovery.

The ministry also opened a number of exciting permanent and temporary exhibitions at its museums, historic sites and interpretive centres. One of the most ambitious, *Anno Domini: Jesus Through the Centuries*, brought together over 300 artistic works from more than 50 museum and church collections from around the world. The Provincial Museum also premiered *Mystical Arts of Tibet*. As well, the museum mounted *Syria, Land of Civilizations* – the largest feature presentation of artifacts in the museum's history. At the Royal Tyrrell Museum of Palaeontology, the *Giants of the Americas* exhibition displayed the fossils from two prehistoric predators found in Argentina, contrasting them



with *Tyrannosaurus rex*, long considered to be the “king of the carnivores.” In its ongoing effort to help audiences understand the significance of these and other presentations, the ministry’s heritage facilities continued to develop and provide interpretive programs for school children and families. In 2000-2001, over 110,000 students attended the ministry’s museums, historic sites and interpretive centres.

The government launched the Alberta 2005 Centennial program in September 2000, which is being coordinated by Community Development. This year’s program consisted of financial awards from the Centennial Legacies Grant Program for community-based legacy projects and planning for a number of government initiated legacy projects. In its first year, the program received \$50 million, and devoted the bulk of the funds to community-based, publicly-accessible facilities and planning for the upgrading of a number of government-owned facilities. These projects represent major capital developments throughout the province that will leave a legacy for future generations. A major future challenge will be to accommodate the public’s expectations for the Centennial Legacies Grant Program as there is a tremendous demand to construct and upgrade community-based facilities throughout the province.

A key initiative for the ministry in the coming year will be its continued role in addressing the goals of the cross ministry Aboriginal Policy Initiative. This will include working closely with other key departments in evaluating how Traditional Use Studies can assist the consultation process for regulatory work and resource development issues, and in developing regulations and undertaking consultation associated with the *First Nations Sacred Ceremonial Objects Repatriation Act*. The ministry will also continue to work with other ministries in the development of measures designed to provide for the sensitive and respectful treatment of all human remains interred in abandoned, unregistered or isolated burial plots. The development of strategies, in cooperation with other government departments and Alberta’s Aboriginal community, will continue for the effective implementation of the Aboriginal Policy Initiative.

To ensure its objectives are being met, the ministry continues to search for, and put in place, the best available performance measures for this core business. For example, two new measures have been added in the 2001-2004 ministry business plan. The first will attempt to determine what percentage of adult Albertans have visited an Alberta museum, historic site or interpretive centre in the past year, while the other will endeavour to learn whether adult Albertans believe their historical resources are being adequately protected and preserved. Supporting data will be gathered through an omnibus survey of 1,000 adult Albertans. Other measures have been discontinued as the ministry’s performance measurement process evolves to provide more meaningful reporting on its core businesses.

The province has an aging heritage infrastructure, and the ministry will continue to work with government and community partners to effect its renewal. The ministry will also continue to work with community and corporate partners to renew its interpretive exhibits. For example, in the past year, the Royal Tyrrell Museum of Palaeontology partnered with Shell Canada to develop a new gallery; the ministry will continue to explore similar opportunities in the future. As well, the ministry will continue to retrofit the exhibitry at the Oil Sands Discovery Centre, utilizing funds raised by the former Friends of the Oil Sands Discovery Centre Society.

Supporting Alberta's special purpose housing needs

Family and Special Purpose Housing provides support to management bodies and non-profit organizations that administer about 17,500 social housing units that provide adequate, safe and inexpensive housing to needy Albertans. A survey of residents living in family/community housing found that 78.7 per cent were "very satisfied" or "satisfied" with their accommodation.

In 2000-2001 the ministry transferred the Rent Supplement program from the Alberta Social Housing Corporation to the department. Programs that provide support to management bodies and non-profit organizations will be transferred in 2001-2002. The corporation continues to be under review, and the challenge for the future will be to determine how other program activities under the corporation can also be transferred.

In 2000-2001, a provincial *Family and Special Purpose Housing Policy Framework* was approved. The framework sets a new direction for the continuum of housing services: needs of the homeless, transitional housing, supportive housing, social housing and affordable housing, based on flexible and local-decision making.

The intent is to allow municipalities more flexibility in providing housing services to their communities. Negotiations are underway with municipalities to transfer the social housing responsibility, including housing stock, from the province to the municipalities. The province is currently negotiating a new social housing agreement with Canada Mortgage and Housing Corporation. The agreement will outline the conditions for the transfer of housing responsibilities to the province.

The ministry will continue implementing the strategies in the *Homelessness Policy Framework: Implementation Strategy* and working collaboratively with other ministries, municipalities, community-based organizations, and the private and non-profit housing sectors to address the needs of the homeless.

A key future challenge in housing is the increased provincial economic growth and the related decrease in housing affordability. The province will continue to work with all levels of government and the private and non-profit sectors to address this issue.

Financial performance highlights

The consolidated financial results of the ministry for the year ended March 31, 2001, demonstrate the ministry's excellence in effective stewardship of its resources. More detailed information can be found in the ministry's financial statements.

Financial performance highlights

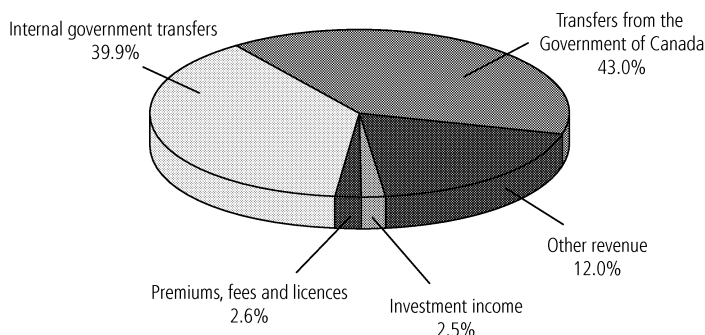
	(In millions)		
	2001	2000	
	Authorized Budget*	Actual	Actual
Revenues:			
Internal government transfers	\$ 60.7	\$ 60.7	\$ 68.6
Transfers from the Government of Canada	65.1	65.4	66.6
Premiums, fees and licences	0.5	4.0	0.7
Investment income	2.9	3.8	2.9
Other revenue	14.3	18.3	32.4
	<u>143.5</u>	<u>152.2</u>	<u>171.2</u>
Expenses:			
Promoting community development	92.0	99.2	86.5
Supporting the independence and well-being of seniors	197.0	191.8	218.1
Protecting human rights and promoting fairness and access	4.2	4.2	3.9
Preserving, protecting and presenting Alberta's unique natural, cultural and historical resources	63.0	64.3	23.1
Supporting Alberta's special purpose housing needs	63.5	66.8	60.7
Ministry support services	8.7	8.8	7.9
Debt servicing costs	55.0	54.4	59.1
Valuation adjustments	0.3	(1.0)	(0.9)
	<u>483.7</u>	<u>488.5</u>	<u>458.4</u>
Loss (gain) on disposal of capital assets	(16.0)	(6.6)	(1.6)
Net operating results	\$ (324.2)	\$ (329.7)	\$ (285.6)

*includes supplementary estimates

Source: Ministry of Community Development Financial Statements for the year ended March 31, 2001.

The two largest sources of revenue for the ministry came from the Lottery Fund (\$60.7 million) and from the Government of Canada (\$65.4 million). The \$65.4 million from the Government of Canada was mainly from the Canada Mortgage and Housing Corporation under cost sharing agreements. Of the remaining \$26.1 million in revenue, \$4.0 million was from premiums, fees and licences, \$3.8 million was from investment income, \$3.3 million was from donations, and the balance was from various sources. There was a significant decrease in other revenue in 2000-2001 as compared to the prior year; this was largely due to the unbudgeted donation of the Western Heritage Centre to the ministry in 1999-2000, valued at \$12.5 million.

Sources of Revenue - \$152.2 Million



Source: Administrative Services Division

The consolidated financial results for 2000-2001 show that the ministry spent \$488.5 million against an authorized budget of \$483.7 million. The authorized budget does not include \$5 million reallocated from capital investment by the department and \$8.9 million of approved statutory increases.

The core business, promoting community development, includes providing technical and financial support to the arts and culture, sport and recreation, parks and wildlife ventures, and library and volunteer sectors of the province. Within this core business, \$52.9 million was spent by the department, \$16.9 by the Alberta Sport, Recreation, Parks and Wildlife Foundation, \$22.1 million by the Alberta Foundation for the Arts, and \$7.3 million by the Wild Rose Foundation.

The ministry's largest expense was \$191.8 million for supporting the independence and well-being of seniors. Within this core business, about 94.1 per cent (\$180.4 million) was provided as financial assistance to eligible lower-income seniors which consisted of \$156.3 million for income support and \$24.1 million for seniors housing grants.

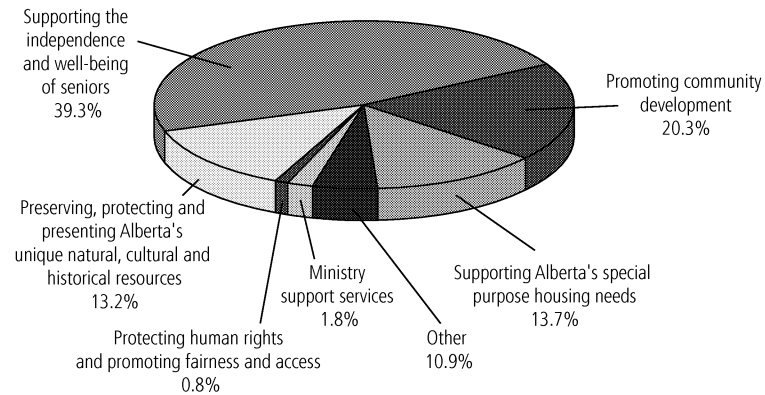
The ministry spent \$4.2 million on protecting human rights and promoting fairness and access, which represents expenses of both the department and the Human Rights, Citizenship and Multiculturalism Education Fund.

The ministry spent \$64.3 million on preserving, protecting and presenting Alberta's unique natural, cultural and historical resources, including \$52.8 million by the department, \$6.3 million by the Alberta Historical Resources Foundation and \$5.2 million by the Historic Resources Fund.

The ministry expended \$66.8 million on special purpose housing needs that included \$14.2 million in rent supplement grants, \$8.5 million on other special purpose housing grants and \$44.1 million in expenses by the Alberta Social Housing Corporation.

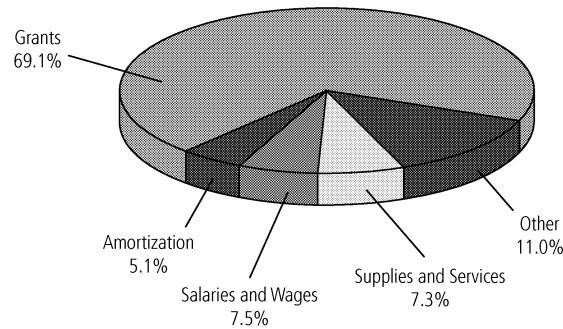
The remaining ministry expenses were \$8.8 million (1.8 per cent) on ministry support services, \$54.4 million on debt servicing costs and a credit of \$1.0 million for valuation adjustments.

Expenses by Core Business - \$488.5 Million



Source: Administrative Services Division

Expenses by Object - \$488.5 Million



Source: Administrative Services Division

A significant increase of \$12.7 million between 2001 and 2000 actual results occurred in the core business “promoting community development.” This included new funding of \$19.1 million in community service grants related to centennial projects and Alberta TrailNet; an increase in library grants of \$2.1 million due to the donation of a building to a regional library system and additional funding for the library establishment grants; and a decrease in funding from the prior year for the 2001 IAAF World Championships in Athletics by \$9.0 million.

A significant decrease of \$26.3 million occurred in the core business “supporting the independence and well-being of seniors.” This included an increase in the Alberta Senior Benefit program of \$14.8 million to assist seniors in meeting rising costs, an increase for the new Senior’s Supportive Housing Initiatives grant of \$10.0 million, and a decrease due to a change

in accounting methodology in 1999-2000 which eliminated a \$50.9 million transfer to Alberta Health and Wellness for senior health care premiums. This change had no effect on benefits provided to seniors.

A significant increase of \$41.2 million occurred in the core business “preserving, protecting and presenting Alberta’s unique natural, cultural and historical resources.” This included a \$30.7 million increase in grants for centennial projects; an increase of \$6.2 million at provincial historic sites and museums for major exhibits, specimen purchases, and other one-time funded projects; and new funding of \$2.8 million for interpretive programs and services.

A significant increase of \$6.1 million occurred in the core business “supporting Alberta’s special purpose housing needs.” This included an increase of \$3.1 million spent on the new Community-based Homelessness program and a \$1.7 million increase spent on rent supplement to address rising costs from market volatility.

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Ministry of Community Development

Consolidated Financial Statements

March 31, 2001

MINISTRY OF COMMUNITY DEVELOPMENT

CONSOLIDATED FINANCIAL STATEMENTS

MARCH 31, 2001

Auditor's Report

Consolidated Statement of Operations

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Consolidated Statement of Financial Position

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AUDITOR'S REPORT

To the Members of the Legislative Assembly

I have audited the consolidated statement of financial position of the Ministry of Community Development as at March 31, 2001 and the consolidated statement of operations, and the consolidated statement of changes in financial position for the year then ended. These consolidated financial statements are the responsibility of the Ministry. My responsibility is to express an opinion on these consolidated financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the consolidated financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the consolidated financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

The Ministry is required to follow the corporate government accounting policies and reporting practices established by Alberta Treasury, including the following policies that are exceptions from Canadian generally accepted accounting principles:

Management bodies

The assets, liabilities, revenues and expenses of management bodies have not been consolidated in these financial statements. Management bodies meet the definition of entities accountable to, and controlled by, the Minister, through relevant provisions of the Alberta Housing Act, requiring their consolidation in the accompanying financial statements. Had the management bodies been included in the Ministry's statements, total revenues would increase by approximately \$86,860,000 and expenses by \$86,860,000. The Ministry has also not determined the effect of this omission on its assets and liabilities at March 31, 2001. However, I estimate that assets of the Ministry would increase by \$8 million which represents reserve funds held by management bodies and arising from budget efficiencies.

Excluded operations

The Ministry operates some of its facilities with the assistance of volunteer societies. These volunteer societies collect government revenues, incur expenses and retain the surpluses for operating and improving the facilities. These Ministry revenues, expenses and surpluses related to the operation of the Jubilee Auditoria have not been reported in these financial statements. I have not been able to determine the effect of this omission on revenue, expenses and net assets for the year ended March 31, 2001. I believe that the effect of this departure from Canadian generally accepted accounting principles is material.

Capital assets

The Ministry employs a policy of expensing capital asset purchases under \$15,000 in the year of acquisition. Consequently a significant amount of resources available to the Ministry for future use has been recorded as if it had been consumed. It is estimated that at March 31, 2001, assets and net assets have been understated by \$1,819,374, and expenses have been understated by \$298,718.

In my opinion, because of the matters discussed in the preceding paragraph, these consolidated financial statements do not present fairly the financial position of the Ministry as at March 31, 2001 and the results of its operations and the changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles.

original signed by

FCA
Auditor General

Edmonton, Alberta
May 24, 2001



MINISTRY OF COMMUNITY DEVELOPMENT
CONSOLIDATED STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	2001		2000
	Budget (Schedule 4)	Actual	Actual
Revenues (Schedule 1):			
Internal government transfers	\$ 60,664	\$ 60,714	\$ 68,564
Transfers from the Government of Canada	65,070	65,359	66,613
Premiums, fees and licences	530	3,952	666
Investment income	2,899	3,840	2,902
Other revenue	13,571	18,331	32,498
	<u>142,734</u>	<u>152,196</u>	<u>171,243</u>
Expenses-Directly Incurred (Note 2c and Schedule 6):			
Voted:(Schedule 2 and 3)			
Supporting the independence and well-being of seniors	186,991	191,799	218,123
Promoting community development	80,965	99,241	86,490
Supporting special purpose housing needs	61,203	66,797	60,709
Preserving, protecting and presenting Alberta's unique cultural and natural history	28,004	64,300	23,062
Ministry support services	8,669	8,814	7,933
Protecting human rights and promoting fairness and access	4,211	4,195	3,863
Debt servicing costs	54,980	54,399	59,152
	<u>425,023</u>	<u>489,545</u>	<u>459,332</u>
Statutory:			
Valuation adjustments:			
Provision for doubtful accounts	346	228	243
Provision for vacation pay	-	291	504
Provision for guarantees, indemnities, and mortgages	-	(1,408)	(1,063)
Other provisions	-	(115)	(543)
	<u>346</u>	<u>(1,004)</u>	<u>(859)</u>
Total expenses	<u>425,369</u>	<u>488,541</u>	<u>458,473</u>
Gain on disposal of capital assets	<u>(15,972)</u>	<u>(6,660)</u>	<u>(1,589)</u>
Net operating results	<u>\$ (266,663)</u>	<u>\$ (329,685)</u>	<u>\$ (285,641)</u>

The accompanying notes and schedules are part of these consolidated financial statements.

MINISTRY OF COMMUNITY DEVELOPMENT
CONSOLIDATED STATEMENT OF CHANGES IN FINANCIAL POSITION
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	<u>2001</u>	<u>2000</u>
Operating transactions:		
Net operating results	\$ (329,685)	\$ (285,641)
Non-cash items:		
Amortization	24,973	25,061
Amortization of deferred financing charges	245	251
Valuation adjustments and other provisions	(1,004)	(859)
Gain on disposal of capital assets	(6,660)	(1,589)
Grants in kind	3,539	2,865
Contributions in kind	(118)	(12,633)
	<u>(308,710)</u>	<u>(272,545)</u>
Decrease (increase) in accounts receivable, prepaid expenses and inventories before valuation adjustments	955	(489)
Increase (decrease) in accounts payable and accrued liabilities before valuation adjustments	(2,544)	4,368
Decrease in short-term notes payable to Treasury Department	(9,911)	(4,969)
Increase in unearned revenue	424	59
	<u>(319,786)</u>	<u>(273,576)</u>
Cash used by operating transactions		
Investing transactions:		
Repayments of loans and advances	12,889	5,746
Decrease in long-term investments	536	2,213
Proceeds from disposal of capital assets	3,435	6,234
Net transfers of capital assets	(608)	(2,855)
Purchases of capital assets	(2,821)	(2,770)
	<u>13,431</u>	<u>8,568</u>
Cash provided by investing transactions		
Financing transactions:		
Repayment of advance from Treasury Department	(5,075)	(7,850)
Repayment of long-term debt	(61,228)	(56,170)
Net transfer from General Revenues	380,574	330,896
	<u>314,271</u>	<u>266,876</u>
Cash provided by financing transactions		
Net cash provided	7,916	1,868
Cash and short term investments, beginning of year	16,665	14,797
Cash and short term investments, end of year	<u>\$ 24,581</u>	<u>\$ 16,665</u>

The accompanying notes and schedules are part of these consolidated financial statements.

MINISTRY OF COMMUNITY DEVELOPMENT
CONSOLIDATED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2001
 (thousands of dollars)

	2001	2000
Assets:		
Cash and short-term investments (Note 3)	\$ 24,581	\$ 16,665
Accounts receivable, prepaid expenses and inventories (Note 4)	14,504	15,687
Loans and advances (Note 5)	30,323	43,276
Long-term investments (Note 6)	8,467	9,003
Deferred financing charges	2,324	2,569
Capital assets (Note 7)	887,273	908,859
	\$ 967,472	\$ 996,059
Liabilities:		
Accounts payable and accrued liabilities	\$ 39,473	\$ 41,710
Short-term notes payable to Treasury Department	-	9,911
Unearned revenue	640	216
Allowances for losses on guarantees and indemnities (Note 9)	1,112	2,561
Advance from Treasury Department	40,185	45,260
Long-term debt (Note 10)	576,330	637,558
	657,740	737,216
Net assets, beginning of the year	258,843	213,588
Net operating results	(329,685)	(285,641)
Net transfer from General Revenues	380,574	330,896
	309,732	258,843
Net assets, end of year (Note 11)	\$ 967,472	\$ 996,059

The accompanying notes and schedules are part of these consolidated financial statements.

MINISTRY OF COMMUNITY DEVELOPMENT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

MARCH 31, 2001

Note 1 Authority and Purpose

The Minister of Community Development (Minister) has, by the Government Organization Act and its regulations, been designated responsible for various Acts. To fulfill these responsibilities, the Minister is responsible for the organizations listed in Note 2(a). The authority under which each organization operates is also listed in Note 2(a). Together these organizations form the Ministry of Community Development (Ministry).

The purpose of the Ministry is to help build a high quality of life for all Albertans by supporting community development and, through leadership, protection and partnership, helping all Albertans participate fully in the social, cultural and economic life of the Province of Alberta. This is done by:

- promoting community development by working in partnership with geographic communities, and communities of interest to build and maintain a high quality of life in Alberta;
- protecting human rights and promoting fairness and access by reducing discrimination and fostering equality so all Albertans can have the opportunity to participate fully in the social, economic and cultural life of the Province of Alberta;
- preserving, protecting and presenting Alberta's unique cultural and natural history by improving the quality of life for Albertans through the preservation and promotion of appreciation for Alberta's diverse natural, historical and cultural resources;
- supporting the independence and well-being of seniors by ensuring seniors have access to the supports they need to live in a secure and dignified way as independent contributing members of society; and
- supporting special purpose housing needs by managing the province's social housing programs and portfolio.

Note 2 Summary of Significant Accounting Policies and Reporting Practices

These consolidated financial statements are prepared in accordance with the following accounting policies that have been established by government for all ministries. The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate.

(a) Reporting Entity

The reporting entity is the Ministry of Community Development. The Government Accountability Act defines a Ministry as including the Department and any Provincial agency and Crown-controlled organization for which the Minister is responsible.

These consolidated financial statements include the accounts of the following organizations:

<u>Organization</u>	<u>Authority</u>
Department of Community Development	Government Organization Act
Historic Resources Fund	Historical Resources Act
Human Rights, Citizenship and Multiculturalism Education Fund	Human Rights, Citizenship and Multiculturalism Act
Alberta Foundation for the Arts	Alberta Foundation for the Arts Act
The Alberta Historical Resources Foundation	Historical Resources Act
Alberta Sport, Recreation, Parks and Wildlife Foundation	Alberta Sport, Recreation, Parks and Wildlife Foundation Act
Alberta Social Housing Corporation	Alberta Housing Act
The Government House Foundation	Government House Act
The Wild Rose Foundation	Wild Rose Foundation Act

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(b) Basis of Consolidation

The accounts of the organizations listed in Note 2(a) above have been consolidated. Revenue and expense transactions, investing and financing transactions, and related asset and liability accounts between the consolidated organizations were eliminated upon consolidation.

(c) Basis of Financial Reporting

(i) Revenues

All revenues are reported on the accrual method of accounting. Cash received for which goods or services have not been provided by year-end is recorded as unearned revenue.

(ii) Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues must be shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are less than budget and the total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following year's voted expenses are encumbered. If actual dedicated revenue exceed budget, the Ministry may with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the Ministry's dedicated revenue initiatives.

(iii) Directly Incurred Expenses

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the government's budget documents. These include:

- amortization of capital assets.
- pension costs which comprise the cost of employer contributions for current service of employees during the year.
- interest expense on long term debt.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(c) Basis of Financial Reporting (continued)

(iii) Directly incurred expenses (continued)

- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value.

(iv) Expenses incurred by others

Services contributed by other entities in support of the Ministry's operations are disclosed in Schedule 6.

(v) Assets

Financial assets of the Ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals, as well as inventories held for sale.

Investments are recorded at cost. Where there has been a loss in the value of an investment that is other than a temporary decline, the investment is written down to recognize the loss.

Assets acquired by right are not included. Capital assets of the Ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. All land is capitalized.

Donated capital assets are recorded at their fair value at the time of contribution.

When physical assets (capital assets and inventories) are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these capital assets less any nominal proceeds are recorded as grants in kind.

Collections of historic and scientific artifacts, archival holdings, and works of art held by the Ministry are not recorded as assets. Purchases of collection items are expensed in the period in which the items are acquired. Contributions of collection items are reported as revenue and expenses at their fair value when fair value can be determined.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(c) Basis of Financial Reporting (continued)

(vi) Liabilities

Liabilities include all financial claims payable by the Ministry at the fiscal year end.

(vii) Net Assets

Net assets represents the difference between the value of assets held by the Ministry and its liabilities.

Restricted funds, endowments, and general reserves (Note 11) are considered appropriations from net assets and are reported as net assets.

A restricted fund accounts for non-government contributions which can only be used for the purpose specified by donors.

An endowment fund accounts for contributions received under various agreements with sponsors and matching funds are provided by Ministry Foundations.

(viii) Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, inventories, long-term investments, loans and advances, accounts payable and accrued liabilities, and advance from Treasury Department are estimated to approximate their book values. Fair values of loans and advances are not reported due to there being no organized financial market for the instruments and it is not practicable within constraints of timeliness or cost to estimate the fair value with sufficient reliability.

Long term debt has a fair value of \$346,447,600 for note payable to Treasury Department, \$217,103,000 for Alberta Heritage Savings and Trust Fund debentures and \$123,994,000 for Canada Mortgage and Housing Corporation debentures. Fair values for debt are based on the Province of Alberta's current borrowing rates, which are available to the Ministry for debt with similar terms and maturities.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(c) Basis of Financial Reporting (continued)

(ix) Measurement Uncertainty

Estimates are used in accruing revenues and expenses in circumstances where the actual revenues and expenses are unknown at the time the financial statements are prepared. Uncertainty in the determination of the amount at which an item is recognized in financial statements is known as measurement uncertainty. Such uncertainty exists when there is a variance between the recognized amount and another reasonably possible amount, as there is whenever estimates are used.

Measurement uncertainty that is material to these financial statements exists in the accrual of allowances for losses on the guarantees and indemnities issued, and on the valuation of capital assets held for resale. Management considers that the recognized amounts for the above allowances for losses are unlikely to change by a material amount within one year from the date of the financial statements.

Note 3 Cash and Short-Term Investments

Cash consists of deposits in the Consolidated Cash Investment Trust Fund (CCITF) of the Province of Alberta. CCITF is being managed by Alberta Treasury with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high-quality short-term and mid-term fixed income securities with a maximum term to maturity of five years. Interest is earned on the Ministry's daily cash balance at the average rate of CCITF's earnings, which vary depending on prevailing market interest rates.

Short-term investments consist of deposits with life insurance companies that mature within one.

	<u>2001</u>	<u>2000</u>
	(thousands of dollars)	
Cash	\$ 32,748	\$ 24,868
Short-term investments	<u>-</u>	<u>500</u>
	32,748	25,368
Less appropriated for non-current use (Note 6)	<u>(8,167)</u>	<u>(8,703)</u>
	<u>\$ 24,581</u>	<u>\$ 16,665</u>

Due to the short-term nature of these deposits and investments, the carrying value approximates fair value.

Note 4 Accounts Receivable, prepaid expenses and inventories

	2001		2000	
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Management Bodies	\$ 13,016	\$ -	\$ 13,016	\$ 14,203
Trade	758	138	620	722
Canada Mortgage and Housing Corporation	320	-	320	70
Refunds from suppliers	125	-	125	11
Others including prepaids and inventories	527	104	423	681
	<u>\$ 14,746</u>	<u>\$ 242</u>	<u>\$ 14,504</u>	<u>\$ 15,687</u>

Accounts receivable are unsecured and non-interest bearing.

Note 5 Loans and advances

	2001		2000	
	Gross Amount	Allowance for Losses	Net Realizable Value	Net Realizable Value
Program mortgages	\$ 28,975	\$ 137	\$ 28,838	\$ 32,225
Mortgages held for sale	670	113	557	8,245
Agreements receivable	928	-	928	2,805
Accountable advances	-	-	-	1
Total	<u>\$ 30,573</u>	<u>\$ 250</u>	<u>\$ 30,323</u>	<u>\$ 43,276</u>

Note 6 Long-Term Investments

	2001		2000		
	Effective Interest Rate	Cost	Market	Cost	Market
	(thousands of dollars)				
Deposits with life insurance companies, maturing in eight years ^(a)	5.125%	\$ 300	\$ 300	\$ 300	\$ 300
Cash and short-term investments appropriated for non-current use ^(b)		8,167		8,703	
		\$ 8,467		\$ 9,003	

(a) The deposits with life insurance companies can be realized prior to maturity dates only with the payment of penalties.

(b) Cash and short-term investments have been appropriated for non-current use by several entities in the Ministry to segregate the amounts that are needed to meet their long-term needs for endowments, reserves and other restricted uses.

Note 7 Capital Assets

	Estimated Useful Life Years	2001			2000	
		Cost	Accumulated Amortization	Provision for Losses	Net Book Value	Net Book Value
		(thousands of dollars)				
Land	N/A	\$ 140,617	\$ -	\$ 1,622	\$ 138,995	\$ 138,711
Computer hardware and software	3 to 5	3,731	1,684	-	2,047	1,038
Equipment	5 to 10	3,462	2,727	-	735	306
Buildings and Leasehold improvements	10 to 50	1,146,424	400,928	-	745,496	768,804
		\$ 1,294,234	\$ 405,339	\$ 1,622	\$ 887,273	\$ 908,859

Note 8 Collections

Collections consist of historical and scientific artifacts, archival holdings, and works of art of provincial, national and international significance located in the archives, museums and historical sites of the Province of Alberta. The Ministry has not recorded the value of these collections in the financial statements due to the practical difficulties of reflecting them at a meaningful value. The collections are insured for \$353 million. A description of the major collections is as follows:

- (a) The Provincial Museum of Alberta curates 13 human and natural history programs, with a total collection of approximately 10 million objects representing a highly diverse complement of artifacts and specimens. Some of the Natural History collections stored and displayed are mammals, birds, fish, insects, marine shells, ancient pollen and seeds, gems, minerals and fossils. The museum also operates a herbarium of 120,000 plant specimens. The museum is the depository for archaeological material collected throughout the province and has a major collection of ethnographical material related to the First Nations. The museum's large collection of Human History artifacts encompasses Alberta's folk life, domestic, work and military history.
- (b) The Royal Tyrrell Museum of Palaeontology collection has over 106,000 catalogued items including original and replica fossils, comparative materials, geological specimens, and associated documentation. Annually, approximately 2000 specimens are accessioned into the collection and some 40,000 records are revised. Museum staff prepare, conserve, and curate specimens in accordance with professional standards and practices. Collections are accessed by in house and visiting researchers. Loans of specimens are provided for research, display, and public education to qualified institutions and agencies.
- (c) Remington-Alberta Carriage Centre exhibits 211 carriages and 8 reproduction vehicles in its galleries. In addition, there are approximately 250 associated small artifacts. There are also 5 carriages, 2 wagons and 1 horse-drawn trolley actively used in outdoor public programming. The Centre also provides preservation for an additional 42 vehicles in storage.
- (d) Reynolds-Alberta Museum exhibits approximately 150 major agricultural, industrial and transportation artifacts, and provides conservation, maintenance and restoration services for an additional collection of approximately 2,000 major and 2,850 smaller artifacts. Included in these numbers are 72 vintage aircraft, 10 of which are on permanent loan to the museum. In addition to tools, machinery and accessories, the museum also houses a collection of documents, numbering 50,000 pieces, related to the museum's mechanization themes.

Note 8 Collections (continued)

- (e) The Province operates and makes accessible 18 historic sites, interpretive centres and museums that contain 50 restored historic buildings/structures and 3 stabilized ruins. As well, the Province administers an additional 31 historic sites which contain 58 undeveloped historic buildings/structures, 1 developed historic resource, cairns or archaeological/palaeontological remains. In total, the Department owns 1,904 hectares of land deemed to be of historic significance.
- (f) Staff at the Ukrainian Cultural Heritage Village manage a collection of some 45,000 artifacts. Of this number, 40,000 objects are on display, in use or in storage at the Village, and 5,000 are on display or in use at a number of smaller historic sites in the province.
- (g) The Provincial Archives of Alberta holds 31,001 linear metres of government textual records; 4,508 linear metres of private textual records; 56,846 maps; 22,634 architectural drawings; 2,048,433 photographs; 46,578 hours of recorded audio tapes; 65,728 hours of film and video materials; and 9,300 items in the reference library.
- (h) The Glenbow-Alberta Institute manages under contract, the care of, and access to, a government collection of 214,753 artifacts in cultural history, military history, ethnology, art and mineralogy; four shelf kilometres of textual archival records; more than one million historical photographs; 800,000 feet of film footage; and over 5,000 sound recordings. The collection is continually enhanced each year with a generous gifts such as Tom Three Persons prize saddle from the 1912 stampede, 19 items of unique Chinese work clothing from the early 20th century, 16 Asian sculptures including 2 unique monumental Thai Buddha's, contemporary works by Kenneth Lockhead, member of the Regina 5, Christian Eckert, David Thauberger and Janelie Hassen, paintings by Max Bates, J.W.G. Macdonald and Hortense Gordon, 311 items of traditionally influenced contemporary Inuit clothing, accessories, toys and textiles as a Red River Rebellion medal. Other gifts include archival fonds.
- (i) The Government House Foundation actively collects various significant items pertaining to the history of Government House. The collection is accessible to the public and consists of paintings, drawings, prints, sculptures, furnishings, books and silverware. The majority of the collection is used or displayed in Government House, while some items are on loan to other provincial institutions.

At March 31, 2001, the collection consisted of approximately 250 pieces of artworks and other items, (2000 – 225), with an approximate value of \$829,396, (2000 - \$819,534). During the year, the Foundation purchased artworks and books at a total cost of \$7,225, (2000 - \$3,400). Contributions to the collections included 15 items with an appraised value of \$2,637, (2000 - \$1,434). There were no disposals during the year.

Note 8 Collections (continued)

- (j) The Alberta Foundation for the Arts actively collects visual artworks, which document the province's significant visual artistic achievement. The collection is accessible to the public and consists of paintings, sculptures, drawings, photographs, ceramics, glass and mixed media. At year end, the collection consisted of approximately 6,500 (2000 – 6300) artworks with an approximate value of \$6,466,500 (2000 \$6,168,470). During the year, the Foundation purchased 171 (2000 – 144) paintings, sketches and sculptures by Alberta artists at a total cost of \$230,029 (2000 \$269,149); contributions to the collection included 37 (2000 – 108) paintings and prints, also by Alberta artists, with an appraised value of \$68,250 (2000 \$94,495). There were no disposals during the year (2000 \$NIL).
- (k) The Alberta Historical Resources Foundation has a collection of historical assets which is comprised of paintings, sketches, photographs and books of historical interest to the Province of Alberta. During the year, the Foundation did not acquire or dispose of any historical assets.
- (l) The Alberta Sport, Recreation, Parks and Wildlife Foundation have a collection of artworks consisting of a waterfowl collection, and several prints. During the year the Foundation did not acquire or dispose of any artworks.

Note 9 Guarantees and Indemnities

The Ministry has outstanding guarantees that were issued by the Alberta Social Housing Corporation on the sale of certain of its mortgages whereby the Corporation will reimburse mortgagees for any losses, which may occur on default by mortgagors. Any claims for losses by the mortgagees will be reduced by the amounts realized from the sale of the underlying properties.

Guaranteed amounts, the last of which was guaranteed on March 30, 1994, are as follows:

	2001	2000
	(thousands of dollars)	
Mortgages, on single family properties, guaranteed to 2015	\$ 252	\$ 269
Mortgages, on multi-unit rental properties, and land, guaranteed to:		
2001	893	903
2003	2,041	2,104
2004	2,111	2,175
2007	32,382	32,754
2008	708	729
2009	373	413
2011	59,150	66,295
2018	1,286	1,317
	98,944	106,690
	\$ 99,196	\$ 106,959

Under the former mobile home loan insurance program, the Ministry through the Alberta Social Housing Corporation has agreed to indemnify losses on mobile home loans issued by financial institutions. The outstanding loans as at March 31, 2001 amount to \$8,025,000 (2000 \$11,248,000). This program was terminated effective October 1, 1993, however the Corporation has an ongoing commitment on insurance policies remaining in force.

An allowance for losses has been made on these guarantees and indemnities in the amount of \$1,112,000 (2000 \$2,561,000).

Note 10 Long term debt

The Ministry's long-term debt and exposure to interest rate risk is summarized in the following table:

	<u>2001</u>	<u>2000</u>
	<u>Total</u>	<u>Total</u>
Debtures payable:		
Alberta Heritage Savings Trust Fund (a)	\$ 145,590	\$ 192,852
Canada Mortgage and Housing Corporation (b)	89,244	90,058
Note payable to Treasury Department (c)	<u>341,496</u>	<u>354,648</u>
	<u>\$ 576,330</u>	<u>\$ 637,558</u>

- a) maturing 2010 to 2017 with a weighted average interest rate of 14.392%
- b) maturing 2022 to 2030 with a weighted average interest rate of 9.289%
- c) maturing September 16, 2016, with a stated rate of 5.93%

The repayment of principal and interest on all borrowings is guaranteed by the Province of Alberta. The debtures are repayable in equal annual or semi-annual instalments and the note payable is repayable in equal semi-annual instalments.

Approximate aggregate repayments of principal due in each of the next five years are:

	(thousands of dollars)
2001-2002	\$ 55,802
2002-2003	\$ 20,340
2003-2004	\$ 22,116
2004-2005	\$ 24,092
2005-2006	\$ 26,297
thereafter	\$ 427,683
Total	<u>\$ 576,330</u>

Note 11 Net Assets

	2001	2000
	<u>(thousands of dollars)</u>	
Unrestricted fund balances	\$ 296,944	\$ 245,501
Endowments	6,904	6,904
Externally Restricted fund balances	3,903	3,882
General reserves	1,967	2,504
Internally Restricted fund balances	14	52
	<u>\$ 309,732</u>	<u>\$ 258,843</u>

Note 12 Commitments

As at March 31, 2001, the Ministry had commitments for leases, contracts and grants approved but not expended, pending fulfillment of eligibility conditions as follows:

	2001	2000
	<u>(thousands of dollars)</u>	
Contract Commitments ^(a)	\$ 118,622	\$ 43,971
Lease Commitments ^(b)	51,218	52,553
	<u>\$ 169,840</u>	<u>\$ 96,524</u>

(a) Included in 2001 contract commitments is an amount of \$75,482 for Rent Supplement and Private and Municipal Owned Non-Profit programs in the next five years.

(b) The Ministry leases certain equipment under operating leases that expire on various dates and leases land under various operating leases to provide social housing. The aggregate amounts payable for the unexpired terms of these leases are as follows:

	2001	2000
2000 - 2001	\$ -	\$ 1,421
2001 - 2002	1,470	1,415
2002 - 2003	1,414	1,381
2003 - 2004	1,391	1,363
2004 - 2005	1,383	1,363
2005 - 2006	1,300	-
Thereafter	44,260	45,610
	<u>\$ 51,218</u>	<u>\$ 52,553</u>

Note 13 Contingencies

As at March 31, 2001, the Ministry is a defendant in seven legal claims (2000 – four legal claims). The claims have a specified amount totalling \$1,427,000 (2000 - \$586,000). In all of the legal claims, the Ministry has been jointly named with other entities. Three claims amounting to \$350,000 are covered by the Alberta Risk Management Fund.

The resulting loss, if any, from these claims cannot be determined.

Note 14 Trust Funds Under Administration

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

As at March 31, 2001, trust funds under administration were as follows:

	2001	2000
	(thousands of dollars)	
Gakken Dinosaur Exhibit Trust Fund	\$144	\$ 136
Fort Dunvegan Historical Society Trust Fund	6	6
C.O. Nickle Trust Fund	1	1
	<u>\$151</u>	<u>\$ 143</u>

Note 15 Pensions

The Ministry participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of \$1,987,000 for the year ended March 31, 2001 (2000 \$1,773,000).

At December 31, 2000, the Management Employees Pension Plan reported a surplus of \$104,658,000 (1999 \$46,019,000) and the Public Service Pension Plan reported a surplus of \$635,084,000 (1999 \$517,020,000). At December 31, 2000, the Supplementary Retirement Plan for Public Service Managers had a surplus of \$180,000 (1999 \$33,000)

Note 16 Comparative Figures

Certain 2000 figures have been reclassified to conform to the 2001 presentation.

Note 17 Government Restructuring

As a result of government restructuring announced on March 15, 2001, there were the following changes in responsibilities of the department:

- Some of the responsibilities of the Ministry were transferred to the newly established Ministry of Seniors.
- Some responsibilities from Ministries of Environment, and Health and Wellness were transferred to the Ministry.

Since the 2000-01 fiscal year was substantially completed prior to this announcement, these financial statements have been prepared as if the restructuring took place on April 1, 2001, to provide accountability for the 2000-01 fiscal year against the original business plan.

Note 18 Approval of Consolidated Financial Statements

The consolidated financial statements were approved by the Senior Financial Officer and the Deputy Minister of Community Development.

MINISTRY OF COMMUNITY DEVELOPMENT
REVENUES
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	2001		2000
	Budget	Actual	Actual
Internal Government Transfers:			
Contributions from the Lottery Fund, a related party	60,664	60,714	68,564
Transfers from the Government of Canada:			
Canada Mortgage and Housing Corporation	65,070	65,359	66,336
Other	-	-	277
	<u>65,070</u>	<u>65,359</u>	<u>66,613</u>
Fees, permits and licences:			
Film Classification	350	468	418
Other	180	3,484	248
	<u>530</u>	<u>3,952</u>	<u>666</u>
Investment income:			
Interest	2,899	3,840	2,902
Other revenue:			
Donations	2,025	3,310	17,039
Sales	-	547	559
Refunds of expenses	245	614	414
Miscellaneous	11,301	13,860	14,486
	<u>13,571</u>	<u>18,331</u>	<u>32,498</u>
Total revenues	<u>\$ 142,734</u>	<u>\$ 152,196</u>	<u>\$ 171,243</u>

MINISTRY OF COMMUNITY DEVELOPMENT
DEDICATED REVENUE INITIATIVES
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	2001		
	Authorized ^(a) Dedicated Revenues	Actual Dedicated Revenues	Excess
Cultural facilities and historical resources ^(b)	\$ 750	\$ 676	\$ 74
Community services ^(c)	20	20	-
	<u>\$ 770</u>	<u>\$ 696</u>	<u>\$ 74</u>

(a) The budget amount has included the adjustment approved by Treasury Board.

(b) Cultural facilities and historical resources dedicated revenue is related to donations of historic artifacts.

(c) Community services dedicated revenue is for WEPA Trans Canada Trail.

MINISTRY OF COMMUNITY DEVELOPMENT
EXPENSE DETAILED BY OBJECT
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	2001		2000
	Budget	Actual	Actual
Salaries, wages and employee benefits	\$ 38,841	\$ 37,045	\$ 34,715
Supplies and services	26,575	35,777	24,353
Grants	278,417	337,352	316,166
Financial transactions and other	56,724	54,880	59,264
Amortization of capital assets	24,621	24,973	25,061
Total expenses	425,178	490,027	459,559
Less: Recovery from Support Service arrangements with Related Parties ^(a)	(155)	(482)	(227)
Total Expenses	\$ 425,023	\$ 489,545	\$ 459,332

^(a) The Ministry provides financial and administrative services to the Ministry of Gaming. Costs incurred by the Ministry for these services are recovered from the Ministry of Gaming.

BUDGET
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

	2000-01		
	Budgets ^(a)	Supplementary Estimates ^(b)	Authorized Budget
Revenues:			
Internal government transfers	\$ 60,664	\$ -	\$ 60,664
Transfers from the Government of Canada	65,070	-	65,070
Investment Income	2,899	-	2,899
Premiums, fees and licences	530	-	530
Other revenue	13,571	750	14,321
	<u>142,734</u>	<u>750</u>	<u>143,484</u>
Expenses:			
Supporting the independence and well-being of seniors	186,991	10,000	196,991
Promoting community development	80,965	10,975	91,940
Supporting special purpose housing needs	61,203	2,330	63,533
Preserving, protecting and presenting Alberta's unique cultural and natural history	28,004	35,003	63,007
Ministry support services	8,669	-	8,669
Protecting human rights and promoting fairness and access	4,211	-	4,211
Debt servicing costs	54,980	-	54,980
	<u>425,023</u>	<u>58,308</u>	<u>483,331</u>
Valuation adjustments:			
Provision for doubtful accounts	346	-	346
Provision for vacation pay	-	-	-
Provision for mortgages and guarantees	-	-	-
Other provisions	-	-	-
	<u>346</u>	<u>-</u>	<u>346</u>
Total expenses	<u>425,369</u>	<u>58,308</u>	<u>483,677</u>
Gain on disposal of capital assets	<u>(15,972)</u>	<u>-</u>	<u>(15,972)</u>
Net operating results	<u>\$ (266,663)</u>	<u>\$ (57,558)</u>	<u>\$ (324,221)</u>
Capital investment	<u>\$ 2,083</u>	<u>\$ 6,030</u>	<u>\$ 8,113</u>

^(a) Budgets, as reported on the 2000-2001 Government and Lottery Fund Estimates, were approved on May 5, 2000.

^(b) Supplementary Estimates were approved on January 18, 2001

MINISTRY OF COMMUNITY DEVELOPMENT
RELATED PARTY TRANSACTIONS
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licenses and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The Ministry had the following transactions with related parties recorded at the amount of consideration agreed upon between the related parties:

	<u>Other Entities</u>	
	<u>2001</u>	<u>2000</u>
Revenues:		
Grants	\$ 60,714	\$ 68,617
Expenses - Directly Incurred		
Grants	\$ -	\$ 50,884
Other services	1,261	1,103
Interest	45,873	50,407
	<u>\$ 47,134</u>	<u>\$ 102,394</u>
Capital Assets Transferred	<u>\$ 608</u>	<u>\$ 2,855</u>
Receivable from	<u>\$ 2,324</u>	<u>\$ 2,569</u>
Payable to	<u>\$ 537,034</u>	<u>\$ 613,830</u>

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the Statement of Operations and are disclosed on Schedule 6.

	<u>Other Entities</u>	
	<u>2001</u>	<u>2000</u>
Expenses - Incurred by others		
Accommodation	\$ 17,394	\$ 16,050
Legal services	325	291
	<u>\$ 17,719</u>	<u>\$ 16,341</u>

MINISTRY OF COMMUNITY DEVELOPMENT
SCHEDULE OF ALLOCATED COSTS
FOR THE YEAR ENDED MARCH 31, 2001
(thousands of dollars)

Program	2001							2000	
	Expenses(1)	Accommodation Costs	Legal Services	Provisions	Vacation Pay	Doubtful Accounts	Total Expenses	Total Expenses	Total Expenses
Ministry Support Services	8,814	386	52	-	(16)	-	9,236	8,636	
Community Services	99,241	874	103	-	44	-	100,262	88,009	
Cultural Facilities and Historical Resources	64,300	15,242	77	-	158	-	79,777	36,559	
Services to Seniors	191,799	501	33	-	103	179	192,615	218,928	
Special Purpose Housing	121,196	234	59	(1,523)	(34)	49	119,981	121,357	
Human Rights and Citizenship	4,195	157	1	-	36	-	4,389	4,155	
	489,545	17,394	325	(1,523)	291	228	506,260	477,644	

1) Expenses - Directly Incurred as per Statement of Operations, excluding valuation adjustments.

September 2001

Alberta
COMMUNITY DEVELOPMENT

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