

What We're Hearing

PDD Review Panel

Medicine Hat and Lethbridge Community Conversations

The Persons with Developmental Disabilities (PDD) program review panel visited Lethbridge and Medicine Hat, Alberta November 20 to 23, 2018. Over 170 people who receive PDD supports, their families, service providers, community disability workers, Government of Alberta staff and other interested Albertans came to share their views at eight Community Conversations.

The Community Conversations were an opportunity for attendees to share their experiences directly with the review panel. Attendees could also provide written comments and suggestions about the topics addressed by the PDD program review.

The issues and themes below were noted by review panel members as they reflected on their conversations. This is a summary document only and may not reflect everything heard during these sessions.

What's Working Well?

- Many attendees expressed appreciation for the “great, dedicated staff” providing services to people with disabilities.
- Many families spoke positively about their service providers as well as their experience with Family Managed Services.
- PDD program staff described their efforts to establish relationships with First Nation communities in the Lethbridge area.
- Educators and service providers talked about collaborative work with the City of Medicine Hat to transition youth with disabilities to adult employment services, but they did note a need for more day and employment programs.

What Can Be Improved?

- Collaboration and communication between families, service providers and the PDD program.
- Support and information for families and individuals with disabilities to help them navigate systems and access services.
- Training for community disability workers and service provider managers.
- Access and improved support for people who have few current needs. Attendees were concerned that the PDD program responds to people with complex service needs before those with fewer needs.
- Alignment of roles, responsibilities and the authority to approve funding within the PDD program.
- Improved access to services for people who need help managing money (e.g., the Office of the Public Guardian and Trustee and financial administrators for AISH benefits).

The verbal feedback and written comments offered by attendees at the sessions will be analyzed to support the review panel's continuing work.

How Can I Get More Information?

Please visit the PDD review webpage at <https://www.alberta.ca/pdd-review.aspx>. You can also sign up for email updates on the site.