

Human Services

Annual Report (Volume 1)

2012 – 2013



This report was prepared on behalf of the ministry by the Department of Human Services.

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Electronic versions of this document are available at:
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Summer 2013

ISBN 978-0-7785-9861-9
ISSN 1929-5901

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For Financial Information, please see the 2012-13 Human Services Annual Report Volume 2.

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Preface

The Public Accounts of Albertans 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 contains Ministers' accountability statements, the consolidated financial statements of the province and *Measuring Up* report, which compares actual performance results to desired results to set out in the government's strategic plan.

On May 8, 2012, the government announced new ministry structures. The 2012-13 ministry annual reports and financial statements have been prepared based on the new ministry structure. The responsibility for Immigration was moved to the Ministry of Enterprise and Advanced Education. The Persons with Developmental Disabilities (PDD), Assured Income for the Severely Handicapped (AISH) and Office of the Public Guardian (OPG) programs from the former Ministry of Seniors, and the Office of the Public Trustee (OPT) from the Ministry of Justice were transferred to the Ministry of Human Services.

This annual report of the Ministry of Human Services contains the Minister's 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. The ministry annual report also includes:

- **The financial statements of entities making up the ministry including the Department of Human Services, the 10 Child and Family Services Authorities and the six Persons with Developmental Disabilities Community Boards, the Workers' Compensation Board – Alberta, and the Office of the Public Trustee 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 a part of the financial statements, to the extent that the ministry has anything to report; and financial information relating to trust funds.**

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2013 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at June 11, 2013 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

(original signed by)

Dave Hancock, QC

Minister of Human Services

Management's Responsibility for Reporting

The Ministry of Human Services includes:

- The Department of Human Services
- Alberta Labour Relations Board
- Appeals Commission for Alberta Workers' Compensation
- Child and Family Services Authorities
- Child and Family Services Council for Quality Assurance
- Occupational Health and Safety Council
- Office of the Public Trustee
- Interagency Council on Homelessness
- Persons with Developmental Disabilities Community Boards
- Premier's Council on Alberta's Promise
- Premier's Council on the Status of Persons with Disabilities
- Social Care Facilities Review Committee
- Workers' Compensation Medical Panels
- Workers' Compensation Board
- Youth Secretariat

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

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

Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the ministry rests with the Minister of Human Services. Under the direction of the Minister, I 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 judgments. The consolidated financial statements are prepared in accordance with the Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – information used in applying performance measure methodologies agrees with underlying source data for the current and prior years' results.
- Understandability – the performance measure methodologies and results are presented clearly.
- Comparability – the methodologies for performance measure preparation are applied consistently for the current and prior years' results.

- Completeness – the goals, performance measures and related targets match those included in the ministry's Budget 2012.

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

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties of the Province under ministry administration;
- provide Executive Council, the President of Treasury Board and Minister of Finance and the Minister of Human Services information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

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

(original signed by)

Steve MacDonald
Deputy Minister of Human Services
June 11, 2013

Message from the Minister

Premier Redford created Alberta Human Services in response to Albertans' call for better co-ordination within and beyond government to address important issues and achieve better outcomes. During this past fiscal year Human Services has grown with the addition of the Persons with Developmental Disabilities program (PDD), Assured Income for the Severely Handicapped program (AISH), the Office of the Public Guardian (OPG) and the Office of the Public Trustee (OPT). In this annual report, you will see how bringing the many supports and services together is helping to ensure Albertans can access the supports they need when they need them.

Our government's Building Alberta Plan:

- Invests in families and communities, including the new roads, schools and health facilities our growing province needs;
- Ensures we live within our means, by challenging every dollar the government spends and making sure every program continues to deliver real results for people; and
- Builds new markets for all our resources so we get the fairest price and we protect the jobs and prosperity Albertans depend on.

Human Services is putting the Building Alberta Plan into action by:

- developing a social policy framework which will guide the alignment and redesign of social policy and programs to achieve better outcomes for children and families in Alberta.
- reviewing supports provided to Albertans in need to ensure that resources are allocated to those most in need and that the dollars spent have the greatest positive impact possible.
- investing in Alberta's labour supply, skills and workplaces to ensure the long-term sustainability and prosperity of the economy.

There were many accomplishments at Human Services this past fiscal year, with the development of Alberta's Social Policy Framework being a significant highlight. Communities, non-profits, government, businesses and individuals need clear direction and consensus about the results Albertans need, and the strategies, roles and responsibilities necessary to achieve them. In response to this need, Human Services led one of the most collaborative, community-driven, and transparent consultations in Alberta's history. More than 31,000 people helped create this important framework through in-person discussions in communities and online through blogs, surveys, and wiki. In creating this new framework, Albertans have envisioned a renewal of social policy with a system-wide focus on co-ownership, collaboration and transparency. This overarching framework will guide everything we do to support Albertans.

Human Services has also played a lead role in working with Education and Health to focus special attention on the government's priority of early childhood development. This work will ensure parents have access to leading-edge support that will help them provide nurturing and stable environments for their children. Key action areas include improving maternal, infant and child health to support healthy pregnancies, optimizing maternal mental health and providing early screening and follow-up to support children's development.

Another highlight from the past year is the ministry's Information Sharing Strategy. This will ensure information sharing practices, within government and with service agencies, support the best decisions possible for the

health, education, and safety of children and families. The strategy promotes a one-government approach that embraces collaboration and focuses on increased effectiveness and efficiency in supporting better outcomes for children and families.

Throughout a very busy and productive year, we have made many improvements in how we support Albertans in a variety of areas. We increased the maximum Assured Income for the Severely Handicapped (AISH) financial benefit by \$400 per month and raised the thresholds for the employment income exemptions. Our Alberta Works Centres hosted more than two million job seeker visits from Albertans; and we introduced new penalties and higher fines in cases where Alberta workers and employers violate Alberta's safety rules. We created a citizen-centred approach to service delivery through Alberta Supports by focusing on the diverse needs of each individual. We have also implemented a new business model for disability services in Alberta that will result in a system that is fair, consistent, effective, and most importantly, outcomes-focused. These are just a few highlights of our many accomplishments this year.

Human Services is all about doing the right thing for Albertans in the right way and effectively using ministry resources to ensure the best possible outcomes for the Albertans we serve. The ministry looks to continue and improve upon the important work done over the past year, including consultations with Aboriginal communities, service provision partners, and federal and provincial government departments to develop a shared awareness and understanding of complex issues and collaboratively create new approaches to supporting Albertans.

I thank all Human Services' staff for working so hard to help achieve our goals with passion, conviction and resiliency during a time of significant change. I also thank our many stakeholders and partners for their valuable contributions to this ministry and to the people of this province over the past year. Reflecting on what we have accomplished so far has me also looking forward to what the year ahead will bring for all of us as we continue our work together to improve the lives of all Albertans.

(original signed by)

Dave Hancock, QC
Minister

Message from the Associate Minister

As Associate Minister for Persons with Disabilities, I have welcomed the opportunity to work closely with the Minister of Alberta Human Services on a more integrated and citizen-centred approach to supporting Albertans with disabilities.

A key priority for our government is to improve Fetal Alcohol Spectrum Disorder (FASD) supports and to prevent FASD from occurring. Alberta Human Services is part of the FASD Cross-Ministry Committee that is implementing Year 6 of Alberta's FASD 10-Year Strategic Plan. Much progress has been made: Alberta now has 12 FASD Service Networks, the number of diagnostic clinics has doubled across the province, more education and training opportunities have been developed and the Alberta Parent-Child Assistance program is providing intensive support to at-risk mothers.


Persons with Developmental Disabilities (PDD) has led a busy and productive year of innovation and improvement. Staff have worked together with service providers and families to implement an ambitious series of change initiatives. These include moving toward a common approach across the six PDD regions, adopting a consistent, fair, and positive needs assessment tool, implementing a survey to measure personal outcomes, and developing a new contracting approach that focuses on outcomes for individuals receiving supports. There is still work to be done, but the direction is clear, and there is a bright future ahead for this important program and the Albertans it services.

We have also made improvements in a number of different areas, which includes the significant steps we have taken to improve operations within the Office of the Public Trustee to better protect vulnerable Albertans whose property is held in trust by government. I have referenced only a few of the many successes we have seen over the past year and I know all of this great work and more will carry on during the next fiscal year.

Our achievements would not have been possible without the committed staff and community partners who work so hard to make a difference in the lives of Albertans who live with disabilities. I am excited about the year ahead to continue supporting persons with disabilities by advancing these and other initiatives.

(original signed by)

Frank Oberle
Associate Minister

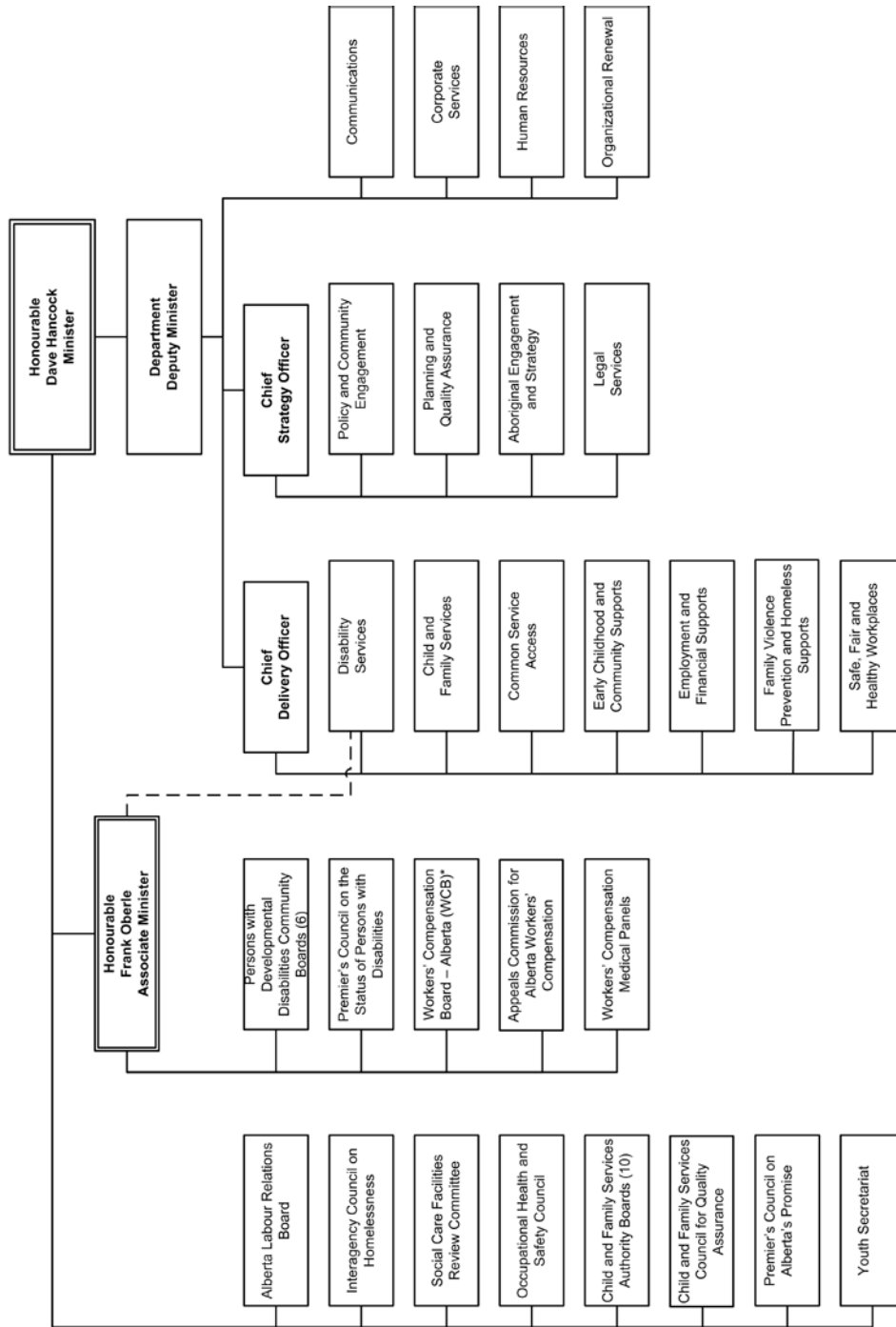


Results Analysis

HUMAN SERVICES ANNUAL
REPORT

Organizational Chart

Ministry of Human Services



* Employer funded, not-for-profit organization

Ministry Overview

The Ministry

The Ministry of Human Services works to foster a society in which families are safe and resilient; vulnerable Albertans have the opportunity to fully and actively participate in all aspects of life; and Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity.

The Department

The Department of Human Services consists of the Deputy Minister's office and the areas described below.

Deputy Minister's Office

The Deputy Minister's office provides advice and support to the Minister. The Deputy Minister's office is the link to the Minister's office to ensure the work of the department meets the goals and objectives outlined in the business plan and the priorities provided to the Minister by the Premier. The Deputy Minister supports the Deputy Minister of Executive Council by contributing to policy development, planning and implementation of cross-ministry initiatives, and advocating for new approaches and long-term views toward achieving government-wide goals.

Strategy Portfolio

Aboriginal Engagement and Strategy

The Aboriginal Engagement and Strategy division engages people involved in the child intervention system through conversations and other collaborative processes to develop a shared understanding of root causes, support evidence based decision making through research and analysis, and identify actions and strategies to strengthen families and communities and prevent crises in the lives of Aboriginal children.

Key responsibilities include:

- working collaboratively with internal and external partners to understand root causes contributing to Aboriginal children coming into care;
- collaborating with stakeholders to support cultural safety and healing, in support of family and community well-being;
- increasing the capacity of Aboriginal communities to support families and communities to successfully raise their children; and
- support evidence based decision making for complex system change to improve outcomes for Aboriginal children and families.

Legal Services

Legal Services provides legal, legislative and related strategic advice to all areas of the department. It also identifies, analyzes and advises business areas on potential legal issues and consults with business areas during program/policy change(s) so that legislative timeframes are met.

Planning and Quality Assurance

The Planning and Quality Assurance division is responsible for corporate planning and reporting, research and analysis, quality assurance and continuous improvement of services provided to Albertans.

Key responsibilities include:

- working collaboratively with ministry divisions to support the establishment of ministry priorities;
- leading the development of the ministry business plan, performance measures and annual report;
- managing and disseminating key ministry data to divisions to support policy and program development;
- ensuring Albertans have access to fair, impartial and independent review of decisions related to financial benefits and services for children, youth and families;
- coordinating public agency recruitment and appointments and ensuring ministry public agency compliance to government agency requirements;
- providing governance support to the Child and Family Services Authority (CFSA) boards, Persons with Developmental Disabilities (PDD) boards, the Premier's Council on the Status of Persons with Disabilities, Social Care Facilities Review Committee (SCFRC), and the ministry's Appeal Panels; and
- providing quality assurance and evaluation expertise and supports for the ministry.

Policy and Community Engagement

The Policy and Community Engagement division is responsible for identifying and executing strategic policy initiatives and for supporting program design and policy development for the ministry. The division is also responsible for leading and coordinating the ministry's results-based budgeting initiatives.

Key responsibilities include:

- leading the Social Policy Framework initiative, which includes broad community ownership to guide the alignment and potential redesign of social policy and programs to achieve better outcomes for children and families;
- leading the development of the ministry's strategic policy initiatives based on objectives, strategies and recommendations;
- leading program policy development and design to support the Delivery Portfolio to successfully develop and implement policy, simultaneously developing policy capacity and policy integration across Human Services;
- leading Results-Based Budgeting within Human Services to ensure that programs and services achieve the results that Albertans expect in the most efficient and effective manner;

- leading the development of strategies under the Social Policy Framework, such as the Poverty Reduction Strategy, and maintaining relationships with stakeholders to support policy development; and
- supporting the federal, provincial and territorial Forum of Labour Market Ministers.

Delivery Portfolio

Child and Family Services

This division works in partnership with stakeholders and community-based agencies to lead and support programs and services for vulnerable children, youth and families through the 10 Child and Family Services Authorities (CFSAs).

Key responsibilities include:

- leading the delivery of services as mandated by the *Child, Youth and Family Enhancement Act*, ranging from early intervention and family enhancement to child protection services;
- leading the delivery of programs mandated by the *Child Care Licensing Act*, *Family Support for Children with Disabilities Act*, *Protection Against Family Violence Act (PAFVA)* and the *Protection of Sexually Exploited Children Act*;
- leading the delivery of Parent Link Centre programs and the Outcomes-Based Service Delivery initiative in child intervention that promote positive outcomes for children, youth and families by strengthening both the practice and business relationships with service providers; and
- developing and maintaining relationships with the Delegated First Nation Agencies and Aboriginal Affairs and Northern Development Canada to support on-reserve child intervention service delivery.

Common Service Access

The Common Service Access division is working to ensure Albertans have easy access to programs and services through a common front-end experience. The aim is to make it simpler for Albertans to get information and assistance and to make it easier for them to move from program to program.

Key responsibilities include:

- ensuring that Albertans receive consistent holistic support to best address their needs whether they call or access information on the Alberta Supports website;
- collaborating with others to transform and enhance access and service delivery by focusing on holistic needs of the person;
- providing appropriate referrals to specialized service areas (e.g. Disability Services) when Albertans require more assistance;
- working together with program partners to deliver excellent information, benefits and services; and
- developing, distributing, and enhancing career, workplace and labour market information and resources for Albertans.

Disability Services

The Disability Services division is responsible for the delivery of programs and services to support children and adults with disabilities to live and participate in their communities. The division also provides alternate financial and/or personal decision-making options for vulnerable Albertans.

Key responsibilities include:

- supporting the provision of services for adults with a developmental disability, which are delivered through the Persons with Developmental Disabilities (PDD) Community Boards in partnership with community agencies;
- providing community supports for adults with disabilities through provincial strategies such as the Alberta Brain Injury Initiative, Community Access for Persons in Continuing Care, and specialized services;
- providing program support for families who have children with disabilities;
- leading the implementation of Alberta's Fetal Alcohol Spectrum Disorder 10-Year Strategic Plan; and
- administering the *Adult Guardianship Act*, the *Public Trustee Act* and the *Personal Directives Act* through the Office of the Public Guardian and Office of the Public Trustee.

Early Childhood and Community Supports

The division provides leadership that supports the delivery of preventive and partnership-based programs, with a focus on early childhood development. The division establishes policies, standards and quality assurance mechanisms to support the delivery of child care services, parenting supports, and the integration and settlement of newcomers into their communities.

Key responsibilities include:

- leading the Early Childhood Priority Initiative in partnership with Health and Education;
- setting and maintaining legislative standards for child care programs;
- establishing policies, procedures and quality assurance mechanisms that support CFSA's to license and approve child care programs;
- delivering certification services for staff working in licensed and approved child care programs and managing the provincial accreditation funding program;
- supporting the prevention, early intervention, and parenting programs offered by the CFSA's at Parent Link Centres and through Home Visitation programs;
- working with stakeholders to develop policies and programs to help newcomers settle and integrate into their communities; and
- working with businesses, communities and non-profit organizations to leverage investments to support children, youth and families through Alberta's Promise.

Employment and Financial Supports

The Employment and Financial Supports division helps unemployed or underemployed Albertans to find and keep jobs; employers to attract and retain skilled workers; low-income Albertans to meet their basic needs;

and provide financial health and personal benefits to adult Albertans with a severe and permanent disability that causes substantial limitation in their ability to earn a livelihood.

Key responsibilities include:

- providing services through the Alberta Works Centres to assist Albertans who are unemployed, underemployed or transitioning in the workplace with career planning, job search, interview skills and resume writing to find appropriate and meaningful employment;
- providing financial and health benefits to low-income adults who are severely and permanently disabled and unable to earn a livelihood through the Assured Income for the Severely Handicapped program;
- ensuring that all Albertans are able to meet their basic needs through the Income Support program;
- delivering the Adult Health and Child Health Benefit programs to ensure that low-income households have access to prescription drugs, dental services, optical services, emergency ambulance and diabetic supplies; and
- delivering the Advancing Futures Bursary program that helps youth who have been in care to further their education by providing a monthly living allowance, tuition, books and supplies while attending training programs.

Family Violence Prevention and Homeless Supports

The Family Violence Prevention and Homeless Supports division partners with communities and agencies to enable all Albertans affected by homelessness, family violence and bullying to be safe, live in dignity and achieve their highest level of independence.

Key responsibilities include:

- implementing *A Plan for Alberta: Ending Homelessness in 10 Years*;
- supporting the Interagency Council on Homelessness (formerly the Alberta Secretariat for Action on Homelessness) in monitoring the Plan's implementation;
- working with community-based organizations in Alberta's seven major cities to deliver on provincial and community plan initiatives including youth homelessness;
- funding 29 emergency shelter operations that provide 3,200 emergency and transitional shelter spaces across the province;
- developing policies and practices to support legislative and coordinated provincial and community responses to family violence and bullying;
- supporting women's shelters to provide high quality emergency shelter, outreach services and child care supports for children and families who are at risk of family violence;
- supporting sexual assault centres across Alberta to provide community-based direct services for victims; and
- supporting the Youth Secretariat's work to engage Alberta's youth in providing advice to government on issues important to youth.

Safe, Fair and Healthy Workplaces

The Safe, Fair and Healthy Workplaces division provides legislation, policy development and program design to ensure Alberta's workplaces are safe, fair and healthy. Working with employers and labour associations, and workers directly, this area enforces compliance with several pieces of workplace-related legislation.

Key responsibilities include:

- developing legislation, standards and policies related to occupational health and safety, employment standards and labour relations;
- developing educational materials and raising awareness of industry best practices to ensure that Alberta's workplaces are safe and healthy and that workers are treated fairly;
- enforcing the *Employment Standards Code*, which sets the minimum standards of employment (pay, vacation, termination, etc.), and includes responding to complaints, conducting investigations and administering appeals of orders and decisions;
- enforcing the *Occupational Health and Safety Act*, which sets the standards for the protection of workers by educating employers and workers about their health and safety rights and responsibilities, and includes proactively inspecting worksites, as well as responding to and investigating occupational health and safety complaints, serious incidents and fatalities;
- providing a framework for preventing and reducing diseases related to occupational hazards;
- providing mediation services to trade unions and employers in the collective bargaining process, appointing grievance arbitrators, and providing objective collective bargaining information; and
- providing advice, guidance and issues resolution through the Temporary Foreign Worker (TFW) Advisory Office to TFWs related to their employment in Alberta.

Corporate Services

The Corporate Services division is responsible for the ministry's financial planning, policies, information management and technology, Freedom of Information and Protection of Privacy (FOIP) services and the Information Sharing Strategy (ISS) initiative:

Key responsibilities include:

- leading the efficient and sustainable development and analysis of the ministry's financial planning, preparation of budgets (estimates) and monitoring;
- overseeing the preparation and implementation of the ministry financial reporting, compliance and accountability, financial projects and policies and regional financial services;
- providing corporate services for facilities and accommodations, information and records management, and business continuity;
- balancing transparency and privacy, and delivering services related to the *Freedom of Information and Protection of Privacy Act*, and
- implementing Alberta's Information Sharing Strategy (ISS) initiative.

Communications

Communications provides planning, advice and support to the Minister and the department, and clear and timely information to the public about the ministry's key initiatives, programs and services. Communications is also responsible for providing advice on issues management, media relations, specialized writing, social media, website content and product design.

Human Resources

Human Resources leads strategic human resource initiatives and oversees the planning, development and delivery of human resource services to the ministry. Human Resources develops innovative and collaborative strategies to recruit, engage and advance the capacity of staff.

Organizational Renewal

Organizational Renewal partners with senior leadership to build capacity to achieve organizational transformation through conscious change management, internal communications and cultural development. This area is committed to aligning the ministry with the Alberta Public Service "Reaching Our Full Potential" initiative to grow Human Services into the best place to work.

Agencies, Boards and Commissions

The Ministry of Human Services also includes the following agencies, boards and commissions:

Alberta Labour Relations Board

The Alberta Labour Relations Board (ALRB) is an independent and impartial tribunal responsible for the day-to-day application and interpretation of Alberta's labour laws. It processes applications and frequently conducts hearings on matters arising from both private and public employment sectors. Some, but not all, of the issues that come before the ALRB include certifications, revocations, various votes, bargaining unit determinations, and unfair labour practices, which fall under the *Labour Relations Code*, *Public Service Employee Relations Act*, and *Police Officers' Collective Bargaining Act*.

The *Labour Relations Code* encourages parties to settle their disputes through honest and open communication. The ALRB offers informal settlement options to the parties, but it also has inquiry and hearing powers to make binding rulings whenever necessary.

Appeals Commission for Alberta Workers' Compensation

The Appeals Commission for Alberta Workers' Compensation, an independent and impartial tribunal, hears worker and employer appeals arising from Workers' Compensation Board (WCB) review bodies. The mission of the Appeals Commission to provide a timely, fair and independent appeals process consistent with legislation, policy and the principles of natural justice.

Child and Family Services Authorities

The Child and Family Services Authorities (CFSA) are organized into 10 regions (Southwest, Southeast, Calgary and Area, Central, East Central, Edmonton and Area, North Central, Northwest, Northeast, and Métis Settlements), with the tenth CFSA specifically focusing on services to the eight Métis Settlements in the province. The CFSA deliver front-line services for the ministry, providing support and services to children, youth and families by meeting local needs while following provincial policies and standards.

Child and Family Services Council for Quality Assurance

The Council provides expert multidisciplinary advice to the ministry related to continuous quality improvement within the child intervention system. The Council has an essential role in working collaboratively with the ministry to identify effective practices and strengthen accountability and transparency in the way intervention services are provided to children and their families.

Interagency Council on Homelessness

Established in January 2013, the Interagency Council on Homelessness provides advice and guidance on policy, regulatory and program changes required for successful implementation of *A Plan for Alberta: End Homelessness in 10 Years*. The Interagency Council on Homelessness represents a variety of partners involved in the implementation of the 10-Year plan, including service providers, community-based organizations who distribute government funding, and all levels of government.

Occupational Health and Safety Council

The Occupational Health and Safety Council advises the Minister on matters concerning the *Occupational Health and Safety Act, Code and Regulation*. In addition, the Council is empowered to hear appeals related to orders issued by Occupational Health and Safety officers, cancellations/suspensions of a license or permit, and rulings from a disciplinary action complaint investigation. With the coming into effect of the *Protections and Compliance Statutes Amendment Act* on December 10, 2012, the duties of the OHS Council were expanded to include hearing appeals to administrative penalties for violations.

Persons with Developmental Disabilities Community Boards

The Persons with Developmental Disabilities (PDD) Community Boards are agents of the Crown as established by the Persons with Developmental Disabilities Community Governance Act. Each of the six Community Boards is responsible for the delivery of supports to adults with developmental disabilities within its region. These services assist adults with a developmental disability to be included in community life and to be as independent as possible.

Premier's Council on Alberta's Promise

Alberta's Promise was established in 2003 and introduced into the legislature as Bill One – *The Premier's Council on Alberta's Promise Act*. With that Act, Alberta became the first jurisdiction in Canada to enshrine the promise initiative in legislation and appoint a council to fulfill that promise. Alberta's Promise provides information and support to businesses and facilitates partnerships that make it easier to invest resources,

such as volunteer time, in child and youth programs that align with their interests and that support the priorities of the communities in which they operate.

Premier's Council on the Status of Persons with Disabilities

The role of the Premier's Council on the Status of Persons with Disabilities is to advise and report to the Government of Alberta on matters relating to Albertans with disabilities. The Council fulfills this role by listening to the opinions of the disability community, communicating these ideas and concerns to the Government of Alberta and the broader community, and working with governments, community organizations and other stakeholders toward solutions.

Social Care Facilities Review Committee

This citizen committee is responsible for reviewing the quality of services provided in certain social care facilities (i.e. day care and out-of-school programs, foster homes, child and youth facilities, and emergency shelters for women) and investigating complaints or concerns regarding social care facilities upon the Minister's request. The Lieutenant Governor-in-Council appoints Social Care Facilities Review Committee members.

Workers' Compensation Board - Alberta

The Workers' Compensation Board – Alberta (WCB) is an employer funded, not-for-profit organization legislated to administer the workers' compensation system for the province's employers. The WCB is independently funded and operated as an insurance enterprise. In Canada, workers' compensation is a no-fault disability insurance system that protects both employers and workers against the economic impact of work-related injuries and occupational disease.

Workers' Compensation Medical Panels

Medical panels provide the WCB and Appeals Commission with an impartial, independent decision-making process to resolve medical issues that affect a claimant's right to compensation. Each panel is made up of three contracted physicians with specialized knowledge of the medical area in dispute.

Youth Secretariat

The Youth Secretariat, chaired by a Premier-appointed Member of the Legislative Assembly (MLA), works with youth, MLAs, ministry representatives, government departments and stakeholders. The Secretariat is liaison between the Youth Advisory Panel and the Ministry of Human Services, identifying issues specific to youth at risk; ensuring programs are responsive to the needs of Alberta's children, youth and families; and serves as a voice for Alberta's youth within the Government of Alberta.

Ministry Organizational Changes 2012-13

On May 8, 2012, the government announced new ministry structures. The 2012-13 ministry annual reports and financial statements have been prepared based on the new ministry structure. The responsibility for Immigration was moved to the Ministry of Enterprise and Advanced Education. The Persons with Developmental Disabilities (PDD), Assured Income for the Severely Handicapped (AISH) and Office of the Public Guardian (OPG) programs from the former Ministry of Seniors, and the Office of the Public Trustee (OPT) from the Ministry of Justice were transferred to the Ministry of Human Services.

The figure below notes the changes and transfers of the business plan priority initiatives and performance measures from the 2012-15 Alberta Seniors' and Alberta Justice Business Plans to assist the reader with locating this information in the 2012-13 Human Services Annual Report. In addition, the following priority initiative was transferred to the Ministry of Enterprise and Advanced Education:

** Work with the Government of Canada to maximize the use of the federal immigration systems so Alberta continues to be a destination of choice for qualified foreign-trained professionals.*

2012-15 Seniors' Business Plan	Results for this priority initiative can be found under:
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1.6 Collaborate with government partners to improve service coordination for individuals with complex service needs and promote safety for frontline workers. (Individuals with complex service needs may have multiple disabilities or additional barriers such as mental health issues or addictions).

2.3 Encourage Albertans to plan for a time when they may need help with decisions by promoting the use of supported decision-making authorizations and personal directives.

Measure 2.a Satisfaction with supports and decision making services provided by the Office of the Public Guardian of:

- Private guardians
- Service providers



Vulnerable children, individuals and families are protected and supported in times of need.

2012-15 Seniors' Business Plan

Results for this priority initiative can be found under:

- 1.1 Design a plan to develop and implement increases to the monthly living allowance and the employment income exemptions for clients of the Assured Income for the Severely Handicapped program.
- 1.2 Implement measures to enhance wages for community-based agency staff who work with individuals with disabilities.
- 1.4 Implement improvements to the PDD program to improve outcomes, increase effectiveness and efficiency, and ensure the program's long-term sustainability.
- 1.8 Collaborate with government partners in Alberta Supports initiative to improve how social-based assistance programs are delivered to Albertans.
- 2.4 Develop and implement a "Promoting Brain Health" initiative to raise Albertan's awareness about proactive approaches to brain health and the prevention of cognitive decline.
- Measure 1.b Percentage of AISH clients who agree that personal benefits help them live more independently than if they were unable to access these benefits.
- Measure 1.c Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services (*biennial* survey).



In collaboration with communities and stakeholders, the conditions and opportunities are created for Albertans to succeed.

2012-15 Justice Business Plan

Results for this priority initiative can be found under:

- 2.2 Align and coordinate the frontline justice services of the Maintenance Enforcement Program, the Office of the Chief Medical Examiner, the Civil Forfeiture Office, Claims and Recoveries, and the Office of the Public Trustee to implement efficiencies and provide accessible, responsive and client focused services for Albertans.



Vulnerable children, individuals and families are protected and supported in times of need.

Review Engagement Report

To the Members of the Legislative Assembly

I have reviewed the performance measures identified as reviewed by the Office of the Auditor General in the Ministry of Human Services' Annual Report 2012-2013. The reviewed performance measures are the responsibility of the ministry and are prepared based on the following criteria:

- Reliability – The information used in applying performance measure methodologies agrees with underlying source data for the current and prior years' results.
- Understandability – The performance measure methodologies and results are presented clearly.
- Comparability – The methodologies for performance measure preparation are applied consistently for the current and prior years' results.
- Completeness – The goals, performance measures and related targets match those included in the ministry's budget 2012.

My review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of enquiry, analytical procedures and discussion related to information supplied to me by the ministry.

A review does not constitute an audit and, consequently, I do not express an audit opinion on the performance measures. Further, my review was not designed to assess the relevance and sufficiency of the reviewed performance measures in demonstrating ministry progress towards the related goals.

Based on my review, nothing has come to my attention that causes me to believe that the performance measures identified as reviewed by Office of the Auditor General in the ministry's annual report 2012-2013 are not, in all material respects, presented in accordance with the criteria of reliability, understandability, comparability and completeness as described above.

[Original signed by Merwan N. Saher, FCA]

Auditor General

May 29, 2013

Edmonton, Alberta

Performance Measures Summary Table

Goals/Performance Measures	Prior Year's Results				2012-13 Target	Current Actual
Goal 1: Vulnerable children, individuals and families are protected and supported in times of need.						
Percentage of children and youth who received child intervention (family enhancement or protective) services and did not require protective services within 12 months of file closure	86% 2008-09	90% 2009-10	89% 2010-11	88% 2011-12	87%	89% 2012-13
Percentage of Aboriginal children in foster care/kinship care who are placed with Aboriginal families	39% 2008-09	40% 2009-10	41% 2010-11	43% 2011-12	50%	39% 2012-13
Percentage of adults staying at government funded women's emergency shelters who report that they are better able to keep themselves and the children under their care safer from abuse	97% 2008-09	97% 2009-10	97% 2010-11	94% 2011-12	95%	97% 2012-13
Percentage of Albertans who have information to better help in situations of family violence or bullying:						
▪ Family Violence**	N/A 2003-04	N/A 2005-06	66% 2007-08	73% 2009-10	N/A	71% 2011-12
▪ Bullying**	N/A 2003-04	N/A 2005-06	65% 2007-08	65% 2009-10	N/A	74% 2011-12
Percentage of participants employed after leaving Income Support	64% 2008-09	52% 2009-10	63% 2010-11	64% 2011-12	70%	59% 2012-13
Goal 2: Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity.						
Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program	75% 2008-09	68% 2009-10	72% 2010-11	77% 2011-12	75%	74% 2012-13
Inter-provincial rank of Alberta's labour force participation rate (#1 is the highest)‡	#1 74.7% 2008	#1 74.3% 2009	#1 72.9% 2010	#1 73.7% 2011	#1	#1 73.4% 2012
Inter-provincial rank of Alberta's First Nations, Métis and Inuit off-reserve labour force participation rate*	#1 71.5% 2008	#3 [†] 69.9% 2009	#1 70.6% 2010	#1 67.7% 2011	#1	#2 69.9% 2012
Lost-Time Claim Rate: Number of lost-time claims per 100 person-years worked*	1.73 2008	1.53 2009	1.41 2010	1.49 2011	1.27	1.39 2012

Goals/Performance Measures

Prior Year's Results

**2012-13
Target Current
Actual**

Goal 3: In collaboration with communities and stakeholders, the conditions and opportunities are created for Albertans to succeed.						
Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their child (<i>biennial survey</i>)*	N/A 2004-05	86.7% 2006-07	86.1% 2008-09	89.5% 2010-11	87%	91.0% 2012-13
Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year	78% 2008-09	79% 2009-10	79% 2010-11	83% 2011-12	81%	86% 2012-13
Percentage of licensed day care centres and contracted family day home agencies that are accredited or participating in accreditation	N/A 2008-09	N/A 2009-10	96% 2010-11	97% 2011-12	95%	98% 2012-13
Percentage of AISH clients who agree that personal benefits help them live more independently than if they were unable to access these benefits*	77% 2008-09	80% 2009-10	72% 2010-11	83% 2011-12	76%	92% 2012-13
Satisfaction of families/guardians of adults with development disabilities with PDD-funded services (<i>biennial survey</i>)**	86% 2004-05	83% 2006-07	85% 2008-09	85% 2010-11	87%	87% 2012-13
Satisfaction with supports and decision making services provided by the Office of the Public Guardian of						
<ul style="list-style-type: none"> ▪ Private guardians** 	91% 2004-05	92% 2005-06	95% 2007-08	98% 2009-10	N/A	93% 2011-12
<ul style="list-style-type: none"> ▪ Service providers** 	87% 2004-05	87% 2005-06	93% 2007-08	94% 2009-10	N/A	92% 2011-12

‡ Indicates Performance Measures that have been reviewed by the Office of the Auditor General, as part of Measuring Up 2013.

* Indicates Performance Measures that have been reviewed by the Office of the Auditor General.

The performance measures indicated with an asterisk were selected for review by ministry management based on the following criteria established by government:

- Enduring measures that best represent the goal;
- Measures for which new data is available; and
- Measures that have well established methodology.

** Biennial survey. Survey conducted every two years – no new data for 2012-13.

† Alberta's ranking in 2009 changed from 3rd place to a tie for 2nd place when New Brunswick's result was revised from 70.7% to 69.9% by Statistics Canada. To remain consistent with Government of Alberta reporting of this historical result, we are reporting the original result and ranking.

For more detailed information, see Performance Measures – [Data Sources and Methodology](#) in the Appendix section.

Discussion and Analysis of Results

Analysis of Financial Results

The ministry's 2012-13 revenues were \$355.3 million, approximately \$12.3 million higher than the previous year. The increase is primarily in Federal Government Grants including Services on First Nations Reserves and the Labour Market agreement.

The ministry's overall spending in 2012-13 was \$4.2 billion, which increased by approximately \$384.3 million from the previous year. The increase is comprised of \$229 million in the Assured Income for Severely Handicapped program, \$74.2 million in the Children's programming including Child Intervention, Child Care, Early Intervention Services for Children and Youth, and Family Support for Children with Disabilities programs, \$59.7 million in the Supports to Persons with Disabilities program, \$12.8 million in the Homeless Supports program and other program spending increases across the ministry.

Within this context, the following section summarizes the key results for the ministry in 2012-13.

Goal 1

Vulnerable children, individuals and families are protected and supported in times of need.

The Ministry of Human Services works to protect vulnerable children, individuals and families. The ministry collaborates with Albertans, partners and stakeholders to enhance the ability of families and communities to develop nurturing and safe environments for all Albertans. Through prevention, preservation and protection, and in partnership with the contracted agencies, key stakeholders and community partners, the ministry improves outcomes for vulnerable Albertans and their families.

The ministry achieves its goals through the evaluation, enhancement, and implementation of services that promote the development and well-being of children, youth and families; supporting the well-being and independence of persons with disabilities through programs, services, safeguards and information; and the development of a client-centred support model that improves access to existing programs for Albertans affected by family violence.

Key results and highlights in the protection and support of vulnerable children, individuals and families include:

- In a joint effort with Education and Health, Human Services is leading priority actions to integrate early childhood development supports into services offered by the departments in order to expand the range of responsive and effective services provided in communities that help families support the healthy development of children and respond to the risks of those who are vulnerable. Priority actions will help children get a healthier start, support parents to help their children reach developmental milestones, and enrich early learning and child care environments.
- Eliminating homelessness is a complex task and community ownership is vital to achieve successful outcomes. The Alberta Interagency Council on Homelessness was established in January 2013. The Council replaces the former Alberta Secretariat for Action on Homelessness. This community-focused partnership was created to enhance community input and participation in guiding the future direction of *Plan for Alberta: Ending Homelessness in 10 Years*. Since 2009, more than 6,600 homeless Albertans have been provided with housing and supports, and more than 1,600 people have graduated from the *Housing First Programs* and are living independently. Of the Albertans who received support to help break the cycle of poverty and homelessness, approximately 80 per cent remain housed.
- Human Services is committed to working collaboratively and establishing partnerships with community organizations to end homelessness in Alberta. A Homeless Outreach Support Services pilot project was undertaken in Lethbridge where 32 out of 37 clients received permanent housing.
- In 2012-13, Human Services expanded the Outcomes-Based Service Delivery (OBSD) Initiative to 15 sites across the Child and Family Services Authorities. The first Aboriginal Outcomes-Based Service Delivery pilot site was launched in Edmonton, a partnership between the Bent Arrow Traditional Healing Society, the Boyle Street Co-Op and the Edmonton and Area Child and Family Services Authority (CFSA). The primary goal of OBSD is to improve outcomes for vulnerable children and families by

strengthening both government practice and relationships with the contracted agency sector. The focus on early involvement has also allowed many families to receive the supports they need without having to open a formal Child Intervention file.

- In 2012-13, the ministry expanded the capacity of the Parent Link Centres to deliver the Triple P – Positive Parenting Program by providing additional training and program resources to maximize provincial reach and coverage of the programs. Triple P is a multi-level evidence-based program that aims to prevent severe behavioural, emotional and development problems in children by building parents’ knowledge, skills and confidence. Access to the more intensive levels of Triple P were enhanced by offering training and program resources for groups of contracted agencies and Outcome-Based Service Delivery lead agencies in the two largest Child and Family Services Authorities. The Family Support for Children with Disabilities program also provided additional training to contracted programs across the province in Stepping Stones Triple P – a component of the program that assists parents of children with disabilities with strategies and supports. The new website for parents and practitioners to find out more about the Triple P program in Alberta can be accessed by visiting alberta.triplep-staypositive.net/.
- Reducing the incidence of Fetal Alcohol Spectrum Disorder (FASD) is a priority in our province. More than 36,000 Albertans are affected by FASD, which includes a complex range of brain injuries and developmental, physical, learning and behavioural conditions that can result from exposure to alcohol during pregnancy. Human Services, along with its government and community partners, is in the sixth year of a 10-year FASD Strategic Plan to deliver community-led programs and services to those affected by FASD. In 2012-13, the ministry completed a five year evaluation of the FASD 10-Year Strategic Plan. Results from the evaluation indicated that:
 - awareness of FASD is high: 96 per cent of survey respondents were aware that alcohol-usage during pregnancy causes FASD, and that FASD can be prevented if women are encouraged and supported to avoid the use of alcohol or drugs during pregnancy;
 - the FASD Service Network Program yielded positive service delivery outcomes. The majority of the clients surveyed indicated the program helped increase awareness of what services are available to support them, and helped in dealing more effectively with FASD-related concerns; and
 - there was a substantial increase in the number of clients accessing the Parent-Child Assistance Program (PCAP) in 2012-13. PCAP has proven to be an excellent model of wrap-around service delivery, with its primary goals being to assist substance abusing pregnant and parenting mothers in obtaining alcohol and drug treatment, staying in recovery and resolving complex problems related to issues of substance abuse.
- Between April 1, 2012 and September 30, 2012, more than 5,000 women and children accessed in-shelter residential services in provincially funded shelters. In addition to providing in-shelter residential services, shelters supported women and children with more than 8,500 community referrals between July 2012 and December 2012. The Government of Alberta, in collaboration with provincial sexual assault centres, is currently working towards standardizing program outcomes for men and women accessing counselling services across the province to ensure the use of consistent measures and outcomes. This

includes \$3 million in funding over three years to Association of Alberta Sexual Assault Services from Health through the *Creating Connections: Alberta's Addiction and Mental Health Strategy*, to support increased counselling services and training for staff.

- The ministry has accepted and is acting on recommendations from the Office of the Auditor General to the Office of the Public Trustee (OPT). Significant steps have been taken to improve and enhance OPT operations, including increasing internal auditors' independence and ensuring they can implement and follow best practices, as well as strengthening controls for payment processing and cheque distribution.
- In November 2012, Human Services held the first-ever Alberta Inspiration Awards to recognize leaders in family violence prevention, recognizing 17 exceptional individuals, organizations, business and youth for their commitment to ending family violence in their communities. Award recipients were selected for their leadership in working to prevent family violence and supporting those who are affected by it. Their dedication, compassion and leadership have had a tremendous impact in the prevention of family violence and set an extraordinary example for others to take action and make a difference.
- Following the proclamation of the *Child and Youth Advocate Act*, which established the Advocate as independent Officer of the Legislature, the ministry and the Advocate signed a principle-based Memorandum of Understanding that enshrines our shared commitment to working together to improve outcomes for children and families. This collaborative work will be guided by a focus on accountability and transparency, as well as continuous improvement based on evidence and leading practice.
- In the past, the ministry's business plan included a performance measure reporting on the percentage of children receiving protective services who sustained an injury that led to overnight hospitalization or death.

This measure has been removed from the ministry's business plan, but a commitment was made to continue to publicly report all injuries and deaths of children and youth in care, regardless of cause.

In 2012-13, 21 children and youth in care suffered an injury that resulted in an overnight hospitalization. Of the 21 children and youth, two were injured by a motor vehicle, one sustained an accidental abdominal injury that required emergency surgery, one sustained a head injury due to a fight with a sibling, two sustained a self-inflicted non-suicidal injury, three were due to intoxication, five were due to suicide attempts, five were due to accidental bone fractures, and two were due to head injuries (one was the result of an assault by person(s) unknown while the other was related to a pre-existing medical condition).

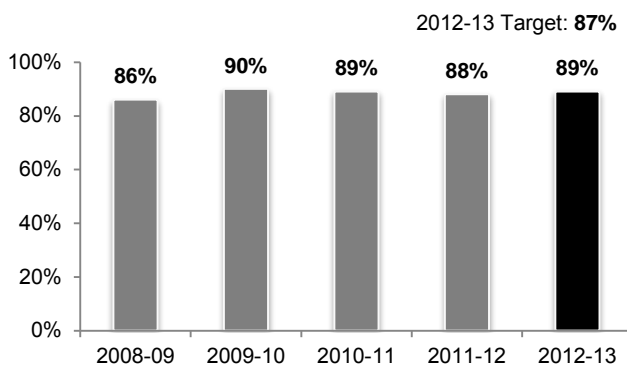
In 2012-13, 10 children and youth in care died. Two of these deaths were due to pre-existing medical conditions (cerebral palsy and complications from premature birth), three were due to suicide, two were the result of accidents (drowning and motor vehicle accident), one was classified a homicide, one is still pending determination by the Medical Examiner, and one cause of death was classified as undetermined.

The *Child and Youth Advocate Act* and the *Child, Youth and Family Enhancement Act* require that the Office of the Child and Youth Advocate and the Council for Quality Assurance receive notification of deaths as well as serious injuries of children in care. Serious injury is defined in the legislation as a life-threatening injury to the child or an injury that may cause significant impairment of the child's health. The

incidents involving the two children who sustained head injuries met the criteria for reporting, as did the 10 deaths, and as such, these were reported to the Office of the Child and Youth Advocate and the Council for Quality Assurance.

Performance Measures

Percentage of children and youth who received child intervention (family enhancement or protective) services and did not require protective services within 12 months of closure



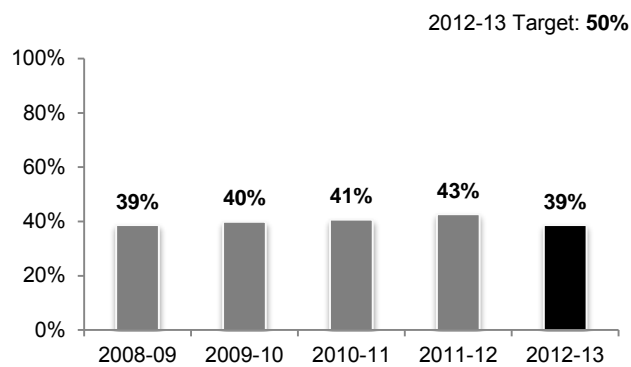
This measure describes the proportion of children who did not require child protection services within 12 months after their child intervention file closure. A child intervention file closure refers to the conclusion of either family enhancement or child protection supports. Child intervention services are designed first and foremost to protect children from further maltreatment and rates of recurrence are a key indicator of the success of these services. This measure is based on one of the 10 indicators in the Canadian National Child Welfare Outcomes Indicator

Matrix (NOM). This Matrix, used across jurisdictions, provides a common set of indicators and a framework for tracking outcomes for children and families receiving child welfare services.

In 2012-13, 89 per cent of families who received child intervention services did not require subsequent child protection supports within one year of their file closure. This result exceeds the target of 87 per cent.

Families that are involved in child intervention services typically have many complex issues. Having addressed the original concern there may be a new different concern that arises for the family, or issues related to the previous concern may emerge. Development of the Casework Practice Model was started in 2005 and was fully implemented province-wide in 2009. The Casework Practice Model emphasizes a thorough assessment at the initial involvement with the family. This comprehensive assessment looks at the complex issues within the family and how to plan to mitigate and resolve the issues. With a thorough understanding of the issues from the outset, the proper services can be targeted and implemented, thus reducing the number of times the family would need to come in contact with the ministry in order to resolve their issues. Also the assessment itself may help families work through and resolve some of the concerns and thus reduce the need for formal intervention services.

Percentage of Aboriginal children in foster care/kinship care who are placed with Aboriginal families



This measure is an indicator of Aboriginal children and youth receiving culturally appropriate services through foster care or kinship care. The decision to remove a child from their biological family and bring the child into care is not an easy one or one taken lightly. When it is necessary to bring an Aboriginal child into care, attempts are made to place the child in their community, with extended family, individuals emotionally connected to the child or a family of a similar Aboriginal background.

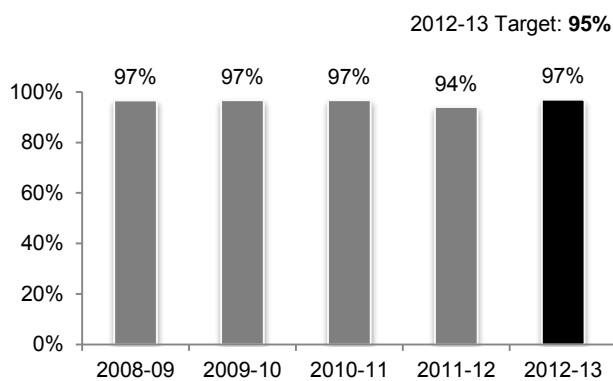
This measure is based on one of the ten indicators in the Canadian National Child Welfare Outcomes Indicator Matrix (NOM). This Matrix, used across jurisdictions, provides a common set of indicators and a framework for tracking outcomes for children and families receiving child welfare services (for more information on the NOM please visit www.cecw-cepb.ca/national-outcomes-matrix).

Like other jurisdictions in Canada, Alberta is experiencing challenges in recruiting caregivers. This is due in part to the changing demographics of Canadian families: there are more lone parent families and more families where both parents work. These families may not have the time or capacity to care for foster children. We are also seeing more caregivers adopting the children in their home and retiring from caregiving, both of which create a reduction in the number of homes that are retained relative to the new homes that are recruited.

The ministry continues to work with Aboriginal communities and caregivers to invest in ongoing recruitment for Aboriginal foster parents and kinship caregivers. In 2012-13, 39 per cent of Aboriginal children in foster or kinship care were placed with Aboriginal families. This result is below the target of 50 per cent. With the exception of 2012-13, results have been gradually and steadily increasing since 2005-06. The ministry is committed to supporting Aboriginal children to maintain cultural connections and, wherever possible, places Aboriginal children in Aboriginal homes that provide safe and stable environments.

Kinship care is a placement with extended family or others who have a significant relationship with the child. It is often the preferred option for placement, particularly for Aboriginal families, given the pre-existing relationship between the child and caregivers and the greater likelihood that important cultural ties will be maintained.

Percentage of adults staying at government funded women’s emergency shelters who report that they are better able to keep themselves and the children under their care safer from abuse



In 2012-13, 97 per cent of adults staying at government funded women’s emergency shelters reported that they are better able to keep themselves and the children under their care safer from abuse. Results have been strong over the last five years. The 2012-13 result of 97 per cent equals the results achieved in 2010-11, 2009-10 and 2008-09. This result is connected to the Outcomes-Based Service Delivery Model intended outcome: Women’s ability to look after themselves and their children is increased.

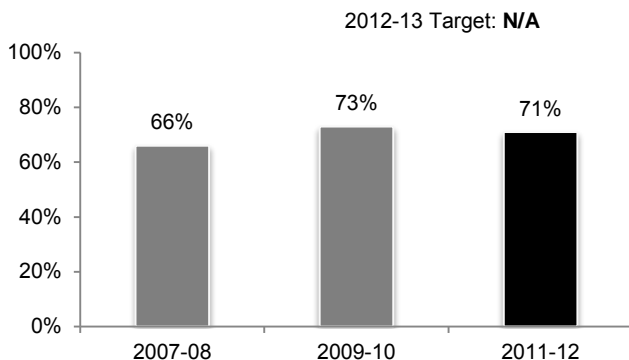
Outcomes-Based Service Delivery Model is a client-centred response to family violence that creates opportunities for flexible support services that are based on an individual’s existing resources, needs and community supports. The Women’s Emergency Shelter program works towards the following five common goals:

- clients are safe and basic needs are met – 99 per cent of clients felt safe inside the shelter;
- clients have increased knowledge of family violence – 96 per cent of clients felt the services helped them better understand dangers to themselves;
- clients have an increased awareness of and access to community services – 96 per cent of clients felt the services helped them better understand choices available to them in the community;
- community awareness and support is increased – 31 shelters have a public awareness program; and
- women’s ability to look after themselves and their children is increased – 97 per cent of clients are better able to keep themselves and the children in their care safer from abuse.

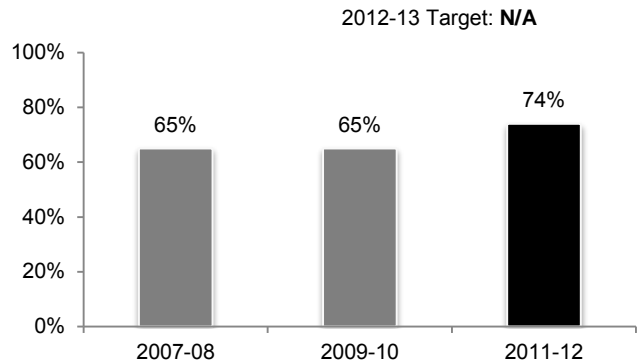
As part of their annual contract funding, all provincially funded women’s emergency shelters and second stage shelters are provided with outreach funding to better connect victims with supports in the community and to increase community awareness and support.

Percentage of Albertans who have information to help in situations of family violence or bullying

Family Violence



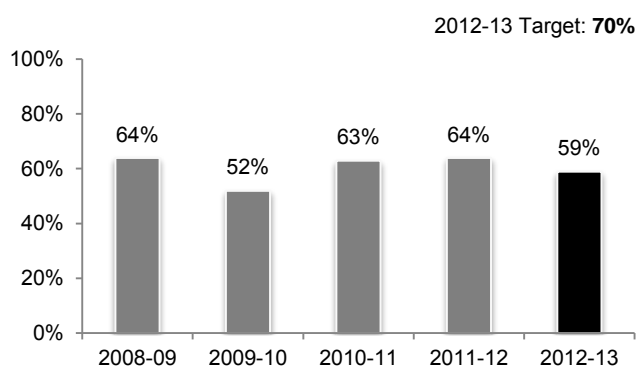
Bullying



The most recent available survey results are from the 2011-12 fiscal year for this performance measure that uses a biennial survey.

For the percentage of Albertans who have information to better help in situations of bullying, the measure result at 74 per cent is seven percentage points above target and nine percentage points above the previous result. This increase is largely due to external factors. There have been no increases to provincially funded public awareness campaigns or calls to the bullying prevention hotline; however, there was increased media reporting of bullying influenced suicides, numerous celebrity anti-bullying campaigns and national and international political focus on the outcomes of bullying. For the percentage of Albertans who have information to better help in situations of family violence, the measure result at 71 per cent is two percentage points below target and the previous result. This is similar to the previous year's results and the ministry will continue working to enhance its promotional activities against family violence.

Percentage of participants employed after leaving Income Support



In 2012-13, 59 per cent of participants were employed at any time after leaving Income Support (based on a survey conducted three months after they have left the program). Prior education, work experience and other barriers affecting participants impacted employment outcomes. Those that stopped receiving Income Support without obtaining employment could have transitioned to training programs, entered new partnerships or received support from other sources (CPP, EI and disability-related income). Although the results showed progress by increasing in 2011-12,

they returned to a lower level in 2012-13. Many participants in Income Support face multiple barriers and require more support to succeed in long-term attachment to the labour market.

The purpose of the Income Support program is to help Albertans be as independent as possible, move to employment and stay in the labour force. Human Services measures the percentage of participants employed after leaving Income Support to determine the impact Human Services has in the quality and effectiveness of service delivery.

Financial assistance is provided to individuals who are unable to financially support themselves. They are classified as Income Support Expected-to-Work or Barriers-to-Full-Employment (formerly Not-Expected-to-Work) clients. A number of services may be made available to these clients. Human Services support and/or benefit programs provide financial and employment assistance for individuals and families whose income and assets are insufficient to meet their basic needs and to increase the quality of life of low-income Albertans.

Goal 2

Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity.

A fair, safe, healthy and productive workplace improves the quality of life and well-being for Albertans and helps keep Alberta prosperous and competitive in the global economy. The Ministry of Human Services invests in Alberta's labour supply, skills and workplaces to ensure the long-term sustainability and prosperity of the economy.

Through collaborative efforts with Alberta's industry associations and employers, and in working with the Government of Canada, the ministry implements targeted workforce strategies and initiatives to increase the participation of those underrepresented in the labour force, including Aboriginal people, youth, immigrants, persons with disabilities, low-income earners and mature workers; and advances occupational health, safety and employment standards awareness through educational programs and compliance initiatives.

Key results and highlights of the ministry's progress against this goal include:

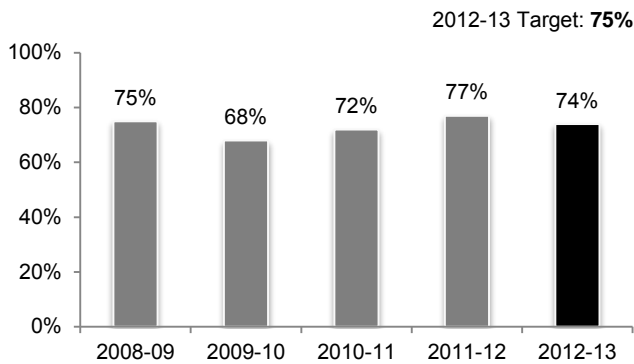
- In 2012-13, Alberta Works Centres hosted more than two million job seeker visits from Albertans. The program provides career information and resources to all Albertans, including support for youth through the *Youth-in-Transition* program, and the entrepreneurship and self-employment for Aboriginal Albertans through training and supports.
- Through the Alberta Works office in Brooks, Human Services coordinated the supports for employees of XL Foods Inc., Lakeside Packers, following mass layoffs affecting approximately 2,000 staff resulting from a beef product recall and temporary plant shutdown. Approximately 1,000 Lakeside Packers employees, including temporary foreign workers, visited the Alberta Works office to obtain information related to financial assistance, and career and employment resources. Additional staff resources were deployed from other Human Services' programs to respond to the crisis, as well as staff from Calgary's Temporary Foreign Worker Advisory Office to assist temporary foreign workers.
- Alberta's minimum wage increased from \$9.40 per hour to \$9.75 per hour effective September 1, 2012. The change was in keeping with the policy introduced in 2011 for an automatic annual review of increases in average weekly earnings and the consumer price index in Alberta. This review formula indicated a 3.5 per cent increase was required, and as a result the 35 cents per hour increase was implemented.
- Effective December 10, 2012, Alberta workers and employers who violate Alberta's safety rules face new penalties and significantly greater fines with the amendment of the *Occupational Health and Safety Act* through Bill 6: *The Protections and Compliance Statutes Amendment Act*. The amendment act changes the *Occupational Health and Safety Act* in six ways:
 - adding new administrative penalties for violations (up to \$10,000);
 - enhancing the authority of Occupational Health and Safety Officers;
 - requiring the mandatory identification of a prime contractor at a worksite;

- expanding the duties of the OHS Council to include hearing appeals to administrative penalties;
 - allowing the government to collect creative sentences owing to third parties; and
 - in accordance with regulation, orders can now be serviced by electronic methods (e.g. fax, email etc.).
- Human Services increased its efforts to improve fairness in the workplace through a combination of increased education tools and enforcement regarding employment standards. Employers and employees can now access information and educational materials about employment standards through a web page (humanservices.alberta.ca/working-in-alberta/esjudgments.asp) that lists employers who have not paid employees properly, plus a new series of short videos to help business owners and their employees understand and comply with the *Employment Standards Code* and Regulation. Albertans can also now sign up online for upcoming “Wages at Work” workshops that provide detail information on applying the *Employment Standards Code* and Regulation to everyday situations.
 - In 2012-13, the Career Information Hotline (1-800-661-3753) provided assistance to nearly 12,000 Albertans to help them make informed career, education and employment decisions. Resources for job seekers, including career, learning, employment and labour market information resources, were available in print and online on the Alberta Learning Information Services (ALIS) website (www.alis.alberta.ca) to better equip Albertans with the tools to succeed.
 - The Alberta Labour Relations Board (ALRB) is an independent and impartial administrative tribunal responsible for the day-to-day application and interpretation of Alberta’s labour laws. The ALRB processes applications and frequently conducts hearings on matters arising from both private and public employment sectors. The target of 85 per cent for the number of decisions rendered within 90 calendar days from the completion of the hearing(s) was reached. The ALRB has not seen the additional increase in workload that occurred last fiscal period, although applications and hearings remain up over the 2010-11 fiscal period; 12 per cent and five per cent respectively. Supervised strike/lockout vote applications were up 25 per cent, while the largest decrease was in the number of unfair labour practice complaints brought before the Board.
 - The Appeals Commission for Workers’ Compensation hears worker and employer appeals arising from decisions of the Workers’ Compensation Board review body. Its mission is to provide a timely, fair and independent appeals process consistent with legislation, policy and the principles of natural justice. In 2012-13, 98 per cent of decisions, if challenged, were supported either by the Ombudsman, a reconsideration panel, or a court of superior jurisdiction. Similarly, 98.8 per cent of decisions conformed to the quality measure. As of October 31, 2012, appeal timelines exceeded the performance target.

On November 1, 2012, the Appeals Commission introduced a new electronic appeals management system. As part of the transition plan, it is currently validating timeline calculations for the remainder of the fiscal year. Throughout the implementation of the new system, the Commission continued to conduct hearings and issue decisions. A full report on timeline statistics for the period of November 1, 2012 to March 31, 2013 will be included in next year’s annual report.

Performance Measures

Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program

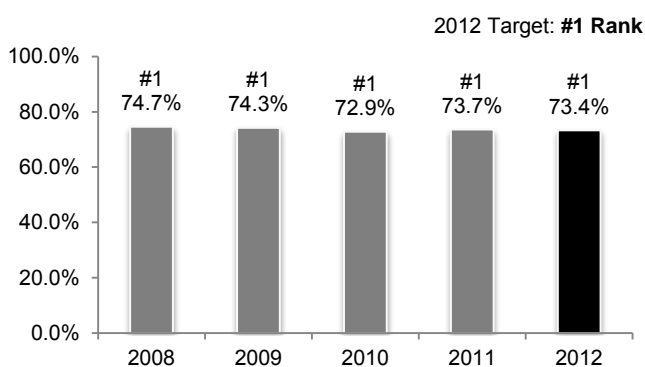


In 2012-13, 74 per cent of participants were either employed or in further education or training after leaving a skills training program (based on a survey conducted three months after they have left the program). This missed the target of 75 per cent and was a three percentage point decrease from the 77 per cent result in 2011-12.

Human Services continues to support Albertans in acquiring the knowledge, skills and resources needed to participate in current and future labour market opportunities. Employment/training programs and services are provided to participants to encourage attachment to the labour market. This performance measure assesses the effectiveness of these programs in helping participants obtain employment or go on to further education or training.

Human Services focuses on the provision of relevant, timely and effective employment and training programs and services to help Albertans prepare for, obtain and maintain employment. Success is based on the engagement of individuals, business and industry, training providers, communities, and other levels of government.

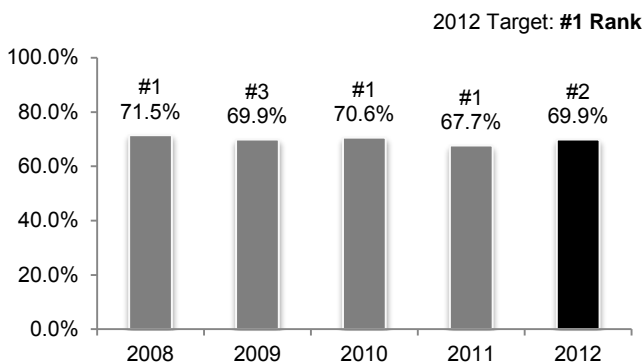
Inter-provincial rank of Alberta's labour force participation rate (#1 is the highest)



This measure ranks labour force participation rates by comparing Alberta to each of the other 10 Canadian provinces. Though the labour force participation rate for Alberta decreased slightly in 2012, Alberta ranks number one among all Canadian provinces, with a participation rate of 73.4 per cent. Alberta's rate is 3.9 percentage points higher than number two-ranked Saskatchewan, where the participation rate was 69.5 per cent, and significantly higher than the national labour force participation rate of 66.7 per cent.

Though labour force participation has experienced a declining trend in the past five years, it does have the potential to rise in future as Alberta's economy continues to grow. Targeted strategies to increase the labour force participation of under-represented groups such as Aboriginal people and persons with disabilities may also contribute to positive growth in labour force participation.

Inter-provincial rank of Alberta’s First Nations, Métis and Inuit off-reserve labour force participation rate

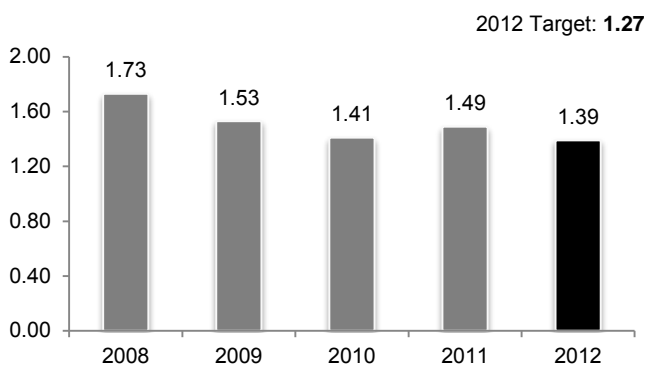


The labour force participation rate for the First Nations, Métis and Inuit population in Alberta had a solid increase in 2012. It moved to 69.9 per cent in 2012 from 67.7 per cent in 2011. This reversed what had been a declining trend for the rate in recent years. It had been close to or above the 70 per cent threshold in the previous years and the rate had been at 71.5 per cent in 2008.

This measure utilizes a ranking of the labour force participation rates by comparing Alberta to each of the other 10 Canadian provinces. Alberta compares positively when examining the 10 other provincial rates; as the labour force participation rate of 69.9 per cent for the First Nations, Métis and Inuit population in Alberta ranked number two in 2012. Prince Edward Island had a substantial increase in 2012 in its labour force participation rate for the First Nations, Métis and Inuit population. It moved up from 54.5 per cent in 2011 to 80.5 per cent in 2012. The overall population in Prince Edward Island has steadily increased in the last five years. PEI also experienced an overall increase in its employment and labour force in 2012, and all of these factors impacted Alberta’s ranking.

Human Services monitors the labour market participation of First Nations, Métis and Inuit off-reserve through Statistics Canada’s Labour Force Survey. Ministry programs have been established to support populations both on and off-reserve; however, this measure provides data on a more frequent and consistent basis. Human Services provides a wide range of programs and services that include collaboration with industry, partners and other levels of government.

Lost-Time Claim Rate: Number of lost-time claims per 100 person-years worked



Levels of safety in Alberta as measured by the Lost-Time Claim Rate (LTCR) improved in 2012. The LTCR decreased to 1.39 lost-time claims per 100 person-years worked in 2012. This 2012 result resumed the downward trend that had occurred in recent years. The rate of 1.39 showed a solid decrease from the 2011 figure of 1.49. Results from the two previous years were 1.53 in 2009 and 1.41 in 2010. The rate in the year 2000 was 3.43 – apart from an increase in 2011, the LTCR has seen a definitive decrease since that time. Human Services

continues to work towards more effectively identifying employers with high rates of injury and disease, and work with them to improve their workplace safety practices and management systems. A decrease in the LTCR provides an indication that workplace health and safety in the province is improving.

Another informative measure that is related to the LTCR is the Disabling Injury Rate. The Disabling Injury Rate (DIR) for 2012 stood at 2.72 lost-time claims per 100 person-years worked and combines both the lost-time and modified-work claims to produce an overall figure where an occupational injury or disease disables the worker, causing either time lost from work or modification of their normal work duties. The LTCR and the DIR are both calculated based on the number of claims and the estimated person-years worked. One person-year is equivalent to one full-time worker working for one year, or 2,000 hours worked. This formula is effective because fluctuations in the number of workers do not impact the results.

Goal 3

In collaboration with communities and stakeholders, the conditions and opportunities are created for Albertans to succeed.

The Ministry of Human Services works collaboratively with other ministries and stakeholders to develop approaches to achieve better outcomes for children and families. The ministry facilitates Albertans' ability to participate, live and direct one's life while maintaining important relationships with family, friends and the community. The Social Policy Framework will guide government and community partners to address challenges such as poverty, addiction and family violence. The framework supports transformational change and envisions a renewal of social policy with a system-wide focus on co-ownership, collaboration and transparency.

The ministry recognizes the particular importance of engaging in ongoing community conversations with First Nations leadership, Aboriginal communities, service provision partners, and federal and provincial government departments to develop a shared awareness of complex issues to improve outcomes for Aboriginal children, youth and families. By ensuring that information sharing practices within government and with service agencies support the best decisions possible in regard to the health, education and safety of children and families and supporting client-centered, integrated service delivery, the conditions and opportunities are created for Albertans to succeed.

Key results and highlights in support of this goal include:

- In 2012, the Alberta government invited Albertans to share their ideas about how social policy can achieve better outcomes for Alberta's children, families, individuals and communities. The *Speak. Share. Thrive.* public engagement provided Albertans opportunities online and at community-led discussions to help create a social policy framework that would guide decisions about the relevance and effectiveness of social policies and programs for Albertans.

On February 28, 2013, Premier Redford was joined by Cabinet members, community and business leaders, and stakeholders to adopt Alberta's Social Policy Framework. The framework will guide government and community partners to better address social challenges such as poverty, addiction, family violence and child care in Alberta. It supports transformational change and envisions a renewal of social policy with a system-wide focus on shared responsibility, collaboration and transparency.

Public consultation on the framework was extensive. More than 31,000 Albertans participated in a two-phase engagement process that brought together Aboriginal Elders, business leaders, communities, non-profit organizations, service delivery agencies, municipalities, elected officials, and Government of Alberta staff. A summary of the findings of the public engagement, *Summing Up: Albertans' Perspectives for a Social Policy Framework* is available to read on the Social Policy Framework site of the Government of Alberta's main website.

The Social Policy Framework sets the overall purpose and direction of social policy in Alberta and coordinates system and service delivery activities by: clarifying what Albertans want to achieve and the corresponding responsibilities; coordinating activities between all stakeholders to ensure policy alignment

and consistency; and providing overall direction to planning and decision-making to improve the lives of Albertans.

The ultimate purpose of the framework is to have social policies, programs, and systems that produce better outcomes. The following social policy outcomes for Albertans will be supported by shifts in the social-serving delivery system. Albertans will be:

- Safe - Live free from fear of abuse and violence;
- Healthy - Achieve the highest attainable standards of health and well-being;
- Secure and Resilient - Support themselves and their households through safe work and career opportunities, with access to effective income supports when in financial need;
- Lifelong Learners - Develop the knowledge, skills, and commitment to learning necessary to realize their potential and participate in society;
- Included - Feel welcomed in the communities where they live, learn, and work; and
- Active and Engaged - Explore opportunities to participate in recreational activities and cultural experiences, and to engage in Albertan society.

The second set of outcomes recognizes that the well-being of individuals and families requires a renewed system of social supports and services. The social-serving system will be:

- Aligned - Policy is aligned across program areas so that tools and supports work together to solve complex challenges;
- Balanced - Programs and services balance preventative actions and intervention, while supporting the whole person and recognizing both strengths and needs;
- Accessible - Albertans have access to and benefit from cohesive, flexible, timely, and informed services and supports;
- Accountable and Sustainable - Social programs and services are results-oriented, transparent, and sustainable; and
- Complementary - Roles are complementary, balanced, and work together to achieve outcomes.

The framework will evolve over time. While it is intended as a tool to guide government and community efforts in social policy for the next 10 to 15 years, it is meant to be a subject of open dialogue to ensure that it responds to social change as it occurs. Further information on the social policy framework can be found at socialpolicy.alberta.ca.

- The Government of Alberta is committed to information sharing practices within government and with service agencies that support effectiveness and efficiency with making the best decisions possible in regard to the health, education and safety of children and families. The Information Sharing Strategy (ISS), was propelled by Minister Hancock's November 2011 Human Services Mandate Letter. The intent of the strategy is to support better outcomes for Alberta's children, adults and families by supporting collaborative approaches in sharing personal and health information.

Development of the ISS is complete and planning of the implementation is currently underway. Phase One of the Strategy's implementation (years 1-2) includes the ministries of Human Services, Health and

Education, as well as their respective service delivery partners; and Phase Two (years 3-5) will expand to include all in-scope ministries and stakeholders.

Partners both internal and external to government were consulted about what is working and how their services are affected by information sharing barriers. Summaries of the consultation discussions are posted online and available infosharing.alberta.ca.

- Human Services recognizes the importance of engaging First Nations leadership, Aboriginal communities, service provision partners, and federal and provincial government departments to develop a shared awareness and understanding of complex issues. As of January 2013, Human Services held well-received community conversations with more than 1,200 people, representing 117 communities in nine locations across the province. Comments collected from the conversations formed a rich base of data from which themes have emerged and action plans will be developed. The primary themes identified include:
 - Relationship-Based Practice – focusing on developing good relationships with clients and partners by treating people with respect and dignity and truly listening to each person’s or family’s unique circumstances.
 - Capacity Building and Prevention – increase the skills, knowledge and resources of communities to provide a wide variety of services at a local level and building up informal supports within the community.
 - Shared Decision Making at All Levels of Systems – focuses on the importance of including all stakeholders in decision-making processes in a meaningful way that balances power, accountability and responsibility.
 - Indigenous Ways of Being – the importance of Aboriginal culture, language, spirituality and traditions.
- Established a process for consultation and collaboration between Child and Family Services Authorities, Delegated First Nation Agencies, representatives of non-delegated First Nations and the department to develop a child-focused approach to supporting First Nation children receiving child intervention services. Support was provided to the three Treaty areas to create a better understanding of the role of the First Nations Band Designate to ensure First Nation children receiving services off-reserve are connected to their heritage and culture.
- Albertans can access information on more than 28 social-based assistance programs and 117 services offered by partnering ministries by calling just one number (1-877-644-9992, toll free) or visiting one website (www.albertasupports.ca). In 2012-13, Human Services enhanced the Alberta Supports web portal, including the addition of the “Am I Eligible” tool which enables Albertans to assess information on which services may be available to them.
- The Alberta Supports Contact Centre received approximately 233,000 calls from Albertans between April 1, 2012 and March 31, 2013. The Contact Centre continues to provide Albertans with a single point of contact for information related to employment and training, services and supports for seniors, persons with disabilities, low income, children and youth, abuse and bullying, homelessness and making life decisions.

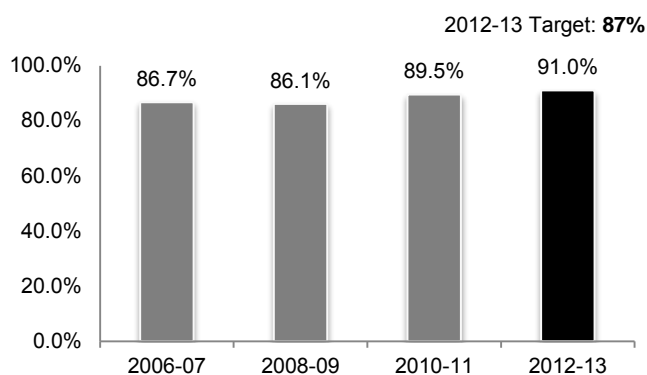
- A three-year project that is making it easier for pregnant and parenting teens to work towards their high school completion was introduced in summer 2012. The Strengthening Hope Bursary streamlines the application process for provincial income support and child care subsidies access, allowing the Terra Centre for Teen Parents in Edmonton and Catholic Family Service of Calgary to directly administer the funding. This project was the result of a partnership between Alberta Human Services and Alberta Education.
- The Office of the Auditor General made three recommendations in its October 2010 report on the way the department monitors and enforces compliance with its regulations for child care programs. Human Services addressed these recommendations and supported staff by providing them with better tools. In addition, we enhanced quality assurance mechanisms and continue to monitor for compliance. During the follow-up audit in August and September 2012, Human Services was advised that all audit recommendations were met.
- Human Services supports industry associations and employers in meeting their workforce requirements. In 2012-13, Human Services hosted 700 Employer Connection events, connecting 90,000 Albertans to careers and jobs with more than 3,000 employers. In addition, the ministry worked with private and public stakeholders to support the development of the 881 Business Incubation Centre, which opened on June 27, 2012. The centre supports employment and entrepreneurship in communities along the Highway 881 corridor between Lac La Biche and Fort McMurray, and was the recipient of the 2013 Alberta Chamber of Resources Aboriginal Rewarding Partnerships award, which recognizes excellence in innovation in cooperation and capacity building.
- Making child care more affordable makes a meaningful difference for working parents. Changes to the child care subsidy program came into effect April 1, 2012 and improved access to affordable, quality child care. The household income threshold for qualified families to receive the maximum subsidy increased from \$35,100 to \$50,000. This means more families will have access to the full subsidy and to a partial subsidy.
- Effective April 1, 2012, the maximum Assured Income for the Severely Handicapped (AISH) financial benefit was increased by \$400 per month from \$1,188 to \$1,588. The thresholds for the employment income exemptions were also doubled from \$400 to \$800 per month for single clients and from \$975 to \$1,950 per month for AISH clients with co-habiting partners and/or dependent children. Increased exemptions for employment income allow individuals to work to the extent they are able while maintaining the support they receive through AISH. Participation in the workforce not only enhances income, but facilitates independence and builds connections to the community.
- In 2012-13, Human Services implemented the Persons with Developmental Disabilities (PDD) Change initiative aimed at making it easier for individuals and families to access contact and program information, and related resources. The PDD program website has been revised to make it easier for individuals and families to access contact information, program information, and related resources. An information package regarding the Supports Intensity Scale (SIS) was developed to help individuals and families understand the interview tool, why it is being used and how it works. Information from the SIS helps PDD staff members determine the type and amount of services required based on the assessed support

needs. Based on recommendations from the Alberta Ombudsman, the PDD program completed improvements to policy and practice for Family Managed Services (FMS). Public policy on FMS was revised to clarify which Community Board decisions regarding FMS are appealable.

- In March 2013, Human Services held the second annual Brain Health Symposium. The free symposium is part of the Office of the Public Guardian’s Promoting Brain Health Initiative, which encourages Albertans to adopt a lifelong, proactive approach to maintaining their independence. More than 300 people attended the symposium and learned about making healthy lifestyle choices, such as the importance of nutrition and exercise.

Performance Measures

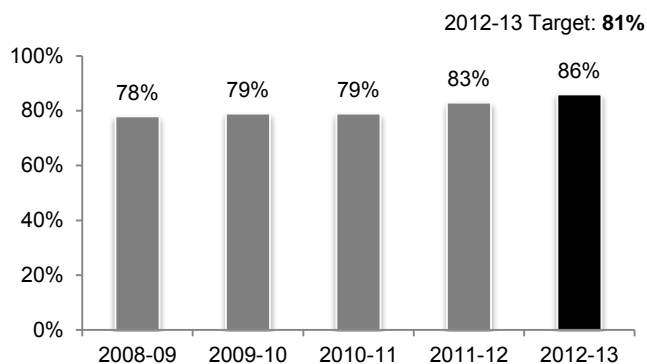
Percentage of families access the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their child (*biennial survey*)



The 2012-13 result of 91 per cent is an increase over the two previous results and surpassed the 2012-13 target by four percentage points. The results for this measure are obtained from a survey conducted every two years and the next survey will be conducted for the 2014-15 fiscal year. One key outcome indicator for how programs are performing involves feedback from the users of those programs and services. This measure involves surveying families accessing the Family Support for Children with Disabilities program to obtain feedback on their satisfaction with services

received and their perception of the program’s impact on the children in their homes. Research indicates that the impact of service provided to a child with a disability increases significantly when the service is family-centred; the family is supported to make decisions for their child and is satisfied with the service received. Family satisfaction has increased and continues to be very high.

Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year



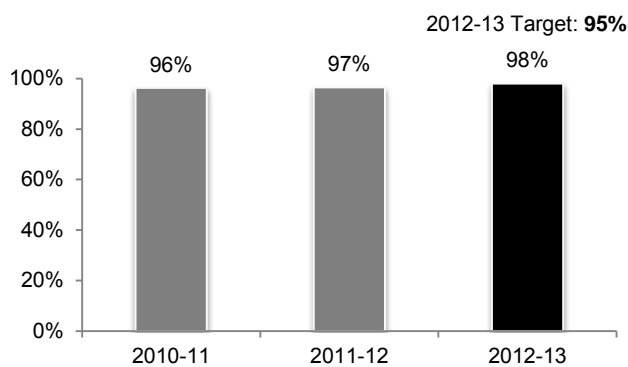
Advancing Futures is an educational bursary program that supports youth who have been in care or receiving services under the *Child, Youth and Family Enhancement Act*. Approximately 3,900 youth in care or formerly in care, between the ages of 18-22, meet the eligibility criteria for Advancing Futures. The program provides funding to support youth in achieving their educational goals and leads them to obtaining meaningful employment. Youth are invited to apply if they would like to obtain their high school

General Equivalency Diploma, upgrade through adult education or enroll in a post-secondary school for a degree, diploma, certificate or trade.

During the 2012-13 fiscal year, 585 students were approved to receive a bursary. This is a 2.5 per cent decrease over the 2011-12 fiscal year, however more than 700 applications were received for funding and 115 students did not follow through with the application process. Of the 585 students who received an *Advancing Futures* bursary, 86 per cent successfully completed their planned studies; this was a three percentage point increase over the result from the 2011-12 fiscal year.

In addition to addressing financial needs, *Advancing Futures* assists students in achieving success by supporting them through transitional challenges such as transition into adulthood issues, learning everyday life skills and how to be successful in school. *Advancing Futures* takes a strength-based approach to supporting youth and recognizes the potential of students to reach their educational goals and overcome challenges they may face. Measuring the percentage of youth successfully completing their planned studies provides *Advancing Futures* with the opportunity to assess both the students' and program's success.

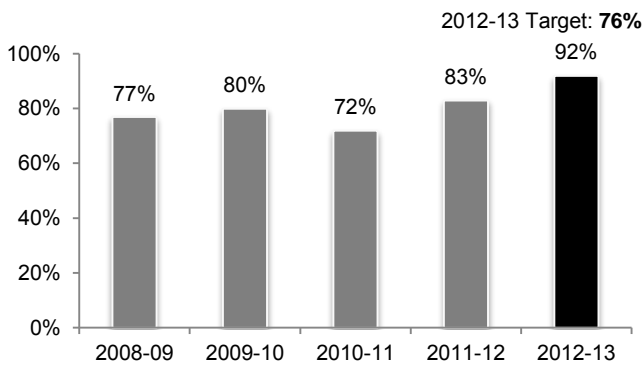
Percentage of licensed day care centres and contracted family day home agencies that are accredited or participating in accreditation



In 2012-13, 98 per cent of licensed day care centres and contracted family day home agencies were either accredited or participating in accreditation. The figure for 2012-13 is consistent with the results over the previous fiscal years, at 97 per cent in 2011-12 and 96 per cent in 2010-11. Participating in accreditation is defined as programs that have applied to the accreditation agency for the self-study to begin the accreditation process. Programs that applied but withdrew with notification to the accreditation agency are excluded.

Accreditation standards of excellence promote each child's growth and development by ensuring positive outcomes for children and helping families select the best child care option. Accreditation acts on Alberta's commitment to ensure that children have a healthy start in life and the supports they need to grow and thrive. The Alberta Association for Accreditation of Early Learning and Care Services (AELCS) accredits eligible day care programs and family day home agencies in Alberta. Accreditation is a voluntary process. The result for this measure is based on the number of licensed day care programs and contracted family day home agencies accredited and participating in accreditation as of March 31, 2013.

Percentage of AISH clients who agree that personal benefits help them live more independently than if they were unable to access these benefits

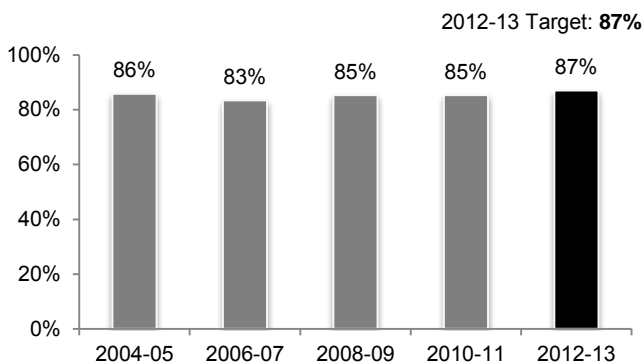


In the 2012-13 survey of AISH clients who received at least one personal benefit, 92 per cent of respondents agreed that the personal benefit(s) helped them to live more independently than if they were unable to access the benefit(s). This result is nine percentage points higher than in 2011-12 and the highest result in the last five years.

Personal benefits help AISH clients with extra monthly or one-time expenses. They assist with the cost of child care, special diet, maintaining a service animal,

medical supplies or equipment, and training or employment supports. Personal benefits enable the AISH program to be more responsive to unique client needs. As this survey is related to personal benefits, it was not expected that the AISH living allowance increase would have a direct impact in client satisfaction with personal benefits. However, it may be difficult for some AISH clients to separate satisfaction with personal benefits from satisfaction with the recent increase to the monthly AISH living allowance.

Satisfaction of families/guardians of adults with development disabilities with PDD-funded services (biennial survey)



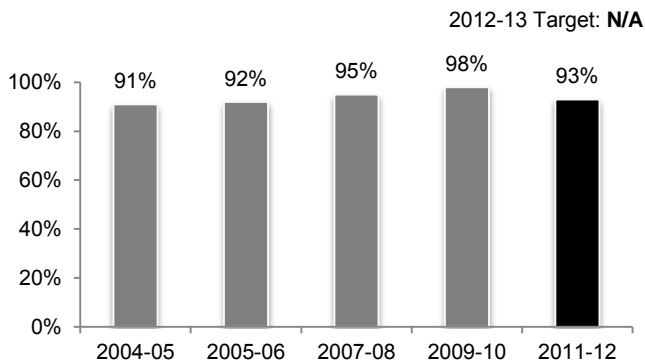
The Persons with Developmental Disabilities (PDD) program provides funding for staff supports for adult Albertans with developmental disabilities, to support them in their home, work, and social environments based on individual need. In 2012-13, 87 per cent of families/guardians (public and private) reported overall satisfaction with PDD-funded services received by the person to whom they provide guardianship. Services funded by the PDD program and delivered by contracted agencies are an important mechanism for achieving successful outcomes for clients. The

opinions of families and guardians regarding these services, as measured by PDD’s Family / Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvement.

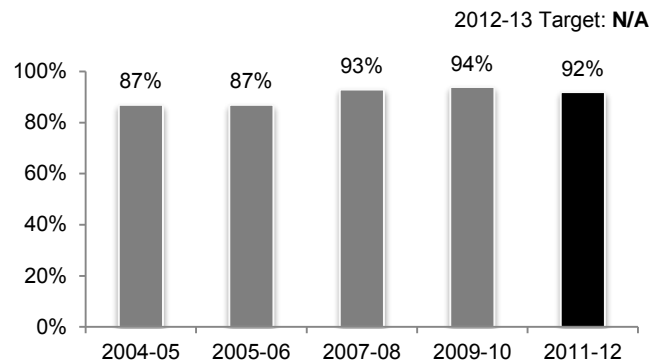
Overall satisfaction consists of those who strongly agree, agree or somewhat agree that they are satisfied with PDD-funded services. Results for this measure are collected every second year. Future results for this performance measure will next be available in the 2014-15 Annual Report.

Satisfaction with supports and decision-making services provided by the Office of the Public Guardian of:

Private Guardians

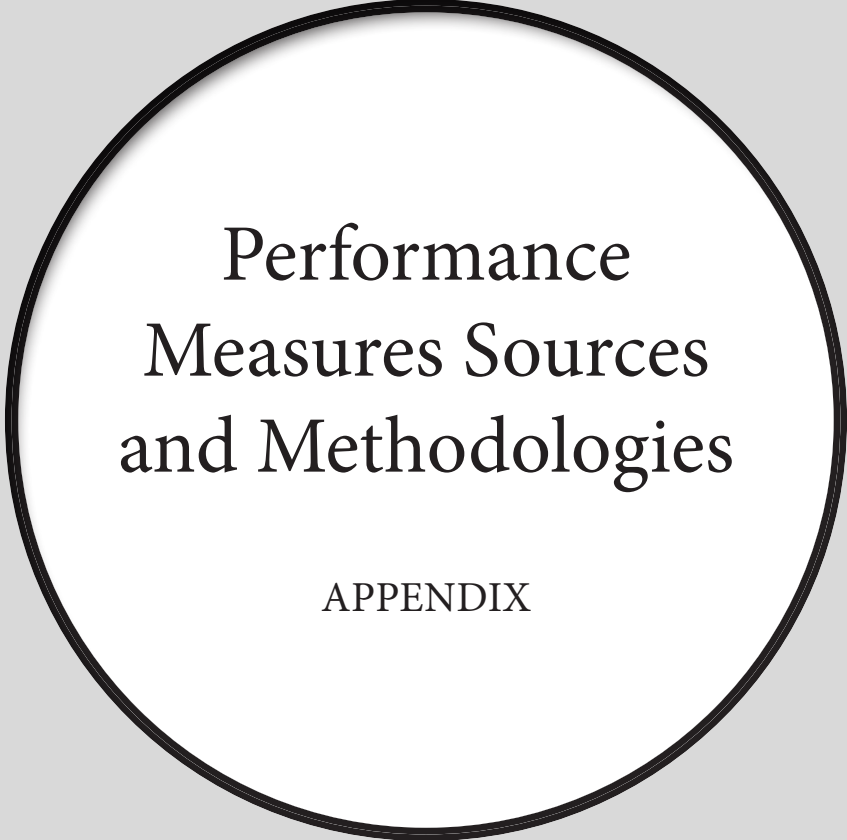


Service Providers



The most recent available survey results are from the 2011-12 fiscal year. This performance measure uses a biennial survey.

In 2011-12, the ministry surveyed private guardians who had applied for or renewed their guardianship order within the last 12 months. Ninety-three per cent of private guardians expressed satisfaction with the Office of the Public Guardian (OPG) in 2011-12, a decrease over the 2009-10 results among this group. Results may have decreased due to the additional requirements under the new *Adult Guardianship and Trusteeship Act*, such as suitability screening and criminal record checks. Survey results also indicate that 92 per cent of service providers were satisfied with the services provided by the OPG. This is a slight decrease over an already high level of satisfaction (94 per cent) measured in 2009-10. Other statistics were also obtained in 2011-12, as interviews with a total of 39 represented adults with a public guardian were held in five communities across the province. Eighty-five per cent of the participating represented adults with a Public Guardian said their guardian listened to what they had to say. Eight-five per cent also said they trusted, or could “count on” their guardian, and 83 per cent stated they believed their guardian made their life better.



Performance
Measures Sources
and Methodologies

APPENDIX

Appendix: Performance Measure Sources and Methodologies

The following information is a summary of Human Services' performance measures, sources and methodologies for the results reported in the Performance Measures Summary Table (page 25-26).

Goal 1

Percentage of children and youth who received child intervention (family enhancement or protective) services and did not require protective services within 12 months of file closure

This measure describes the proportion of children with a child intervention file closure in a fiscal year that did not require child protection services within 12 months of the closure. A child intervention file closure refers to either a family enhancement or child protection closure. Step 1 of this measure involves looking at all the children whose file closed (there is a closure entered on Child and Youth Information Module) during the time period from April 1, 2012 to March 31, 2013 (Denominator). Step 2 of this measure looks at the children identified in Step 1 who, within 12 months of the closure, did not require additional services through the Child Protection Program (Numerator). Children are included in the denominator if the closure occurred prior to their 17th birthday.

Children who may be in need of intervention services are identified from concerns raised by the community or by self-referral. Information is then gathered to assess the current situation and plan for how best to address the concern. At the initial stage of involvement with a child, there is a collaborative and thorough assessment. Through this assessment process, the caseworker and family develop a relationship, identify issues and create a plan to address the issues. This thorough assessment ensures children and families receive the targeted and effective services they need when they need them. Services are concluded when it is felt that the issues have been addressed. This collaborative practice helps families feel comfortable seeking assistance before an issue becomes a crisis.

Percentage of Aboriginal children in foster care/kinship care who are placed with Aboriginal families

This measure looks at the placement of Aboriginal children in foster or kinship care homes where the foster or kinship family has an Aboriginal background. A foster or kinship care family is determined to be Aboriginal if the home is denoted as Aboriginal or the caregiver's racial origin is identified as Aboriginal in the Child and Youth Information Module (CYIM) or Intervention Services Information System (ISIS). The result is derived by dividing the number of Aboriginal children in foster/kinship care who are placed with Aboriginal families by the total number of Aboriginal children in foster/kinship care placed during the period.

This measure describes the proportion of children who did not require child protection services within 12 months after their child intervention file closure. A child intervention file closure refers to the conclusion of either family enhancement or child protection supports. Child intervention services are designed first and foremost to protect children from further maltreatment and rates of recurrence are a key indicator of the success of these services. This measure is based on one of the 10 indicators in the Canadian National Child Welfare Outcomes Indicator Matrix (NOM). This Matrix, used across jurisdictions, provides a common set of indicators and a framework for tracking outcomes for children and families receiving child welfare services.

Percentage of adults staying at government funded women's emergency shelters who report that they are better able to keep themselves and the children under their care safer from abuse

A Client Feedback Survey, as part of the Outcomes-Based Service Delivery model, was conducted with clients of contracted women's emergency shelters. Clients who stayed at the 29 Provincial funded women's emergency shelters throughout the province were given the opportunity to participate in this survey. The survey includes a screening question to determine if the client's stay at the shelter was because of abuse (with or without children), as only these clients' responses to the remaining questions are included in the performance measure statistics.

A sample of the six months between April 1, 2012 to September 30, 2012 was drawn from the total surveys. The total number of surveys in the specified sample was 1059. Of these, 858 answered "yes" to the screening question. Of those, 858 surveys, 844 were completed surveys. The overall margin of error for the survey results was equal to ± 2.8 per cent, 18 times out of 20.

In 2011-12, the women's emergency shelter program began piloting a provincial Outcomes-Based Service Delivery model and Client Feedback Survey. Initially, the performance measurement information was collected on a separate exit survey. The reliability of the information was questioned as clients were being given a battery of exit surveys, from both the government and the shelter. In 2012-13, all exit survey questions, including the performance measurement questions were incorporated into the larger Client Feedback Survey.

Respondents are not necessarily 'unique individuals'; if a client visited a shelter more than once in the survey period, they may have completed the survey more than once. Respondents are asked to complete the Client Feedback Survey just prior to leaving the shelter.

Abuse can vary for every woman who chooses to stay at a shelter. Women with literacy issues or those who speak English as a second language may find it difficult to understand the question.

Instructions through email and phone were provided to shelter staff on how to use the Client Feedback Survey and monthly reminders are provided to shelter staff so surveys are sent in for compilation in a timely manner.

Percentage of Albertans who have information to better help in situations of family violence or bullying:

- **Family Violence**
- **Bullying**

The most recent available survey results are from the 2011-12 fiscal year for this performance measure that uses a biennial survey.

This measure involves a telephone survey (Albertans' Perceptions of Family Violence and Bullying Survey) of Albertans 16 years and older to examine public awareness and understanding of family violence and bullying. The results for this measure are based on survey questions related to exposure to information on family violence and bullying and to what extent this information enabled respondents to feel better able to help in a family violence or bullying situation. From January 4 - 16, 2012, a total of 900 telephone interviews with Albertans aged 16 years and older, including a formal pilot test survey with 21 Albertans across the province on January 4, 2012, were conducted. The average interview length was 15.3 minutes. The "birthday method" of selecting

respondents was used in order to ensure randomness within households (i.e., asking to speak to the person in the household over the age of 16 years who most recently celebrated a birthday). Interviews were stratified by nine Child and Family Services Authority regions. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data were weighted to ensure the sample's regional and age/gender composition reflects that of the actual Alberta population over the age of 16 years according to 2011 Population Estimates (based on Alberta Health Card data). With a sample of 900, results are considered accurate to within +/-3.2 percentage points, 19 times out of 20, of what they would have been had the entire population of Albertans over the age of 16 years been polled.

Percentage of participants employed after leaving Income Support

Results for this measure are obtained through the Work Outcomes Reporting Project (WORP) Survey. An independent consultant is retained through WORP to contact former Income Support program participants three months after they left the program. The participants' employment level is obtained from the question, "Have you been employed at any time since you stopped receiving social assistance (welfare)?" "Yes" and "No" responses are used to calculate the measure result.

People in two categories may qualify for Income Support and be included in the survey:

- People who have difficulty working because of a chronic mental or physical health problem or because of multiple barriers to employment (Barriers to Full Employment); and
- People who are looking for work, working or unable to work in the short-term (Expected to Work).

Random sampling of these clients is used except in situations where a census approach is more effective (i.e., if the population size is too small). All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone after 10 attempts, the option to call back the survey company via a toll free line is offered. Those who cannot participate in the telephone survey are given the option to complete an Internet version of the questionnaire. The same performance measure question is used in the phone and the online questionnaires. Both phone and online responses are captured in the result calculation.

Satisfaction with supports and decision making services provided by the Office of the Public Guardian of:

- **Private guardians**
- **Service providers**

The most recent available survey results are from the 2011-12 fiscal year for this performance measure that uses a biennial survey.

The surveys for the Office of the Public Guardian (OPG) are conducted by telephone every two years by an independent research firm. For 2011-12, the surveys were completed in mid-November to mid-December 2011. The OPG provided a list of all private guardians who had applied for or renewed a guardianship order within 12 months of the survey. From this list of 1,127 private guardians, a random sample of 1,000 private guardians were notified that they may be contacted to participate in a survey. Telephone surveys were conducted until responses were obtained from 328 private guardians to the question: "Overall, how satisfied are you with the services provided by the Office of the Public Guardian?" This sample is directly comparable to the 2006, 2008,

and 2010 surveys, which focused on private guardians who had applied for or renewed a guardianship order within 12 months. Respondents were asked to use a four-point scale of (1) “Very Satisfied”, (2) “Somewhat Satisfied”, (3) “Somewhat Dissatisfied”, (4) “Very Dissatisfied”. The responses to “Very Satisfied” and “Somewhat Satisfied” are combined in the results to obtain an overall rating of satisfaction. The results are considered accurate to within +/- 4.6 percentage points, 19 times out of 20.

The OPG provided the survey firm with a list of 650 Service Providers known to have had contact with the OPG and responses to were obtained from 362 service providers to the same question: “*Overall, how satisfied are you with the services provided by the Office of the Public Guardian?*” As with private guardians, a four-point scale was used and the top two responses are combined to obtain an overall rating of satisfaction. Results for this survey are considered to be accurate to within +/- 3.4 per cent, 19 times out of 20.

Interviews with 39 represented adults were undertaken by a research and service agency specializing in disability-related research. Represented adults were asked, “*Does your guardian listen to what you have to say?*” The methodology used to gather information in the 2009-10 and 2011-12 survey differed from that used in 2007-08. In 2007-08, focus group discussions were held with OPG clientele. Based on feedback provided by the 2007-08 focus group facilitator (e.g., some represented adults experienced anxiety in a group setting), individual interviews were utilized in 2009-10 and again in 2011-12. Due to the unique methodological constraints and small sample size for the Represented Adults survey, caution is required in comparing results across years or generalizing results to the full population.

Goal 2

Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program

This performance measure indicates success levels for participants in skills programs in finding employment or going on to further education or training. The skills programs included are Work Foundations (WF) and Training for Work (TFW). Results for the WF and TFW programs are obtained through the Work Outcomes Reporting Project (WORP) Survey. An independent consultant is retained through WORP to contact former program participants three months after they leave WF and TFW programs. The percentage of WF and TFW participants employed post-intervention is obtained from the question, “*What is your current main activity? Are you Employed, Self Employed, In School/Training, Unemployed, Retired.*” The responses that indicate that the participant is employed or in school or training are used to calculate the measure result.

Random sampling of all clients is used except in situations where the population size is small and all clients are selected for inclusion.

All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone after 10 attempts, the option to call back the survey company via a toll free line is offered. Those who cannot participate in the telephone survey are given the option to complete an Internet version of the questionnaire. The same performance measure question is used in the phone and the online questionnaires. Both phone and online responses are captured in the result calculation.

Inter-provincial rank of Alberta's labour force participation rate (#1 is the highest)

Statistics Canada's Labour Force Survey (LFS) is the primary source of statistics on employment and unemployment in Canada and the provinces. The LFS is conducted by Statistics Canada across the country. The survey sample size for Canada as of the end of December 2011 was 56,026, while the sample for Alberta as of December 2011 was 5,585. The coefficient of variation (the standard error as a percentage of the reported result) is 1.0 per cent for the 2,253,500 people in the Alberta labour force.

The LFS provides information on the work activities of the respondents during the week containing the 15th day of the month known as the reference week. The target population covered by the survey corresponds to all persons aged 15 years and over residing in Canada, with the exception of the following: persons living on reserves and other Aboriginal settlements, full-time members of the Canadian Forces, and the institutionalized population. The labour force is the sum of the number of persons employed and the number of persons actively seeking employment (unemployed). This is calculated as a 12-month average for the calendar year.

The participation rate represents the percentage of the working age population that is either employed or actively seeking employment (unemployed). With this performance measure, the rate for Alberta is compared to the other nine Canadian provinces. The inter-provincial ranking is reported to assess how Alberta ranks when compared to the other provinces across Canada.

For more information on the methodology of the Labour Force Survey, please see Guide to the Labour Force Survey (2012), Statistics Canada: <http://www.statcan.gc.ca/pub/71-543-g/71-543-g2012001-eng.htm>.

Inter-provincial rank of Alberta's First Nations, Métis and Inuit off-reserve labour force participation rate

Statistics Canada's Labour Force Survey (LFS) is the primary source of statistics on employment and unemployment in Canada and the provinces. The LFS is conducted by Statistics Canada across the country. The survey sample size for Canada as of the end of December 2011 was 56,026, while the sample for Alberta as of December 2011 was 5,585. The LFS provides information on the work activities of the respondents during the week containing the 15th day of the month known as the reference week. The coefficient of variation (the standard error as a percentage of the reported result) is 2.5% for the 88,700 people in the First Nations, Métis and Inuit labour force (off-reserve).

The LFS includes a question that asks if the respondent is a member of the Aboriginal Population. The First Nations, Métis and Inuit labour force (off-reserve) represents the number of people in the working age population that are either employed or actively seeking employment (unemployed). This is calculated as a 12-month average for the calendar year.

With this performance measure, the rate for Alberta is compared to the other nine Canadian provinces. The inter-provincial ranking is reported to assess how Alberta ranks when compared to the other provinces across Canada.

The target population covered by the survey corresponds to all persons aged 15 years and over residing in Canada, with the exception of the following: persons living on reserves and other Aboriginal settlements in the provinces; full-time members of the Canadian Forces and the institutionalized population.

For more information on the methodology of the Labour Force Survey, please see Guide to the Labour Force Survey (2012), Statistics Canada: <http://www.statcan.gc.ca/pub/71-543-g/71-543-g2012001-eng.htm>.

Lost-Time Claim Rate: Number of lost-time claims per 100 person-years worked

The lost-time claim rate represents the probability, or risk, of injury or disease to a worker during a period of one year's work. The measure indicates the number of lost-time claims per 100 person-years worked to indicate increases or decreases in this risk. One person-year is equivalent to one full-time worker working for one year, or 2,000 hours worked.

The Workers' Compensation Board – Alberta (WCB) records a lost-time claim when a worker, his/her physician, or his/her employer submits an injury report form. The WCB collects this information, calculates estimated person-years worked, and provides the data files to Human Services for analysis. Prior to 2010-11, Human Services calculated estimated person-years worked. Since 2010-11, estimated person-years worked has been calculated by WCB and used in Human Services calculations for current and historical results. The lost-time claim rate is reported by calendar year and is calculated by dividing the number of lost-time claims by the number of estimated person-years worked.

Goal 3

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

The result for this measure is obtained through a survey of all families receiving services from the FSCD program during the month of June, 2012. An independent consultant was retained to conduct the FSCD survey. The survey was administered to 2,414 people who had accessed services through the FSCD Program. Although the survey was provided to all families the final valid population size (i.e., total population minus not-in-service telephone numbers, business numbers, individuals who stated they did not receive services from FSCD) was 7,721 people. The survey response rate was 31 per cent (2,414 completed surveys divided by a population of 7,721). The overall margin of error for the survey results was ± 1.7 per cent, 19 times out of 20.

Respondents were given approximately two weeks to complete the survey by mail, online, or by calling the toll-free number. Following this two week period, respondents who had not yet completed the survey were contacted by telephone and invited to participate. The web-based questionnaire was available for completion online between June 19 and August 13, 2012. The survey was hosted on the consultant's web server to ensure confidentiality of responses. Data collection for the telephone survey was conducted between July 3 and August 15, 2012.

The exact wording of the question used in the survey was as follows:

"How much do you agree that the services provided to you by the FSCD Program have had a positive impact on your child?"

The possible answers for a respondent to select were (1) Strongly Agree, (2) Agree, (3) Disagree, (4) Strongly Disagree.

Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year

Advancing Futures takes a strength-based approach to supporting youth and recognizes the potential of students to reach their educational goals and overcome challenges. To this end, *Advancing Futures* provides opportunities for students to achieve success. The result for this measure is generated in the Bursary Information Module (BIM) through the Regional Report mail merge. The report is generated based on the fiscal year start and end dates (April 1 to March 31). The report identifies the number of students who withdrew and the awards that were terminated during a school year. The number of withdrawals plus the terminations is then divided by the total number of students who were approved for a bursary during that school term.

Percentage of licensed day care centres and contracted family day home agencies that are accredited or participating in accreditation

The Alberta Association for Accreditation of Early Learning and Care Services accredits eligible day care programs and family day home agencies in Alberta. Accreditation is a voluntary process. The result for this measure is based on the number of licensed day care programs and contracted family day home agencies accredited and participating in the accreditation process as of March 31, 2013. The measure is calculated by dividing the sum of all accredited/participating licensed day care centres and all accredited/participating contracted family day home agencies by the sum of all licensed day care centres and all contracted family day home agencies as counted on March 31, 2013. The data source is the Child Care Information System. Child care specialists use this system to maintain current information about the licensing and monitoring of all licensed and approved child care programs, including day care centres and family day home agencies and providers. Approved day care programs located on-reserve are not included in this measure, as these programs are not required to meet provincial legislation and are not eligible for accreditation. Direct Care Providers are contracted by Child and Family Services Authorities to provide family child care services but are not eligible to be accredited as a “contracted family day home agency” and are therefore excluded in the calculations as well. The measure also excludes those programs and agencies that have been accredited during the year but no longer have active licenses or contracts on March 31, 2013.

Percentage of AISH clients who agree that personal benefits help them live more independently than if they were unable to access these benefits

The data for this performance measure were collected through a telephone survey of randomly selected Assured Income for the Severely Handicapped (AISH) clients who received personal benefits from December 1, 2011 to November 30, 2012, conducted by an independent research firm. Surveying was undertaken during the first week of March 2013. The random sample is selected by preparing a list of active AISH clients who received at least one personal benefit in the time period. Respondents are first asked if they recall receiving the personal benefit, and if they cannot recall receiving the benefit, the survey is not completed. Respondents are asked to answer the question “As a result of receiving [name of benefit] personal benefit are you able to live more independently than if you were unable to access this benefit?” using a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree). Scores 3 and 4 are combined in the results to obtain an overall rating of agreement. In 2012-13, 409 respondents provided an answer to the performance measure question. The survey response rate was 41 per cent (409 completed surveys divided by a population of 990). The resulting sample size produces results that are considered accurate to within +/- 4.8 percentage points, 19 times out of 20.

Note: In 2011-12, the survey population was expanded to include AISH clients who received personal benefits from December 1, 2010 through November 30, 2011. In 2010-11, the population was based on clients who received benefits from April 1 through November 30 of the fiscal year due to earlier publication dates for the Annual Report. In 2009-10 and prior years, the population was based on clients who received benefits from April 1 through January 31 of the fiscal year. In comparing either the results for 2012-13 in addition to the results for 2011-12 to 2010-11 results and prior, this minor methodological adjustment does not impact comparability of current and prior years' results.

Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services (biennial survey)

Results for this measure are derived from a survey conducted every two years by an independent research firm. In 2012-13, the most recent year the survey was undertaken, a written questionnaire and information about the online survey option was sent by mail to legal guardians, including public and private guardians and/or family members of adults with developmental disabilities receiving services funded by PDD. A total of 5,585 survey forms were distributed in 2012-13. A total of 1,680 completed surveys were received, representing an overall response rate of 30.2 per cent. With respect to the indicators that constitute the performance measure, a total of 1,488 respondents provided valid responses. Responses of strongly agree, agree and somewhat agree were combined and reported as satisfied. Of these valid responses, 87.3 per cent reported overall satisfaction with funded services. Results are estimated to be accurate to within +/- 1.4 per cent, 19 times out of 20. Surveys prior to 2008-09 used a four-point response scale (strongly agree – agree – disagree – strongly disagree). Additional response categories were added in 2008-09 to provide the program area with more detailed satisfaction data. As in prior years, performance measure results were calculated by combining all responses indicating a level of agreement or disagreement. In comparing either the results for 2012-13 in addition to the results for 2010-11 to 2008-09 results and prior, this minor methodological adjustment does not impact comparability of current and prior years' results.