

Human Services

**Annual Report
(Volume 1)
2013-14**



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

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Human Services

Annual Report (Vol. 1) 2013-14

For Financial Information, please see the 2013-14 Human Services Annual Report Volume 2.

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Fiscal Management Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 19 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 set out in the government's strategic plan.

On December 6, 2013, the government announced new ministry structures. The 2013-14 ministry annual report and financial statements have been prepared based on the new ministry structure.

Ministry of Human Services' programs and services related to employment, training, skills and workplace health and safety were transferred to the Ministry of Jobs, Skills, Training and Labour.

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

- **the financial statements of entities making up the ministry, including the Department of Human Services and the Office of the Public Guardian and Office of the Public Trustee for which the minister is responsible;**
- **other financial information as required by the *Financial Administration Act* and *Fiscal Management 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, 2014, was prepared under my direction in accordance with the *Fiscal Management Act* and the government's accounting policies. All of the government's policy decisions as at June 5, 2014 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[Original signed by Manmeet S. Bhullar]

Manmeet S. Bhullar
Minister of Human Services

Message from the Minister

The 2013-14 fiscal year was full of challenges that called for greater support for Alberta's children, youth, and families. Through community collaboration and government support, we have addressed these important issues and are helping Alberta's most vulnerable. We listened to Albertans, consulted experts, and introduced legislation. Guided by our goals and principles, these actions have helped contribute to building a better Alberta.

Two of the Government of Alberta's goals are investing in families and communities and living within our means. In keeping with these goals, Human Services' mission is to assist Albertans in creating the conditions for safe and supportive homes and communities so they can reach their potential. To fulfill this mission, Human Services focused on achieving three business plan goals.

Our first goal was to ensure vulnerable Albertans were protected and supported in times of need. The Five-point Plan was created to strengthen and improve the Child Intervention system. Hundreds of Albertans participated in the Child Intervention Roundtable to explore best practices in the Child Intervention system and determine how to strike the right balance between transparency and privacy. Together, participants also envisioned an enhanced system for Alberta's children.

Our second goal in the Human Services' business plan was to ensure Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force. Though some related actions are now the responsibility of the new Ministry of Jobs, Skills, Training and Labour, Human Services continues to support under-represented labour groups in finding and maintaining employment. Much support was delivered through Alberta Works Centres, where Albertans made over two million visits for their employment needs.

Human Services' third goal was to create opportunities for Albertans to succeed while collaborating with communities and stakeholders. This fiscal year, Human Services began recruitment for Alberta's Family and Community Engagement Councils to build relationships and conduct meaningful engagement with communities. Through the councils, we will understand what is working, where more support is needed, and where we can work better together to solve social challenges at the local level.

One of the greatest efforts this year was our response to the Southern Alberta floods. Human Services employees staffed evacuation centres and issued emergency flood relief payments. Working with Alberta Treasury Board and Finance, Human Services disbursed over \$63 million in immediate support to more than 56,000 Albertans.

Throughout this annual report, you will find that collaborating with communities has been essential to achieving the positive outcomes mentioned above. I would like to thank the staff in Human Services and our community partners and stakeholders for their commitment, passion, and hard work in helping achieve our goals.

I look forward to the upcoming year and our continued efforts to improve the lives of all Albertans.

[Original signed by Manmeet S. Bhullar]

Manmeet S. Bhullar
Minister of Human Services

Message from the Associate Minister

As the new Associate Minister of Services for Persons with Disabilities, I am pleased to report on the work that has taken place over the past year to create more inclusive communities for Albertans with disabilities.

This year's activities included continuing to implement the Persons with Developmental Disabilities (PDD) transformation that will establish a consistent, person-centred approach to service delivery across the province. As part of this, nearly all of the service providers that contract with PDD have signed on to outcome-based contracts, PDD Boards have been replaced with a Regional Delivery model, and there is a greater focus on employment for individuals who are able to work. In addition, I spent a great deal of time visiting communities across Alberta in order to meet with individuals and families who access our services, as well as service providers about these changes. The themes we heard will be captured in a report that will be released shortly.

Human Services released the second version of the Employment First Strategy, intended to help more Albertans with disabilities enter the workforce and realize their potential. This Strategy, currently open to public feedback, outlines approaches to supporting persons with disabilities so they can secure and maintain meaningful work. Two Employer Advisory Councils were created – one for private sector employers, and one for public sector employers – to help understand and address challenges employers face in hiring persons with disabilities.

Human Services continued implementing the Disability Innovations Assessment and Supports Initiative. This venture is intended to support individuals with disabilities who are not eligible for existing government services, as well as to learn what is needed to create a one disability system.

All of these accomplishments were made possible by the great work and support of our staff and community partners. Thank you for your continual efforts to create inclusive communities, where everyone can benefit from Alberta's thriving economy. I look forward to continuing this important work and working with you in the coming year.

[Original signed by Naresh Bhardwaj]

Naresh Bhardwaj
Associate Minister of Services for Persons with Disabilities

Message from the Associate Minister

This past year, I was honoured to receive the Family and Community Safety mandate that supports the creation of safe and respectful communities and relationships. Through the active participation of Albertans and our community partners, we are working to prevent bullying, family violence and sexual exploitation in Alberta.

This year, Human Services released Family Violence Hurts Everyone, a framework that focuses on the prevention of violence and strengthening existing protection services. One of the top priorities is helping children, youth and young adults recognize the importance of healthy relationships to prevent the next generation from experiencing the pain of abuse.

Bullying is a challenging issue that no single person, group or law can prevent. We can, however, work together to put an end to bullying. With this in mind, the government believes the best way to address bullying is through prevention, awareness, and creating a sense of responsibility and accountability in our communities. Our goal is to empower Albertans to prevent bullying, and to create healthy, respectful relationships in our communities. This year, the Government of Alberta also hosted the interactive Bullying Prevention and Healthy Relationships Webcast during National Bullying Awareness Week (November 17-23, 2013). This webcast educated participants and raised awareness about the serious effects of bullying. The webcast also provided resources to support those who have been affected by bullying. In addition, the Government of Alberta also released new and updated resources to help address sexual minority and gender minority bullying.

In addition to these efforts, the Government of Alberta is demonstrating its commitment to safe and respectful communities by investing in family violence prevention services. They include women's shelters, sexual assault services, mandated treatment programs, counselling, and collaborative community response programs and services to address sexual exploitation.

This has been an exciting year and I look forward to helping address the challenges ahead. I will continue to work closely with government staff and our community partners to create a better future for all Albertans.

[Original signed by Sandra Jansen]

Sandra Jansen
Associate Minister of Family and Community Safety

Management's Responsibility for Reporting

The Ministry of Human Services includes:

- The Department of Human Services
- Child and Family Services Council for Quality Assurance
- Family and Community Engagement Councils
- Interagency Council on Homelessness
- Premier's Council on Alberta's Promise
- Premier's Council on the Status of Persons with Disabilities
- Social Care Facilities Review Committee
- Youth Secretariat

The executives of the individual entities within the ministry have the primary responsibility and accountability for their respective areas. 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 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 financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The 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 agrees with underlying data and the sources used to prepare it.
- Understandability and Comparability – current results are presented clearly in accordance with the stated methodology and are comparable with previous results.
- Completeness – performance measures and targets match those included in Budget 2013.

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, the Minister of Finance and the Minister of Human Services information needed to fulfill their responsibilities; and
- facilitate the preparation of ministry business plans and annual reports required under the *Fiscal Management Act*.

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

[Original signed by David Morhart]

David Morhart
Deputy Minister of Human Services
June 5, 2014

Results Analysis

Ministry Overview

The Ministry of Human Services endeavours to foster a society in which families are safe and resilient and where vulnerable Albertans have the opportunity to fully and actively participate in all aspects of life and community.

The Department

The Department of Human Services consists of the areas described below.

Deputy Minister's Office

Along with providing advice and support to the Minister, the Deputy Minister's office provides 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 new approaches and forward-looking views towards the achievement of government-wide goals.

Strategy Portfolio

Aboriginal Engagement and Strategy

The Aboriginal Engagement and Strategy division plays a strategic leadership role in identifying opportunities and social-based challenges facing Aboriginal people and bringing together Human Services divisions, Aboriginal communities, other ministries and stakeholders to develop innovative and sustainable solutions to address these challenges and opportunities.

Key responsibilities include:

- coordinating strategies focused on Aboriginal people, communities and organizations which includes identifying strategic priorities, internal coordination of ministry initiatives and evaluating overall progress in achieving outcomes that better support Aboriginal people;
- leading the development and implementation of an Aboriginal Engagement Strategy to support on-going collaboration with Aboriginal leaders and communities through policy development and enhancement of programs and services;
- facilitating the alignment of ministry initiatives, policies, programs and services with government-wide policies and strategies impacting Aboriginal people and act as a first point of contact with key partners;
- promoting Aboriginal cultural awareness and competencies amongst Human Services staff; and
- collaborating with internal and external partners to identify strategies that ensure knowledge and information related to Aboriginal people informs practice and supports the continuous improvement of programs and services.

Legal Services

Legal Services provides legal, legislative and related strategic advice to all areas of the ministry.

Key responsibilities include:

- identifying, analyzing and providing advice to business areas on potential legal issues;
- providing strategic and legal advice on program and policy changes to meet legal requirements and legislated timeframes; and
- providing legal advice and related strategic policy support in the development of legislation, regulations, and Ministerial Orders.

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 and information 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 recruitment and appointments to public agencies;
- ensuring compliance to government agency requirements;
- providing governance support to the Premier's Council on the Status of Persons with Disabilities, Social Care Facilities Review Committee (SCFRC), Family and Community Engagement Councils, and the ministry's Appeal Panels; and
- providing quality assurance and evaluation expertise and capacity building supports for the ministry.

Policy and Community Engagement

The Policy and Community Engagement division is responsible for identifying and executing strategic policy initiatives, and supports 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 the alignment and potential redesign of social policy and programs to support Albertans to achieve better outcomes;
- leading the strategic coordination of the Five-point Plan to strengthen the Child Intervention system;

- providing support for the Child Intervention Implementation Oversight Committee;
- leading the development of the ministry's strategic policy initiatives based on objectives, strategies and recommendations (e.g., the Poverty Reduction Strategy and Children's Charter);
- maintaining relationships with stakeholders to support policy development;
- leading program policy development and design to support the Delivery Portfolio to successfully develop and implement policy, while developing policy capacity and policy integration across the ministry;
- leading Results-based Budgeting within the ministry to ensure that programs and services achieve the results that Albertans expect in the most efficient and effective manner; and
- leading ministry intergovernmental relations, including co-leadership responsibilities for the Forum of Ministers Responsible for Social Services.

Delivery Portfolio

Child and Family Services

The Child and Family Services division works in partnership with stakeholders and community-based agencies to lead and support programs and services for vulnerable children, youth and families.

Key responsibilities include:

- leading the delivery of a continuum of services 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* (PSECA);
- leading the delivery of Parent Link Centre programs and the Outcomes-based Services Delivery (OBSD) model in Child Intervention to 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 help better connect Albertans to social-based supports offered by the Government of Alberta, primarily in Human Services and some Health services. This approach ensures Albertans have access to the right services at the right time through Alberta Supports, which provides a common front-end experience. The division also delivers information and benefits for Albertans on behalf of the ministry.

Key responsibilities include:

- enhancing citizen-centred service delivery by focusing on the holistic needs of the person;
- working together with ministry program delivery areas to provide excellent information and benefits for social-based supports;
- delivering Alberta Supports through the web, telephone and in-person services through offices in Fort McMurray, St. Paul, Lethbridge, Medicine Hat, Edmonton, and Red Deer; and
- delivering the child care subsidy program.

Disability Services

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

Key responsibilities include:

- supporting the provision of services for adults with developmental disabilities delivered through the Persons with Developmental Disabilities (PDD) regions and contracted community agencies;
- providing community supports for adults with disabilities through provincial strategies such as the Alberta Brain Injury Initiative, Community Access for People 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 and Trusteeship Act* and *Personal Directives Act* through the Office of the Public Guardian and Office of the Public Trustee and administering the *Blind Persons Act* and *Service Dogs Act*.

Early Childhood and Community Supports

The Early Childhood and Community Supports division provides leadership that supports the delivery of preventive and partnership-based programs, that 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 other prevention and early intervention supports.

Key responsibilities include:

- leading the Government of Alberta's Early Childhood Development Focused Agenda Item in partnership with Health and Education;
- setting and maintaining legislative standards for licensing child care programs;
- establishing the child care subsidy policy;
- establishing policies, procedures and quality assurance mechanisms that support Child and Family Services regions to license and approve child care programs;

- delivering certification services for staff working in licensed and approved child care programs;
- managing the provincial child care accreditation funding program;
- supporting prevention, early intervention, and parenting programs, including those offered through Family and Community Support Services and Parent Link Centres;
- providing support and recognition through the Alberta Mentoring Partnership and Great Kids Awards;
- working with businesses, communities and non-profit organizations to leverage investments to support children, youth and families through Alberta's Promise; and
- leading the Children's Mental Health initiative for Human Services in collaboration with cross-ministry and regional partners.

Employment and Financial Supports

The Employment and Financial Supports division helps unemployed or underemployed Albertans find and keep jobs; assists employers to attract and retain skilled workers; supports low-income Albertans to meet their basic needs; and provides financial health and personal benefits to adult Albertans with a severe and permanent disability that causes a substantial limitation in their ability to earn a livelihood.

Key responsibilities include:

- providing services through 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 through the Assured Income for the Severely Handicapped (AISH) program to low-income adults, whose severe and permanent disability limits their ability to earn a livelihood;
- ensuring that all Albertans are able to meet their basic needs through the Income Support program;
- ensuring that low-income households have access to prescription drugs, dental services, optical services, emergency ambulance and diabetic supplies by delivering the Adult Health Benefit and Child Health Benefit programs; and
- providing a monthly living allowance, tuition, books and supplies through the Advancing Futures Bursary program to youth who are currently or have been in government care to help with further training or educational programs.

Family Violence Prevention and Homeless Supports

The Family Violence Prevention and Homeless Supports division partners with communities and agencies to empower 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’s implementation of the ending homelessness plan;
- working with community-based organizations in Alberta’s seven major cities (Calgary, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, Red Deer, and the Regional Municipality of Wood Buffalo) to implement provincial and community plans to end homelessness (including youth homelessness);
- funding 29 emergency homeless adult shelter operations to provide 3,200 emergency and transitional shelter spaces across Alberta;
- developing policies and practices to support legislated 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 or have experienced 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 young people to provide advice to government on issues important to youth.

Corporate Services

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

Key responsibilities include:

- implementing Alberta’s ISS initiative;
- leading the efficient and sustainable development and analysis of the ministry’s financial planning, budget preparations (estimates) and monitoring;
- overseeing the preparation and implementation of ministry financial reporting, compliance and accountability, financial projects and policies, and regional financial services;
- providing corporate services for facility management, information technology, business continuity and information and records management; and
- balancing transparency and privacy through the *Freedom of Information and Protection of Privacy Act* (FOIP).

Communications

Communications provides planning, advice and support to the Minister and the Department by providing 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 provides overall human resource management services. The division works with ministry leadership, employees, and other departments to attract, develop, and engage the workforce, along with supporting transformation efforts.

Organizational Renewal

Organizational Renewal enhances organizational transformation through conscious change management, internal communications and workplace cultural development. This area is committed to aligning the ministry with the Alberta Public Service “Reaching Our Full Potential” movement to transform Human Services into the best place to work.

Other Ministry Entities

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

Child and Family Services Council for Quality Assurance

The council provides expert multidisciplinary advice to the ministry related to 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 provision of intervention services to children and their families.

Child Intervention Implementation Oversight Committee (Five-point plan)

The Child Intervention Implementation Oversight Committee was appointed in January 2014, for an 18-month period. The committee is responsible for prioritizing responses to recommendations made in previous reviews regarding improving the Child Intervention system. The committee also guides the implementation of the Five-point Plan actions and outcomes from the Child Intervention Roundtable held on January 28 and 29, 2014. The Five-point Plan focuses on enhancing information sharing, addressing the root causes that bring children into care, as well as supporting collaborative research, education and training to improve services to children and their families.

Family and Community Engagement Councils – *Under Recruitment*

Family and Community Engagement Councils were created under Bill 30: *Building Families and Communities Act*. The councils will transform the way Human Services engages with Albertans and communities to identify social issues, opportunities, challenges and co-create potential solutions at both the local and provincial levels. They will build on the relationships, cooperative spirit and common purpose that more than 31,000 Albertans developed when Alberta’s Social Policy Framework was created. The councils will involve community partners such as Health Advisory Councils, school boards, municipalities, Aboriginal agencies, social service agencies, the private sector and other agencies or groups. Councils will work collaboratively with Human Services to offer advice, make recommendations and report on social-based issues, needs, solutions and outcomes. Nine Family and Community Engagement Councils will be established across the province and will include Albertans from all areas of interest and capabilities. Aboriginal co-chairs will be part of each

council to reflect the social and cultural perspectives of First Nations, Métis and Inuit. Recruitment to the councils began in January 2014.

Family Violence Death Review Committee

The Family Violence Death Review Committee was established in February 2014, as part of the *Children First Act*. Governed by the *Protection Against Family Violence Act*, the committee is tasked with enhancing legislation, tools, processes and policies to improve the security, education, health, safety and well-being of children and youth in Alberta. The committee is a multidisciplinary, expert body, composed of individuals who have extensive knowledge or experience in the area of family violence.

Interagency Council on Homelessness

Established in January 2013, the Alberta Interagency Council on Homelessness provides advice and guidance on policy, regulatory and program changes required for successful implementation of “A Plan for Alberta: Ending Homelessness in 10 Years”. The Interagency Council on Homelessness is comprised of a variety of partners involved in the implementation of the 10-year plan. These partners include all levels of government, service providers, and community-based organizations who distribute government funding. The following seven communities have multi-year plans to end homelessness that align with the provincial plan and address local priorities: Calgary, Edmonton, Grande Prairie, Lethbridge, Medicine Hat, Red Deer, and the Regional Municipality of Wood Buffalo.

Premier’s Council on Alberta’s Promise

Alberta’s Promise was established in 2003 through *The Premier’s Council on Alberta’s Promise Act* and was renewed until 2018 under the *Children First Act (2013)*. Alberta’s Promise is a partnership between businesses, service providers, local governments and community leaders dedicated to enhancing the well-being of children and youth across Alberta. Alberta’s Promise provides resources and information on community investment opportunities to partners and facilitates partnerships that make it easier to invest resources (e.g., volunteer time) in child and youth programs that support the priorities of the communities in which they operate.

Premier’s Council on the Status of Persons with Disabilities

Established in 1988, 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 disability community, communicating ideas and challenges to the Government of Alberta and the broader community, and working with governments, community organizations and other stakeholders to create solutions.

Social Care Facilities Review Committee

The Social Care Facilities Review Committee was established under the *Social Care Facilities Review Committee Act*. This citizen committee is responsible for reviewing the quality of services provided in specific social care facilities (e.g., day cares and out-of-school care programs, foster homes, child and youth facilities, and emergency shelters for women) and investigating complaints or concerns upon the Minister’s request.

Youth Secretariat

The Youth Secretariat, chaired by a Premier-appointed Member of the Legislative Assembly (MLA), acts as a liaison between the Youth Advisory Panel and the Ministry of Human Services. The Youth Secretariat works with youth, MLAs, ministry representatives, government departments and stakeholders to identify issues specific to at-risk youth, ensure 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 2013-14

On December 6, 2013, the government announced the creation of the Ministry of Jobs, Skills, Training and Labour in order to provide employment, training and skills programs and services more effectively. The following areas were transferred to the Ministry of Jobs, Skills, Training and Labour:

- the Safe, Fair and Healthy Workplaces division;
- the Immigrant Settlement and Language Programming branch;
- the Aboriginal Economic Development branch;
- the Online Initiative and Information Supports branch;
- a portion of Business and Industry Liaison staff from the Employment and Financial Supports division;
- the Alberta Labour Relations Board;
- the Appeals Commission for Alberta Workers' Compensation;
- the Workers' Compensation Medical Panels; and
- the Occupational Health and Safety Council.

The 2013-14 Human Services annual report and financial statements have been prepared based on the new ministry structure.

The following priority initiatives and performance measures outlined in the 2013-16 Human Services business plan have been transferred to and will be reported in the Ministry of Jobs, Skills, Training and Labour 2013-14 annual report.

Priority initiatives transferred to Jobs, Skills, Training and Labour:

- 2.1 Streamline and institute compliance models that align workplace enforcement activities while advancing awareness through partnerships, educational programs and best practices.
- 2.2 Enhance labour legislation and policies and provide dispute resolution services to ensure workplaces are productive, fair and safe.
- 2.4 Provide timely, effective and efficient services to the labour relations stakeholders through the Alberta Labour Relations Board.
- 2.5 Provide timely and fair appeal services through the Appeals Commission for Alberta Workers' Compensation.

Performance measures transferred to Jobs, Skills, Training and Labour:

- 2.c Inter-provincial rank of Alberta's First Nations, Métis and Inuit off-reserve labour force participation rate.
- 2.d Lost-Time Claim Rate: Number of lost-time claims per 100 person-years worked.

Agencies, Boards and Commissions transferred to Jobs, Skills, Training and Labour:

As of December 6, 2013, the following agencies, boards and commissions are accountable to the Minister of Jobs, Skills, Training and Labour:

- the Occupational Health and Safety Council;
- the Labour Relations Board;
- the Appeals Commission for Alberta Workers' Compensation; and
- the Workers' Compensation Board.

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 2013–2014. 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 2013.

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 the Office of the Auditor General in the ministry's annual report 2013–2014 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 26, 2014

Edmonton, Alberta

Performance Measures Summary Table

Goals/Performance Measures	Prior Year's Results				2013-14 Target	Current Actual
Goal 1: Vulnerable Albertans are protected and supported in times of need.						
1.a 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	90% 2009-10	89% 2010-11	88% 2011-12	89% 2012-13	88%	88%
1.b Percentage of Albertans who have information to better help in situations of family violence or bullying (biennial survey)						
▪ Family Violence	N/A 2005-06	65% 2007-08	73% 2009-10	71% 2011-12	75%	69%
▪ Bullying	N/A 2005-06	65% 2007-08	65% 2009-10	74% 2011-12	75%	70%
1.c Percentage of Aboriginal children in foster care/kinship care who are placed with Aboriginal families	40% 2009-10	41% 2010-11	43% 2011-12	39% 2012-13	50%	39%
1.d Service providers' satisfaction with supports and decision making services provided by the Office of the Public Guardian (biennial survey)*	87% 2005-06	93% 2007-08	94% 2009-10	92% 2011-12	95%	93%
Goal 2: Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity.						
2.a Percentage of clients reporting they are either employed or in further education or training after leaving a skills training program	68% 2009-10	72% 2010-11	77% 2011-12	74% 2012-13	77%	80%
2.b Percentage of participants employed after leaving Income Support*	52% 2009-10	63% 2010-11	64% 2011-12	59% 2012-13	70%	57%
As a result of the Government of Alberta re-organization that occurred on December 6, 2013, responsibility for performance measures 2.c and 2.d transferred to the Ministry of Jobs, Skills, Training and Labour.						
2.e Percentage of Child Support Services clients with potential for child support who have an agreement or order when their file closes	76% 2009-10	81% 2010-11	84% 2011-12	84% 2012-13	85%	83%

Goals/Performance Measures

Prior Year's Results

**2013-14
Target Current
Actual**

Goal 3: In collaboration with communities and stakeholders, opportunities are created for Albertans to succeed.							
3.a	Percentage of families accessing the Family Support for Children with Disabilities program who indicate the services provided had a positive impact on their family (biennial survey) ^{1, 2}	N/A 2004-05	86% 2006-07	87% 2008-09	90% 2010-11	N/A	91% 2012-13
3.b	Percentage of AISH clients accessing Personal Benefits who agree that these benefits help them live more independently	80% 2009-10	72% 2010-11	83% 2011-12	92% 2012-13	83%	82%
3.c	Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services (biennial survey) ¹	86% 2004-05	83% 2006-07	85% 2008-09	85% 2010-11	N/A	87% 2012-13
3.d	Percentage of youth receiving Advancing Futures Bursaries who successfully completed their planned studies during the fiscal year*	79% 2009-10	79% 2010-11	82% ³ 2011-12	84% ³ 2012-13	84%	80%
3.e	Percentage of licensed day care programs and contracted family day home agencies that are accredited or participating in accreditation	N/A 2009-10	96% 2010-11	97% 2011-12	98% 2012-13	97%	96%

Notes:

* 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.

1. Biennial survey. Survey conducted every two years – next survey results will be available in 2014-15.

2. In previous annual reports, the Family Support for Children with Disabilities (FSCD) performance measure reported on the impact on the child. The 2013-16 business plan included a revised measure that more effectively measures if the program has had a positive impact on the family.

3. Results have been re-stated. Re-calculation of historical results noted several bursary statuses had been inadvertently included in both the 2011-12 and 2012-13 results.

For more detailed information, see Performance Measures – Data Sources and Methodology in the Appendix section beginning on page 49.

Discussion and Analysis of Results

Analysis of Financial Results

The ministry's 2013-14 revenues were \$312.5 million, approximately \$7.8 million higher than the previous year. The increase is primarily in Federal Government Grants including the Labour Market agreement.

The ministry's overall spending in 2013-14 was \$4.3 billion, which increased by approximately \$164.5 million from the previous year. The significant year-over-year changes include:

Increases to:

- \$64.6 million increase to support for Persons with Disabilities;
- \$35.5 million increase to the Assured Income for the Severely Handicapped program;
- \$25.7 million increase to Children's programming including Child Intervention, Child Care, and Family Support for Children with Disabilities;
- \$1.1 million increase to Homeless Supports; and
- \$64.7 million to assist Albertans impacted by the Southern Alberta floods in 2013.

Decreases to:

- \$12.2 million decrease to Employment programs;
- \$5.8 million decrease to Ministry Support Services;
- \$5.7 million decrease to Early Intervention Services for Children and Youth; and
- \$3.4 million decrease to other programs.

Within this context, the following section summarizes the key results for the ministry in 2013-14.

Goal 1

Vulnerable Albertans are protected and supported in times of need.

The Ministry of Human Services protects and supports vulnerable children, individuals and families. Through collaborative efforts with Albertans, partners and stakeholders, the ministry endeavours to enhance the ability of families and communities to provide nurturing and safe environments for all Albertans. The ministry works with contracted agencies, key stakeholders and community partners and other levels of government to improve outcomes for vulnerable Albertans and their families through prevention and protection programs and services.

The ministry supported the achievement of this goal through:

- the implementation, evaluation, and enhancement 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, and information; and
- the development of a client-centred support model that improves access to existing programs for Albertans.

Key results and highlights in support of this goal include:

Together We Raise Tomorrow

- Through the Together We Raise Tomorrow public engagement sessions between June and October 2013, Human Services gathered input from community stakeholders across the province to create a Children's Charter, move forward on the Alberta Approach to Early Childhood Development, and develop a provincial Poverty Reduction Strategy.
 - More than 17,000 Albertans participated through 302 in-person community conversations and online tools. Contributors shared ideas to support the well-being, safety, security, education, and health of all children in Alberta. The input received through these engagement events supports Human Services, the broader Government of Alberta, and individual communities to improve services for young children and their families.
 - Together We Raise Tomorrow is directly aligned with the goals and outcomes Albertans identified under Alberta's Social Policy Framework.
- The key themes for the Alberta Approach to Early Childhood Development that were identified as part of the Together We Raise Tomorrow engagement process include:
 - Public health pre-natal and post-natal programs and immunization clinics offer important opportunities to connect with families and provide integrated early childhood development supports and services.
 - Provide information through multiple sources for parents to learn about programs and services that are available in their communities.
 - Accessible, affordable, quality child care options are needed to support child development and help parents provide for their family's overall health and well-being.
 - It is important to consider the needs of young children and their families in community planning for community programs and facilities.
 - Community-based hubs that bring together a number of early childhood development programs and services increase ease of access for children and families.

Children First Act

- The *Children First Act* was passed by the Legislative Assembly in May 2013. The Act amendments were designed to improve the well-being, safety, security, education and health of children. It also enhances the tools, processes and policies that impact how government and service providers deliver programs and services for children and youth. The Act aligns with and supports the work of other initiatives including: Alberta's Social Policy Framework, Early Childhood Development Focused Agenda Item, Poverty Reduction Strategy, and Alberta's Information Sharing Strategy.

Five-point Plan for Improving the Child Intervention System

- In January 2014, Human Services announced a new Five-point Plan for improving the Child Intervention system. The Five-point Plan focuses on enhancing information sharing, addressing the root causes that bring children into care, and supporting collaborative research to guide improvements to services for children and their families. The Five-point Plan includes:
 1. Fulfilling the government's commitment to bringing experts, policy makers and stakeholders together at a Child Intervention Roundtable (held January 28-29) to discuss best practices in reviewing all child deaths in Alberta, and striking a balance between transparency and privacy.
 2. Appointing a team of professionals to accelerate activity on the Five-point Plan and prioritize responses to previous recommendations for improving the Child Intervention system. The team will also use the final report from the Child Intervention Roundtable to support its work.
 3. Consistently sharing information on the Child Intervention system with the public to ensure ongoing improvement.
 4. Enhancing education, training and support for Child Intervention workers to strengthen casework practice.
 5. Focusing on the root causes of many of the issues that affect the safety and well-being of children, such as poverty, addictions, sexual abuse, mental health concerns and family violence.
- The plan aims to improve outcomes for all children; apply a quality assurance and continuous improvement lens to supports and services provided to children and families; and support work underway to achieve the goals outlined in Alberta's Social Policy Framework. It also supports government's focus on improving outcomes for children by implementing the *Children First Act*, developing Alberta's Children's Charter and addressing child poverty.
- The Child Intervention Implementation Oversight Committee was appointed in January 2014, to guide the implementation of the Five-point Plan actions as well as outcomes from the Child Intervention Roundtable held on January 28 and 29, 2014. The committee is also responsible for prioritizing responses to recommendations made in previous reviews regarding improving the Child Intervention system.

Child Intervention Services

- Strength-based approaches to delivering Child Intervention services, such as Outcomes-based Service Delivery (OBSD) and Signs of Safety, are resulting in more children remaining at home with their families instead of coming into care. OBSD processes and practices have led to a significant cost savings for the province as well.
- There continues to be a decrease in caseloads for Aboriginal and non-Aboriginal children in the Child Intervention system because of intentional shifts in practice. Staff have been using strengths-based, outcomes-focused approaches and are re-assessing the way they work with families. In 2013-14, there were 7,842 children in care compared to 8,492 in the previous year, a reduction of eight per cent. This includes a reduction in the number of Aboriginal children in care: in 2013-14 (on average each month) there were 5,391 Aboriginal children in care compared to 5,769 in the previous year, representing a seven per cent reduction.

- Through the Family Reunification Program, which was introduced in September 2013, Human Services employees in Edmonton are working with the Métis Capital Housing Corporation to provide holistic, wrap-around services to Aboriginal families that focus on family reunification for children currently in care. Since the program began in September 2013, two families have been successfully reunited.

Foster Care

- In November 2013, the Government of Alberta improved supports to children in foster care by increasing financial help for foster families and giving them more access to training and services. Enhancements included:
 - an increase to basic maintenance rates;
 - additional reimbursements for infant equipment and supplies;
 - training regarding children's mental health;
 - increased access to children's mental health supports; and
 - policy revisions to reduce administrative burdens for recreation and vacation funds and for travel within Canada.
- Foster parents are key members of a team dedicated to helping children, youth, and families. Human Services celebrated National Foster Family Week in October 2013 to recognize the extraordinary contributions that foster families make to young Albertans. Human Services provides foster parents with training, financial compensation and support to mentor and support birth parents, help children achieve success in school and work with youth as they transition to independence.

Injuries and Deaths of Children and Youth with Child Intervention Involvement

- In 2013-14, 24 children and youth receiving Child Intervention services died. Eight of the children were in care, 13 were in parental care, and three were over 18 years of age who were receiving support through a Support and Financial Assistance Agreement.
- The Office of the Medical Examiner determined four deaths were due to medical causes; one was accidental; one was a result of suicide; and one was undetermined. The manner of death is pending for the remaining 17 children and youth.
- The *Child and Youth Advocate Act* and the *Child, Youth and Family Enhancement Act* require that all deaths and serious injuries of children and youth receiving Child Intervention services be reported to the Office of the Child and Youth Advocate. Further, the Child and Family Services Council for Quality Assurance is notified of all deaths and serious injuries of children and youth in care.
- As per legislation, all 24 deaths were reported to the Office of the Child and Youth Advocate. Eight of the 24 deaths were of children in care and were reported to the Child and Family Services Council for Quality Assurance.
- The *Child, Youth and Family Enhancement Act* defines a serious injury as a life-threatening injury to the child or an injury that may cause significant impairment of the child's health. In 2013-14, ten children and youth receiving intervention services suffered a serious injury. For the six children in care, one was injured in a vehicle accident; one attempted suicide; two were stabbed during altercations in the community; one was assaulted by a caregiver; and one sustained an accidental burn. Of the three children injured while in parental care, one was due to medical neglect and two were suspected assaults. One young adult (receiving support through a Support and Financial Assistance Agreement) was injured during a suspected assault in the community.

	In Care	Child Intervention Involvement (Not In Care)	Total	Reported to Child and Youth Advocate ¹	Reported to the Council of Quality Assurance ²
Death	8	16	24	24	8
Serious Injury	6	4	10	10	6
Total	14	20	34	34	14

1. Includes children and youth in care and children and youth with Child Intervention involvement (not in care).

2. Includes children and youth in care only.

- Human Services is committed to sharing more information with Albertans about the death of children who were in care and/or receiving services at the time of their passing. Please visit the Human Services website (www.humanservices.alberta.ca/abuse-bullying) for information on the deaths of children known to Child Intervention since 1999.

Family Violence Prevention

- Family Violence Hurts Everyone, a framework to end family violence, was released by Human Services in November 2013. The framework emphasizes the importance of public awareness and early intervention in ending violence in the next generation. The framework is built on a strong foundation of protection and intervention services and was developed based on the latest research and best practices. Current research suggests that addressing complex issues, such as family violence, must involve all members of the community and focus on changing attitudes and behaviours. The framework enhances the current response and services to provide better supports to individuals and families at risk and to prevent the recurrence of violence.
- In addition to significant investments from other ministries, Human Services spent \$40.4 million on family violence prevention services, including women's shelters, sexual assault services, mandated treatment programs, counselling, and collaborative community response programs and services.
- Priority areas of action and investment in 2013-14 included:
 - increasing parent supports;
 - delivering healthy relationships programs;
 - preventing dating violence;
 - developing a sexual violence framework; and
 - exploring the potential of peer support networks and models, engaging men and boys and supporting training for those who provide support to victims of family violence and families and children exposed to family violence.
- The 2013 Inspiration Awards celebrated those who work to end family violence and inspire Albertans to take action and make a difference. Hosted by Human Services, ten individuals and organizations received awards for their outstanding commitment and leadership in family violence prevention. The Inspiration Awards increase public awareness and build connections across Alberta between those who are working to end family violence.
- Reports from the public are essential in helping identify children and youth who are being abused or neglected. In October 2013, Human Services celebrated National Child Abuse Awareness Month, a time for all Albertans to learn about recognizing and reporting child abuse and neglect. Human Services provides a continuum of services to vulnerable children, youth, and families, from early intervention services that prevent families from needing more intrusive services to family enhancement services that provide services to help manage behaviours and negative

family dynamics to child protection services that ensure children and youth remain safe and free from harm.

Alberta Approach to Early Childhood Development

- Human Services, Education, and Health are working together to improve child health and development measures of success by age five. The Alberta Approach to Early Childhood Development was approved by the Government of Alberta in 2013 and has four priority areas:
 - improving maternal, infant and child health;
 - enhancing parenting resources and supports;
 - enriching early learning and care; and
 - supporting safe and supportive environments for children.

Early Childhood Development Initiatives

- In 2013-14, Human Services invested an additional \$3.5 million for enhancements to early childhood initiatives across the province, including:
 - enhancing funding for existing Parent Link Centre outreach services and creating four new Parent Link Centres in Northeast Edmonton, Southwest Edmonton, North Calgary, and High Prairie. Those enhancements also included creating two satellite Parent Link Centres in Grande Cache and Fox Creek. The creation of these new centres is in response to recommendations made under Cycle 1 (September 2012 to May 2013) of the Results-based Budgeting (RBB) review; and
 - developing training for Home Visitation practitioners to screen for family violence and to enhance home visitation practices through a parent coaching model.
- To increase developmental screening training capacity in early childhood settings, 125 individuals from across Alberta who work with children and families participated in five train-the-trainer sessions for the Ages and Stages Questionnaire (ASQ) and the ASQ Social-Emotional screening instruments. These individuals have since trained more than 190 individuals employed in early childhood settings on how to administer the questionnaire and screening instruments. The ASQ and ASQ Social-Emotional screening instruments facilitate regular developmental screening in the early years by:
 - ensuring that children are on track developmentally;
 - providing opportunities for the early detection of developmental delays; and
 - enhancing caregivers' awareness of developmental milestones and realistic expectations of their children at each developmental stage.
- Human Services and Education funded the development and implementation of an evidence-based, early-years, play-based curriculum framework in eight child care programs and in two early childhood services programs. The curriculum framework is designed to support child care practitioners in their interactions with young children in order to improve early childhood outcomes.
- Human Services and Education funded an Early Learning and Care Demonstration project in 2013-14. Six demonstration sites were identified and supported in implementing innovative approaches to co-ordinated programming in licensed preschool and early childhood services programs.
- In May 2013, Human Services and Education co-hosted the 2013 Early Learning and Child Care Professional Awards of Excellence. Fourteen early learning and child care professionals who excel in the areas of leadership, creativity, innovation and collaboration in their work children and families were recipients of an Award of Excellence in 2013-14.

Children's Mental Health

- Human Services provided Mental Health First Aid Training in 2013-14 to foster parents, contracted service providers, Human Services staff and Delegated First Nations Agency staff. The training included information on recognizing mental health problems, providing initial support and guiding individuals to seek appropriate professional help. The ministry also funded the development and delivery of a Children's Mental Health Learning Series to increase the knowledge and awareness of Human Services staff, foster parents and caregivers about mental health issues.
- Access to mental health/behavioural specialists at Parent Link Centres was also expanded in 2013-14.

Fetal Alcohol Spectrum Disorder (FASD)

- Reducing the incidence of Fetal Alcohol Spectrum Disorder (FASD) in Alberta is a priority for Human Services. More than 36,000 Albertans are affected by FASD, a lifelong disability resulting from prenatal exposure to alcohol. Individuals affected by FASD may experience a complex range of brain injuries and developmental, physical, learning and behavioural conditions. In 2013-14, Human Services made significant progress in education and treatment initiatives including:
 - four pilot sites delivered training to their staff in addictions and mental health, which will increase professional skill and expertise with respect to FASD. This Treatment Improvement Protocol training is designed to increase effectiveness of programming to prevent FASD and enhance the delivery of supports for those affected by FASD;
 - ten FASD Learning Sessions were delivered in 2013-14 and FASD Learning Series videos continue to be added to the FASD website (fasd.alberta.ca) each month to support ongoing learning;
 - over 600 members of the public, including service providers and individuals and families affected by FASD, attended the November 2013 FASD Provincial Conference that was partially funded by Human Services;
 - the FASD website (fasd.alberta.ca) was revamped with a discussion forum to encourage conversation between cross-ministry members and stakeholders; and
 - an education and training manual was created based on findings from the FASD Five Year Evaluation.

Parent-Child Assistance Program (PCAP)

- The Parent-Child Assistance Program (PCAP) has provided evidence of being an excellent model of wrap-around service delivery. Wrap-around service delivery means that supports and services are in place to address the needs of an individual in multiple areas of their life, such as home, school, and in the community. Services could include basic needs, housing, social, emotional, educational, and cultural needs. Wrap-around services are based on the needs of each individual and are community-based and culturally relevant.
 - The primary goals of PCAP are to assist substance-abusing, pregnant women and parenting mothers in obtaining alcohol and drug treatment, staying in recovery and resolving complex problems related to substance abuse.
- A modified version of the PCAP program was introduced on the Siksika First Nation in April 2013. The Siksika program focuses on providing supports to the whole family, in addition to the woman at-risk.

Bullying Prevention

- In November 2013, Human Services hosted an interactive webcast that kicked off National Bullying Awareness Week. Participants talked about the effects of bullying and were given tools to promote healthy, respectful relationships. The event featured guest panelists who answered questions from Albertans, provided advice and discussed bullying prevention solutions for children, adults and seniors.
- In November 2013, the SpeakOut.alberta.ca student discussion forum promoted conversations about bullying prevention and healthy relationships.
- As part of National Bullying Awareness Week, the Government of Alberta released new and updated resources to help address sexual minority and gender minority bullying (homophobic and transphobic bullying). These new and updated resources help Albertans understand the effects of sexual minority and gender minority bullying, and offer practical tips to make schools and communities safe and caring for everyone.

Office of the Public Trustee

- The ministry continued to act on the recommendations of the Office of the Auditor General (OAG) regarding the Office of the Public Trustee (OPT). In 2013-14, the OPT's transformation efforts included the enhancement of accountability, improvements to risk management, and improvements in staff training.

Office of the Public Guardian

- The Office of the Public Guardian (OPG) provides information and education with respect to substitute decision-making (i.e. making decisions on behalf of individuals who are unable or not old enough to make legal decisions on their own). Individuals with complex needs may have a family member or friend appointed to act as their private guardian to make decisions on their behalf.
- The OPG delivered 126 presentations across the province to over 3,800 individuals about substitute decision-making options. Additionally, the OPG delivered six private guardian symposia across the province in 2013-14. The symposia provided over 400 private guardians with information and education to assist them in their role, including information about government and community services in their area.

Improvements to Supports for Persons with Disabilities

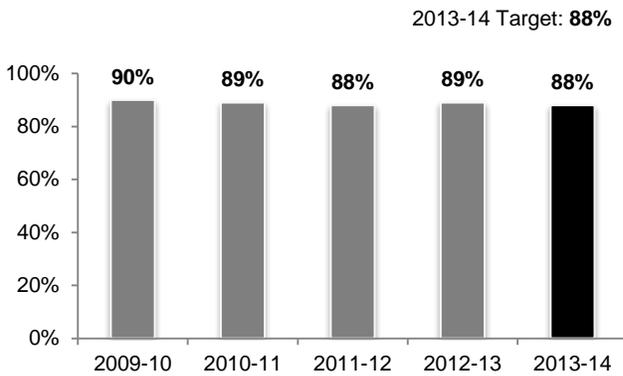
- Community Support Teams (CSTs) were established in the Northern Alberta, Edmonton, Calgary and Central regions in 2013-14 to offer specialized mental health and behavioural consultation services for individuals with complex needs. This increased availability of CST services will reduce the probability of service breakdown and enhanced staff knowledge and capacity to serve individuals with complex needs.
- In 2013-14, the Persons with Developmental Disabilities (PDD) program worked with providers to refurbish housing to accommodate approximately 40 individuals with complex needs.
- A team approach was found to be effective in providing specialized services for families of pre-school children with severe disabilities. The approach involves implementing a collaborative single-service team across the school and home to ensure that severely disabled children and their families receive streamlined, integrated, effective, and efficient services. The approach was expanded to nine of ten former Child and Family Services regions across the province in 2013-14.
- The Premier's Council on the Status of Persons with Disabilities works to improve the lives of persons with disabilities by engaging the community and advising government on issues that affect people with disabilities in Alberta. The *Premier's Council on the Status of Persons with Disabilities Amendment Act* received Royal Assent in December 2013. The Act broadens the scope of the council to give it a role in working more closely with the community and advising

government on policies and issues that affect people with disabilities. Amendments included giving the council greater influence over policy and program development, as well as government business planning, and a larger role in supporting the relationship between government and community service providers. The council can also advise on opportunities for innovation, and focus on aligning Alberta policies and programs with the UN Convention on the Rights of Persons with Disabilities.

Performance Measures

1.a 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 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



Source: Child Youth Information Module and Intervention Services Information System

and foremost to protect children from further maltreatment and rates of recurrence are a key indicator of the success of these services.

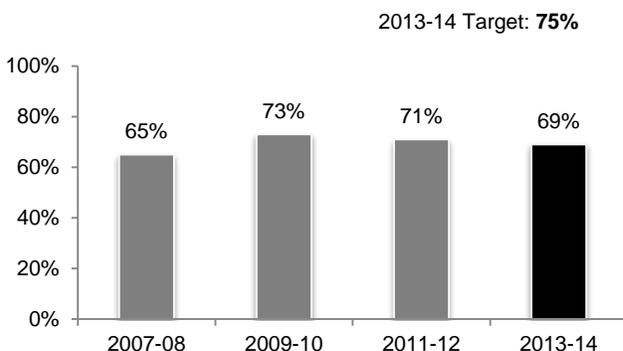
In 2013-14, 88 per cent of families who received Child Intervention services did not require subsequent child protection supports within one year of their file closure. This result met its target of 88 per cent.

Families receiving Child Intervention services typically have many complex issues. Having addressed the original concern, the file may close but efforts are made to ensure the

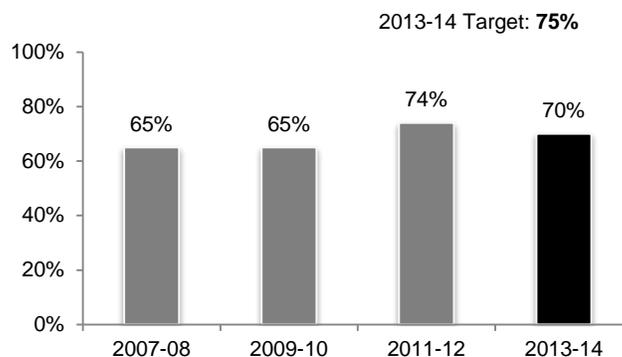
family is aware of voluntary services that exist in the community, should they feel the need for informal support. Following file closure, there may be a new concern that arises for the family, or issues related to the previous concern may emerge leading to another case opening. During formal Child Intervention involvement with a family, Child Intervention workers strive to build a collaborative relationship with the child and family members so that the family is comfortable returning for help, should the need arise.

1.b Percentage of Albertans who have information to better help in situations of family violence or bullying (biennial survey)

Family Violence



Bullying



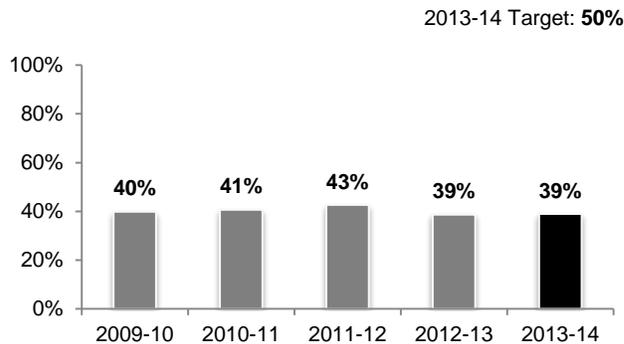
Source: Albertans' Perception of Family Violence and Bullying Survey

For the percentage of Albertans who have information to better help in situations of bullying, the measure result of 70 per cent is five percentage points below target (75 per cent) and a four percentage point decrease from the previous result (74 per cent in 2011-12). In recent years with high media attention on bullying, global bullying awareness has been raised and more bullying incidents are being reported. Bullying situations are often complex and solutions are varied. As a result, Albertans may be aware of bullying incidents but do not know exactly what action to take. This is evidenced in that, in recent years, Albertans have made greater usage of the Bullying Helpline for advice or support with a 36 per cent increase in the average number of monthly calls between 2012 and 2013. Moreover, the implementation of Regional Family Violence and Bullying Prevention Coordinators in 2012 has greatly contributed to public awareness and education at a regional level, as well as to community engagement efforts across the province. Regional Coordinators tailor provincial campaigns and key messages to regional needs and work with service providers and communities to address bullying-related issues.

For family violence, results over the last three cycles have been similar. Unlike bullying, family violence incidents do not receive similar global media attention nor is the measure result as influenced by media coverage, unless there is a tragedy in community. Albertans consistently report that they may not help in a family violence situation because they believe the occurrence to be an isolated incident, a private family matter, or a dangerous situation which could cause harm to themselves. Family violence is complex and intervention strategies are varied. Unfortunately, some Albertans have been harmed while attempting to help in family violence situations but advice and support are available through resources like the Family Violence Info Line. However, there was a four per cent decrease in calls to the Info Line during the past two years – 167 per month in 2010 and 2011 versus 160 per month in 2012 and 2013, so it is evident that community awareness and engagement in the issue is declining. Additionally, awareness campaigns to assist Albertans to identify and access family violence resources have altered since 2011-12 as a result of budget decreases.

These factors contribute to a decrease of two per cent from 2011-12 and six per cent below the target (75 per cent). In November 2013 the ministry released *Family Violence Hurts Everyone*, a framework to end family violence in Alberta. Human Services continues development of a new comprehensive family violence campaign based on the promotion and recognition of respectful relationships.

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



Source: Child and Youth Information Module and Intervention Services Information System

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 the 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.

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

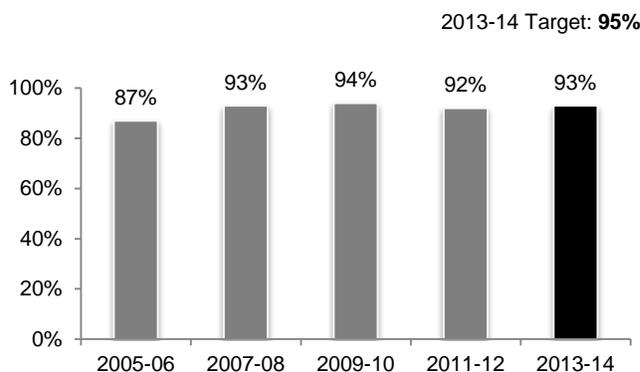
Like other jurisdictions in Canada, Alberta is experiencing challenges in recruiting caregivers. This is due in part to the changing demographics of Canadian families: there are more lone parent families and more families where both parents work. These families may not have the time or capacity to care 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.

In 2013-14, 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. 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.

In 2013-14, the ministry invested \$1.5 million to support the work of the First Nations Band Designate in the three Treaty areas in Alberta. The Band Designate supports First Nation children to maintain or develop connections to their family, culture and community when they are receiving intervention services off-reserve. Early involvement of the Band Designate is also contributing to an increase in the number of First Nation children able to remain at home and/or reconnect with family and community.

The ministry continues to work with Aboriginal communities and caregivers to invest in ongoing recruitment for Aboriginal foster parents and kinship caregivers.

1.d Service providers' satisfaction with supports and decision making services provided by the Office of the Public Guardian (biennial survey)



Source: OPG Service Provider Survey

The Office of the Public Guardian (OPG) provides decision-making services for adults who are unable to make personal, non-financial decisions for themselves. A service provider (e.g., group home and/or long-term care facilities) is a person or organization that provides services to an adult under the guardianship of the Public Guardian. A service provider is also considered a person or organization that contacts the OPG regularly for information and assistance (e.g., a lawyer making an application for guardianship).

In 2013-14, 93 per cent of service providers expressed satisfaction with the Office of the Public Guardian. This is a slight increase (1 per cent) over an already high level of satisfaction (92 per cent) measured in 2011-12. Results in recent years have consistently indicated a high level of satisfaction with little overall change. A recent increase in demand for the OPG to act as guardian has potentially impacted Public Guardian Representatives' ability to respond to the degree they have in the past. Since the 2009 proclamation of the *Adult Guardianship and Trusteeship Act* (AGTA), the OPG offers a wider range of services beyond guardianship that meet the needs of citizens and service providers (e.g., the OPG acts as a Specific Decision Maker under the AGTA, conducts investigations under the AGTA and *Personal Directives Act*, and also functions as a Review Officer under the AGTA). The richer and wider array of services may account for ongoing high satisfaction with the OPG as well as an indication that service providers have adjusted to any impacts of the AGTA legislation.

Goal 2

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

As part of the re-organization of government on December 6, 2013, responsibility for ensuring fair, safe, healthy and productive workplaces that improve the quality of life and well-being for Albertans transferred to the Ministry of Jobs, Skills, Training and Labour. Details about progress on fair, safe and healthy workplaces, and employment can be found in the Jobs, Skills, Training and Labour 2013-14 annual report. For additional information on recent organizational changes to Human Services, please see page 18 of this report.

The Ministry of Human Services continues to implement targeted strategies and initiatives to increase labour force participation of under-represented groups, including Aboriginal people, youth, immigrants, persons with disabilities, low-income earners and mature workers.

Key results and highlights in support of this goal include:

Alberta Works

- In 2013-14, Alberta job seekers made almost 2.18 million visits to Alberta Works Centres. The centres assist Albertans in need with assessment, employment preparation, job placement and retention services to improve self-reliance and employability, which assists them in finding and keeping a job.
- The Employment, Training and Career Services Directory was updated to improve accessibility for mobile phones and other devices.
- Application processing time for Alberta Works Income Support at the Learner Income Support Office (LISO) has decreased from eight weeks in 2010 to four weeks in 2013 as a result of enhancements to business processes. Adults, with low income, participating in employment and training programs may be eligible for Alberta Works Income Support. Tuition, books and supplies, and income support may be provided.

Supports for Pregnant and Parenting Teens

- The Children, Challenges and Choices program, supports single parents with infants to access supports and services to find and keep employment. As of March 31, 2014, there were 68 parents active in the program.
- The Strengthening Hope Bursary, administered by Human Services, provides financial support to pregnant and parenting teens while attending school full-time in Calgary and Edmonton. In 2013-14, 200 students were registered in the program.

Child Support Services

- Human Services continues to improve Child Support Services to ensure non-custodial parents provide financial support to their children. In June 2013, Human Services provided an information session on accessing Child Support Services at Braemar, a school for pregnant and parenting teens in Edmonton. The information session resulted in a number of students submitting applications for Child Support Services, which led to additional financial supports being provided for their children and increased their financial independence.
- In April 2013, Human Services introduced the Alexander Project to educate Aboriginals from the Alexander Reserve about accessing Child Support Services. Over the year, Human Services received 29 child support referrals for individuals from the Alexander Band.

- Child Support Services are also promoted through Alberta Works training programs, which resulted in 909 referrals to Child Support Services.

Aboriginal Employment and Training Programs

- With the support of Human Services, the Ministry of Jobs, Skills, Training and Labour, the federal government, the Fort McKay First Nation (Northeast Alberta) and the Blood Tribe (South Alberta) completed an Innovative Training and Employment Partnership and pilot project which trained 75 members of the Blood Tribe to work on projects in Fort McKay resulting in 71 individuals being employed.
- Human Services, in partnership with the Treaty 7 Management Corporation, the Ministry of Tourism, Parks, and Recreation, the Ministry of Aboriginal Relations, and the Ministry of Jobs, Skills, Training and Labour, funded an Aboriginal Interpretive Guide Training Program. This training provides essential skills, employability skills, occupational training, work exposure, job placement and employment retention services to on and off-reserve Aboriginal Albertans to help them train as Interpretive Guides in hospitality and tourism-related industries. Upon completion, successful participants can work in both provincial and national parks. In 2013-14, 19 Aboriginal Albertans completed the training program.
- Aksis, an Aboriginal business and professional association, was launched on October 15, 2013. The association is an advocate for Aboriginal businesses and professionals, and allows Edmonton's Aboriginal business community to connect, collaborate and flourish. Aksis is funded by Human Services, the Ministry of Aboriginal Relations, the Ministry of Jobs, Skills, Training and Labour, and the City of Edmonton.

Alberta Employment First Strategy

- In May 2013, Human Services announced the second draft of the Alberta Employment First Strategy at the Disability Innovations Learning Symposium on Employment Technology. The strategy was developed to help more Albertans with disabilities enter the workforce and realize their full potential. It also outlines approaches to support persons with disabilities to secure and maintain meaningful employment. Public feedback on the strategy was collected through Alberta's Social Policy Framework wiki site between May and August 2013.
- In response to recommendations from Cycle 1 (September 2012 to May 2013) of the Results-based Budgeting (RBB) review, in December 2013 Human Services led the formation of two Alberta Employer Advisory Councils. The council provides advice and solutions to help more people with disabilities enter the workforce. In addition, the delivery of the Family Support for Children with Disabilities (FSCD) program has been aligned with the delivery of the Persons with Developmental Disabilities regional programs to better serve all Albertans with disabilities across their lifespan. The council includes employers from various industry sectors from across the province and the country. The council will meet for six months and then provide a report with recommendations in the summer of 2014.

Employment Supports for Persons with Disabilities

- On May 9 and 10 2013, Human Services led a two-day Learning Symposium that focused on employment approaches for persons with disabilities. The symposium featured technologies that assist persons with disabilities to access employment, participate in their community, and live independently. The symposium also included a trade show and featured presentations covering many disability types, including developmental, cognitive, behavioural, physical, learning, and related issues. Over 200 people attended the event in person and over 2,260 individuals tuned in to watch the symposium over the two days.
- In September 2013, Human Services initiated a Youth Employment Supported Project in Edmonton to provide peer support to youth (aged 15-19) with disabilities. Since January 2014, three youth were matched with a mentor of similar age in order to provide on-the-job peer

supports. A program partnership was established with two schools in Edmonton, Jasper Place High School and the Victoria School of Arts. Preliminary conversations have begun with eight potential employers to establish additional positions for youth with disabilities.

Supports for Individuals with Barriers to Employment

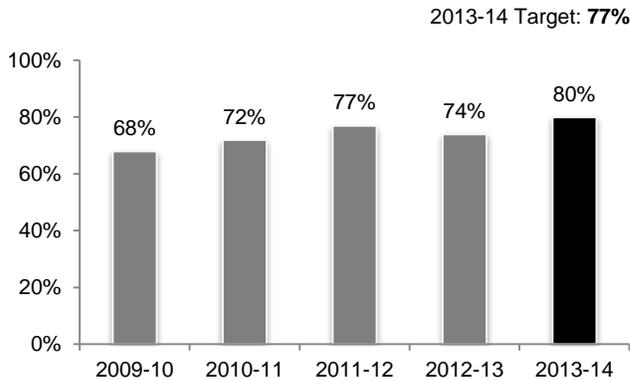
- EMPACT is an innovative new pilot program in Calgary for individuals on Income Support who have traditionally experienced barriers to employment. The name EMPACT is an amalgamation of Employment and Impact. The training model teaches skills in a non-traditional manner through community-based outdoor and art activities. These structured group projects are designed to enhance employment skills while engaging, challenging and motivating participants. A total of 55 clients attended the program from August 2013 to January 2014.
- In partnership with the Calgary Public Library and community agencies, Human Services hosted two information sessions on assisting individuals who have a criminal record to attain employment. Fifty-two employers and career practitioners and 100 job seekers attended the session which highlighted myths and facts behind criminal records and considerations in the hiring process. Job seekers in attendance learned effective strategies to connect with employment despite their criminal record.
- Human Services sponsored the 2013 RISE (Recognizing Immigrant Success in Edmonton) Awards ceremony that was hosted by the Edmonton Mennonite Centre for Newcomers. This event highlights the many accomplishments of newcomers and their champions as well as the hard work of all of the immigrant-serving agencies in Edmonton. Human Services, in conjunction with Jobs, Skills, Training and Labour, also helped sponsor the 2014 Immigrants of Distinction Awards that honored the contributions and exceptional achievements of immigrants and refugees in Calgary.

Employment Supports for Youth

- Through funding provided by Human Services, Calgary's Junior Achievement Trade Fair and Company Program for high school-aged youth has enhanced the skill levels and labour force participation of youth. Through this program, 600 youth marketed their products and in the process learned business, entrepreneurial, workplace readiness and leadership skills.

Performance Measures

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



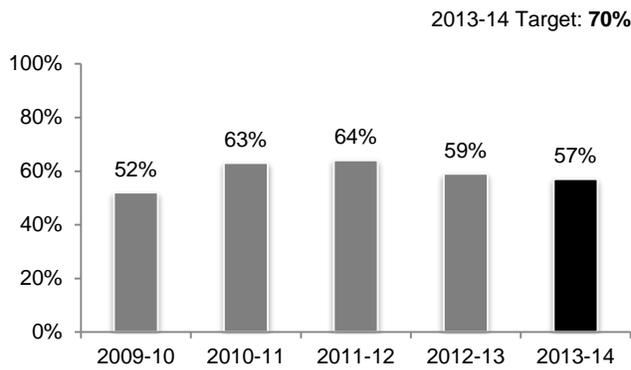
Source: Work Outcomes Reporting Project Survey

In 2013-14, 80 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). The 2013-14 result exceeded the target of 77 per cent and was a six percentage point increase from the 74 per cent result in 2012-13.

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 help them prepare for, obtain and maintain employment. This performance measure assesses the effectiveness of the Training for Work, a program focused on specific occupational training to assist participants to get a job, and Work Foundations, which provides basic skills training and academic upgrading to enable further job-specific training and/or to secure employment. Both programs are designed to help participants obtain employment or go on to further education or training. In 2013-14, the percentage of Work Foundations participants that reported they were either employed or in further training increased significantly from the result achieved in the previous year. This is the result of an increased number of Work Foundations participants indicating they had enrolled in further training when they were surveyed (three months after leaving the skills training program).

2.b Percentage of participants employed after leaving Income Support



Source: Work Outcomes Reporting Project Survey

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.

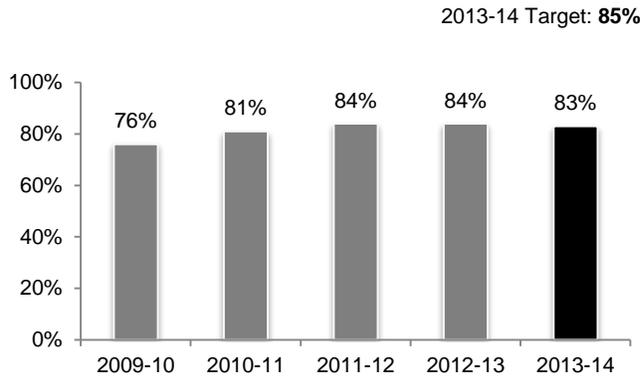
In 2013-14, 57 per cent of participants were employed at any time after leaving Income Support (based on a survey conducted three months after they have left the program). Prior education, work experience and other barriers

affecting participants impacted employment outcomes. Those that stopped receiving Income Support without obtaining employment could have transitioned to training programs, entered new partnerships (e.g., change in marital status) or received support from other sources (e.g., CPP, EI and disability-related income). While the overall job market was strong in 2013-14, there continued to be some relative instability. The unemployment rate, for example, climbed slightly within this period and the cycles of seasonal employment affects the number of Income Support participants. Income Support staff were also actively engaged in providing supports to evacuation centres for Albertans impacted or displaced by the June 2013 Southern Alberta floods limiting the ability to support and transition clients into employment.

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.

2.e Percentage of Child Support Services clients with potential for child support who have an agreement or order when their file closes *

Child Support Services is a free service through Alberta Works to help parents with limited incomes get child support agreements or court orders. Obtaining child support helps families improve their financial situation as well as financial security. Through formal agreements or orders, children get the maximum benefit available so that parents do not have to turn to other forms of support in order to provide for their



Source: Tracking of Maintenance Information System

children. The additional income that child support provides also makes it easier for single parents or parents of blended families to stay in the workforce. The 2013-14 Child Support Services file closures has a total dollar value of over \$2.8 million.

Of the total 7,484 Child Support Services file closures with potential (i.e., ability to pay) in 2013-14, 6,177 had an agreement/order in place for child support – representing 83 per cent of file closures. Results over the past four years have demonstrated a consistent high rate of file closures with an agreement/order in place for child support and represents a

significant improvement of seven per cent from 2009-10 (76 per cent). Child Support Services staff were engaged as part of the provincial response to the June 2013 flooding in Southern Alberta which may have impacted the result.

* Note: As a result of the Government of Alberta re-organization that occurred on December 6, 2013, responsibility for performance measures 2.c and 2.d transferred to the Ministry of Jobs, Skills, Training and Labour.

Goal 3

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

Improving outcomes and creating opportunities for Albertans to succeed requires that communities, government, the private sector, and not-for-profit sector work closely together.

The ministry supported the achievement of this goal through:

- the implementation of Alberta's Social Policy Framework. The framework focuses on co-ownership, collaboration and transparency, and provides guidance to government and community partners working towards addressing social challenges;
- ongoing engagement with First Nations and Métis leadership, Aboriginal communities, service provision partners, and federal and provincial government departments to ensure a shared awareness of complex issues and an improvement in outcomes for Aboriginal children, youth and families;
- collaboratively working with other ministries and stakeholders, to support Albertans ability to participate, live and direct their lives while maintaining important relationships with family, friends and the community; and
- promoting effective information sharing practices within government and with service agencies to ensure that the best possible decisions for the health, education and safety of all children and families can be made.

Key results and highlights in support of this goal include:

Information Sharing Strategy

- Human Services led the development of Alberta's Information Sharing Strategy (ISS). Implementation of the strategy began in July 2013. The strategy ensures information sharing practices within government and with social-based service providers support the best possible outcomes for the health, education and safety of children and families. In addition, the ISS informed the subsequent development of information sharing provisions legislated within the *Children First Act*. Human Services is now leading the implementation of the strategy with its partners in the Health and Education sectors.
- Human Services is facilitating the enhancement of the information sharing environment within the Government of Alberta, as well as with external delivery partners by promoting collaboration and integration of services and a variety of tools including guides and tip sheets.

Poverty Reduction Strategy Engagement

- The Government of Alberta has made a commitment to eliminate child poverty in five years and to reduce overall poverty in ten years. Poverty reduction is about improving the well-being and quality of life of people living in poverty and ensuring a strong and prosperous future for Alberta. Input gathered by Human Services through the Together We Raise Tomorrow community engagement initiative will inform the development of the Poverty Reduction Strategy. The engagement results are available at www.povertyreduction.alberta.ca.

Family and Community Engagement Councils

- The *Building Families and Communities Act* was proclaimed on December 31, 2013 resulting in the dissolution of the ten Child and Family Services Authorities and six Persons with Developmental Disabilities Boards and making way for the creation of nine Family and Community Engagement Councils across the province. These new councils will:
 - work collaboratively with the ministry to offer advice, make recommendations and report on social-based issues, needs, solutions and outcomes and will transform the way Human Services engages with Albertans and communities; and
 - involve community partners such as Health Advisory Councils, school boards, municipalities, Aboriginal agencies, social service agencies, the private sector and other agencies or groups as required.
- The councils will include Albertans from all areas of interest and capabilities and have Aboriginal co-chairs to reflect the social and cultural perspectives of First Nations, Métis and Inuit. Recruitment for council members began in January 2014.

Alberta's Promise

- Alberta's Promise works with businesses, communities, and non-profit organizations to leverage investments in five promise areas that contribute to helping young people becoming successful, productive citizens:
 - healthy start;
 - caring adults;
 - child and youth friendly communities;
 - lifelong learning; and
 - opportunities to contribute.
- In May 2013, the Government of Alberta formally re-launched Alberta's Promise and a new Premier's Council for Alberta's Promise was appointed. Between April 1 and March 31, 2014, Alberta's Promise partnered with non-profit and charitable organizations, businesses, communities and research organizations. As of March 31, 2014, there were approximately 1,700 promise partners located throughout Alberta.

Supports for Persons with Disabilities

- Human Services has continued the implementation of a Disability Innovations Assessment and Supports Initiative which began in 2012-13. This initiative is intended to maximize the independence of individuals with disabilities who are not eligible for existing government services such as the Persons with Developmental Disabilities program. In 2013-14, a total of 20 individuals were supported via the Disability Innovations Assessment and Supports Initiative.
- Human Services hosted the 2013 Persons with Developmental Disabilities (PDD) Provincial Community Leadership Awards in October 2013. Awards recognized individuals and organizations that assist people with developmental disabilities be included in meaningful ways in Alberta communities. Six individuals and one organization received awards in 2013.

Persons with Developmental Disabilities Community Conversations

- In the spring and fall of 2013, the Associate Minister for Supports for Persons with Disabilities travelled across the province to talk about changes to the Persons with Developmental Disabilities (PDD) program with individuals with disabilities receiving services, their families, and contracted PDD service providers. The changes will improve the effectiveness and efficiency of the PDD program to ensure that adults with developmental disabilities are included in community life and are as independent as possible. Wherever possible, the Associate Minister visited local service providers and met with individuals and families who receive services. This process enabled the Associate Minister to hear directly from stakeholders regarding their thoughts about important changes to the program. They provided input on changes that included: the dissolution of the PDD Boards and establishment of the Family and Community Engagement Councils, establishing a consistent approach to service delivery across the province, and a greater focus on employment for persons with disabilities. A report on findings from the community consultations and an implementation plan were posted online in the fall 2013. A What We Heard document from the spring consultation is available online at:
www.humanservices.alberta.ca/documents/PDD/pdd-what-we-heard-report-spring-2013.pdf.

Aboriginal Engagement and Supports

- The ministry is committed to building and maintaining relationships with First Nations and Métis leaders and communities to facilitate improving outcomes for Aboriginal children, youth and families. Meetings with First Nations and Métis leaders occurred between July and October 2013. Additionally, the ministry participated in major events such as the Alberta First Nations Opportunities Forum, the Northern Leader's Summit, the Assembly of Treaty Chiefs, and the Truth and Reconciliation Commission Alberta National Event in Edmonton.
- Human Services, in partnership with Bigstone Cree Nation, Métis Local 90, seven resource-based companies, three levels of government, and the Northern Lakes College, assisted in the establishment of the self-sustaining Atoske Career and Counselling Centre that opened in Wabasca in January 2014. The centre helps Aboriginal people take advantage of the increased local labour market demand within the oil and gas sector in the Wabasca area. The centre also provides training, career counselling and employment opportunities to community members.
- Through the Family and Community Supports Services program, Human Services provides funding to partnering municipalities and Métis Settlements for direct or indirect design and delivery of preventive social programs that promote and enhance the well-being of individuals, families and communities. Approximately 99 per cent of Albertans reside in communities that provide Family and Community Support Services programs and services. In 2013-14, 207 programs served 322 municipalities and Métis Settlements across Alberta.

Alberta Supports Centres

- Between June and July 2013, Alberta Supports Centres opened in Fort McMurray, Medicine Hat, Lethbridge and St. Paul. Two additional centres opened in March 2014 in Edmonton and Red Deer. Alberta Supports provides information on social-based supports offered by the Government of Alberta, either online through myAlbertaSupports.ca; by telephone through the Alberta Supports Contact Centre; or in person at one of the Alberta Supports Centres. Over 8,500 Albertans were served between August 1, 2013 and February 28, 2014.

Mentoring Programs

- Human Services, Education, and the Boys & Girls Big Brothers Big Sisters Society of Edmonton and Area co-lead the Alberta Mentoring Partnership. Research shows that children who have mentors do better in school, have higher self-esteem and are less likely to be involved with crime or drugs. Human Services and Education announced funding of \$750,000 over three years to support the Alberta Mentoring Partnership to:
 - raise the profile of mentoring in Alberta;
 - increase the number of mentors across the province;
 - continue to provide research, provide training and resources for existing mentors; and
 - work with communities and organizations to develop and enhance mentoring programs in Alberta.
- Additionally, the Alberta Mentoring Partnership and Big Brothers Big Sisters Canada co-hosted the First National Mentoring Symposium in November 2013. Over 260 delegates and youth attended.
- Human Services also met with corporate partners and mentoring agencies to discuss how the corporations could work with the agencies to increase the number of mentors matched with a child or youth in care. In March 2014, funding was provided to Boys & Girls Big Brothers Big Sisters of Edmonton & Area, Big Brothers Big Sisters of Calgary and Area, and Volunteer Youth Centre Red Deer to support the initial expansion of mentoring supports for children and youth in care.

Child Care Programs

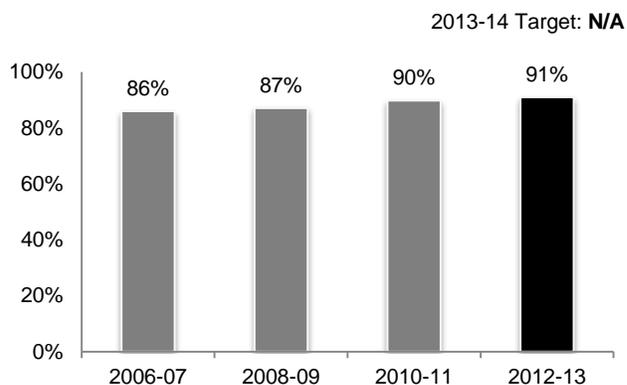
- To strengthen its provincial delivery system, the child care subsidy program was centralized within Human Services. The aligned policy and procedures enable the provision of services more consistently to all clients in Alberta. Additionally, the child care subsidy program reduced the number of documents that clients need to submit, further streamlining access to supports. This was achieved through a Memorandum of Understanding between Human Services and the Canada Revenue Agency.
- In 2013-14, Human Services reduced the administrative complexity of the accreditation process for licensed or approved child care and early learning programs by streamlining standards, criteria and indicators across all child care program types (day care, family day homes, and out-of-school care). Accreditation is a voluntary process that enables licensed or approved child care programs to assess and continuously improve the quality of care offered to Alberta families. Accreditation standards focus on positive outcomes for children, families, staff and the community, and promote a child's optimal early learning and development.

Great Kids Awards

- The 13th Annual Great Kids Awards ceremony was held on March 3, 2013 and recognized 16 exceptional young people. The Great Kids Awards celebrate outstanding children and youth from the province of Alberta for the generosity, leadership, and positive contributions they make at home, school, and in their community.

Performance Measures

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



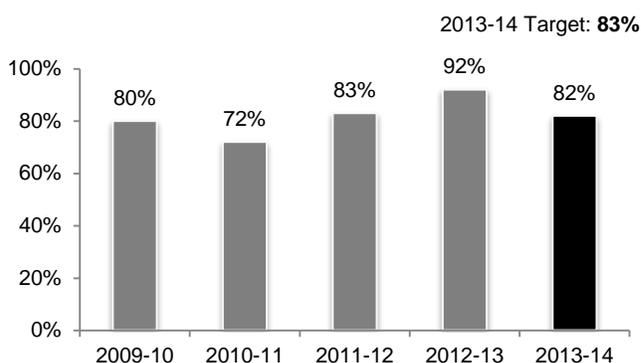
Source: FSCD Survey

As a biennial survey, the most recent available survey results for this performance measure are from the 2012-13 fiscal year. The next performance measure results will be available in 2014-15. In previous annual reports, the FSCD performance measure reported on the impact on the child. The 2013-16 business plan included a revised measure that more effectively measures if the program has had a positive impact on the family.

The 2012-13 result of 91 per cent is an increase over the three previous results and surpassed the 2012-13 target by four

percentage points. The result for this measure is 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 their family. Research indicates that the impact of service provided to a family of 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.

3.b Percentage of AISH clients accessing Personal Benefits who agree that these benefits help them live more independently



Source: AISH Personal Benefit Client Survey

In the 2013-14 survey of AISH clients who received at least one personal benefit, 82 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 ten percentage points lower than 2012-13 result as well as one percentage point below the target of 83 per cent but consistent when compared to previous years.

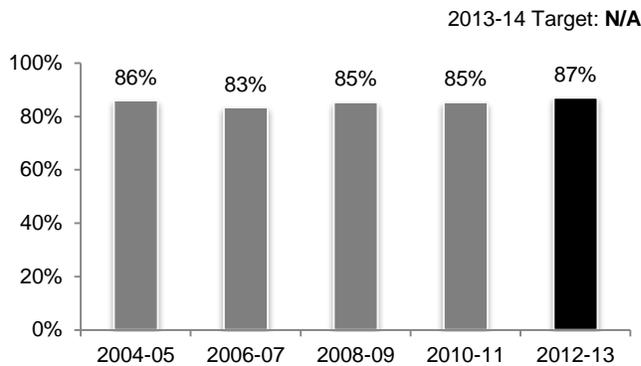
Personal benefits help AISH clients with extra monthly or one-time expenses and enable the AISH program to be more responsive to

unique client needs. They assist with the cost of child care, special diets, maintaining a service animal, medical supplies or equipment, and training or employment supports. Although the performance measure is specific to personal benefits, the 2012-13 result may be due to some AISH clients being

unable to distinguish satisfaction with personal benefits from the living allowance increases. The 2013-14 result indicates a high level of satisfaction that is consistent with historical results.

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

As a biennial survey, the most recent available survey results for this performance measure are from the 2012-13 fiscal year. The next performance measure results will be available in 2014-15.



Source: PDD Program Family/Guardian Satisfaction 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

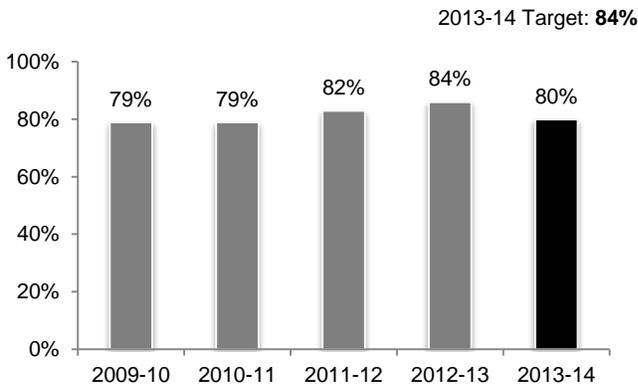
PDD's Family / Guardian Satisfaction Survey, are an important element in assessing performance and making continuous improvement.

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 be available in the 2014-15 annual report.

3.d 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



Source: Bursary Information Module

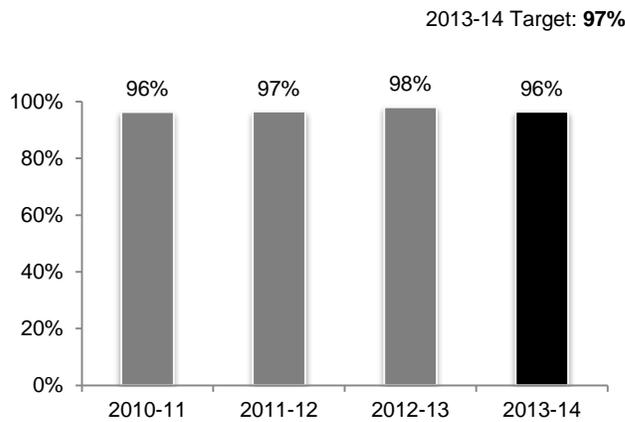
would like to obtain their high school General Equivalency Diploma, upgrade through adult education or enroll in a post-secondary school for a degree, diploma, certificate or trade.

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.

During the 2013-14 fiscal year, 502 students were approved to receive a bursary. This is a 2.4 per cent increase over the 2012-13 fiscal year. In 2013-14, over 650 applications were received for funding and 101 students did not follow through with the application process. Of the 502 students who received an Advancing Futures bursary, 80 per cent successfully completed their planned studies; this was a four percentage point decrease over the result from the 2012-13 fiscal year. Despite the decrease, results in recent years have indicated a consistent high level of students completing their planned studies. However, a number of factors and challenges may influence a student's decision to delay, withdraw or terminate their studies – ranging from alterations to the program or the way a program is delivered (e.g., in person versus distance education) to personal mental and physical needs and impacts of events occurring in the community, such as bursary recipients being displaced as a result of the June 2013 floods. Recognizing these factors, the Advancing Futures area intends to increase the number of coordinators to ensure greater accessibility and support to bursary recipients.

3.e Percentage of licensed day care programs and contracted family day home agencies that are accredited or participating in accreditation



Source: Alberta Association for the Accreditation of Early Learning and Care Services and Child Care Information System

In 2013-14, 96 per cent of licensed day care centres and contracted family day home agencies were either accredited or participating in accreditation. The figure for 2013-14 is consistent with the results over the previous fiscal years and indicates a high percentage of day care centres and contracted family day home agencies have or are participating in the accreditation process.

Accreditation standards of excellence are based on current research and leading practices to promote each child's growth and development, support positive outcomes for children, and help families select the best child care option for children from birth to 12 years of age. 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 available to all licensed day care centres and out-of-school care programs as well as approved family day home agencies in Alberta. Participation in accreditation is voluntary. 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, 2014.

Appendix

PERFORMANCE MEASURE SOURCES AND METHDOLOGIES

The following information is a summary of Human Services' performance measures, sources and methodologies for the results reported on for performance measures throughout this annual report.

Goal 1: Vulnerable Albertans are protected and supported in times of need.

1.a 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 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. The measure result is determined by consulting the Child Youth Information Module (CYIM) and/or the Intervention Services Information System to assess whether children and youth with a file closed (i.e., the conclusion of services under a family enhancement agreement or child protection file) in the previous fiscal year that has accessed protective services within 12 months. Only children and youth whose file closure occurred prior to their 17th birthday are included to determine the result.

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. Among the 6,434 children who had a child protection or family enhancement closure, 5,692 children did not return for intervention services within 12 months.

$$\% = \frac{\text{\# of children whose Child Intervention case was closed and did not return to child protection within 12 months}}{\text{\# of children who had a child protection or a family enhancement closure in a fiscal year}} \times 100$$

1.b Percentage of Albertans who have information to better help in situations of family violence or bullying (biennial survey):

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

This measure is intended to examine the public's awareness and understanding of family violence and bullying. Data for this measure is gathered via the Albertans' Perception of Family Violence and Bullying Survey conducted by phone by a contracted survey provider (Ipsos Reid for 2013-14). Survey participants included all Albertans aged 16 years and older.

The results for this measure are based on survey questions related to exposure to information on family violence and bullying (i.e., having read or seen information about family violence and bullying in the past 12 months) and to what extent this information enabled respondents to help in a family violence or bullying situation. If respondents had indicated they had been exposed to family violence and bullying information, they were asked "*Based on what you read, saw, or heard, would you strongly agree, agree, disagree or strongly disagree that you are now better able to help in a family violence situation or bullying*

situation". Respondents were considered to be better able to help if they responded 'agree' or 'strongly agree'.

From January 8-21, 2014, a total of 900 telephone interviews were conducted, including a formal pilot test survey on January 8, 2014. The average interview length was 14 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 regions. Quotas were established to ensure a reliable sample size within each region for regional analysis. The data was 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 2013 Population Estimates (based on Alberta Health Care data). The results are considered accurate to within +/- 3.2 percentage points, 19 times out of 20.

1.c 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 Youth Information Module (CYIM) and/or Intervention Services Information System (ISIS). The result is based on the fiscal year April 1, 2013 to March 31, 2014 and 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.

$$\% = \frac{\text{\# of Aboriginal children in foster/kinship care placed with Aboriginal families}}{\text{\# of total Aboriginal children placed in foster/kinship care}} \times 100$$

1.d Service providers' satisfaction with supports and decision making services provided by the Office of the Public Guardian (biennial survey)

The Office of the Public Guardian (OPG) Service Provider Survey is conducted every two years by a contracted survey provider (Resinnova for 2013-14). Data collection for the 2013-14 survey occurred in November and December 2013. In prior years, the survey was conducted primarily by telephone with a mail option for a specific subset (physicians) of service providers. For the 2013-14 survey, when initially contacted by telephone, all service providers were given the option of participating in the survey online or by phone. The survey can be administered in the same manner online or by phone thereby minimizing data collection method bias while accommodating respondent preferences. The OPG provided the research firm with a listing of 732 service providers. A census survey was conducted, meaning all service providers were invited to participate. A total of 187 service providers could not be reached and/or did not respond to attempts to reach them by telephone. Responses were obtained from 255 service providers to the question: *Overall, how satisfied are you with the services provided by the Office of the Public Guardian?* Respondents were asked to use a four-point scale of (1) "Very Satisfied", (2) "Somewhat Satisfied", (3) "Somewhat Dissatisfied", and (4) "Very Dissatisfied". The responses to "Very Satisfied" and "Somewhat Satisfied" are combined in the results to obtain an overall rating of satisfaction.

Goal 2: Alberta has fair, safe, healthy and inclusive workplaces and a skilled labour force that contributes to economic prosperity.

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

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.

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. A contracted survey provider (Leger, The Research Intelligence Group for 2013-14) is retained to contact former program participants three months after they leave the WF and the 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. The sample size for the 2013-14 result is 1,414. The margin of error is +/- 2.61 percentage points, 19 times out of 20.

Random sampling of these clients is used unless the population size (i.e., number of individuals utilizing/leaving the program in a given year) is small. In these situations, a census approach is utilized as it is more accurate. All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone after ten 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 online version of the survey. 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.

2.b Percentage of participants employed after leaving Income Support

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

Results for this measure are obtained through the Work Outcomes Reporting Project (WORP) Survey. A contracted survey provider (Leger, The Research Intelligence Group for 2013-14) was retained to contact former Income Support program participants three months after they left the program. The participants' employment status is determined from the question, "*Have you been employed at any time since you stopped receiving social assistance?*" "Yes" and "No" responses are used to calculate the performance measure result. The sample size for the 2013-14 result is 817. The margin of error is +/- 3.43 percentage points, 19 times out of 20.

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 full employment; and
- People who are looking for work, working or unable to work in the short-term.

Random sampling of these clients is used unless the population size (i.e., number of individuals utilizing/leaving the program in a given year) is small. All participants selected to be surveyed are initially contacted by telephone. For those who cannot be contacted by phone after ten 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 online 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.

2.e Percentage of Child Support Services clients with potential for child support who have an agreement or order when their file closes*

Child Support Services is a free service through Alberta Works to help parents with limited income get child support agreements or court orders. Single parents and parents of blended families in Income Support, Alberta Adult Health Benefit and Assured Income for the Severely Handicapped programs are eligible for assistance through Child Support Services.

Duplicate case files are identified directly by Employment and Financial Supports division staff as they work with their files. Staff members each have a large caseload of files that they are continually reviewing and working with on a daily basis. They check the files to see if a client has been associated with more than one respondent (person responsible to pay child support). When they note that two files exist with exactly the same client, respondent or dependent(s), or find that a respondent who was identified as “Unknown” in the electronic referral is actually a named respondent in the Tracking of Maintenance Information System (TOMIS), they close the duplicate file and submit a request for a data correction. The duplicate file is then deleted from TOMIS. *NOTE: There are no duplicate file numbers in TOMIS. Each file created in the system has its own file number.*

On a monthly basis staff in the Employment and Financial Supports division extract all files closed within the given month from TOMIS. The Performance Measures Report uses the total number of Child Support Services file closures excluding those files determined, after a Child Support Services assessment, to have no potential for child support (no ability to pay; whereabouts unknown; respondent deceased; couple reconciled; etc.). This becomes the denominator. From this data set, the number of files with an order or agreement is then used to determine the percentage of clients with potential for child support that have a child support agreement or order at the time of Child Support Services file closure. This becomes the numerator.

The data is reported as a percentage for a specific fiscal year (April 1-March 31).

$$\% = \frac{\text{\# of files closed with an order/agreement in place}}{\text{\# of files closed with potential for an order/agreement}} \times 100$$

* Note: As a result of the Government of Alberta re-organization that occurred on December 6, 2013, responsibility for performance measures 2.c and 2.d transferred to the Ministry of Jobs, Skills, Training and Labour.

Goal 3: In collaboration with communities and stakeholders, opportunities are created for Albertans to succeed.

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

As a biennial survey, the most recent available survey results for this performance measure are from the 2012-13 fiscal year. The next performance measure results will be available in 2014-15. In previous annual reports, the FSCD performance measure reported on the impact on the child. The 2013-16 business plan included a revised measure that more effectively measures if the program has had a positive impact on the family.

This survey is an indicator of the impact of the supports and services provided by the Family Support with Disabilities (FSCD) program on the child and their family. The result for this measure was obtained through a survey of all families receiving services from the Family Support for Children with Disabilities (FSCD) program during the month of June 2012. A contracted survey provider (Banister Research & Consulting Inc. for 2012-13) was retained to conduct the FSCD survey. The survey was completed by 2,414 of the total 7,721 eligible families who had accessed or received services through the FSCD program for a response rate of 31 per cent. 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 a 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 online survey was available for completion between June 19 and August 13, 2012. The survey was hosted on the survey company'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 family?*" The possible answers for a respondent to select were (1) Strongly Agree, (2) Agree, (3) Disagree, (4) Strongly Disagree.

3.b Percentage of AISH clients accessing Personal Benefits who agree that these benefits help them live more independently

Assured Income for the Severely Handicapped (AISH) Personal Benefits assist clients with specific one-time or ongoing expenses over and above the monthly living allowance or modified living allowance. A contracted service provider (Nichols Applied Management for 2013-14) was retained to administer the survey. The data for this performance measure was collected through a telephone survey of randomly selected Assured Income for the Severely Handicapped (AISH) clients who received personal benefits from December 1, 2012 to November 30, 2013. In February 2014, a random sample was selected by the AISH program area who prepared a list of active AISH clients who received at least one Personal Benefit in the time period. Surveying was undertaken during the last two weeks of February 2014.

Respondents are first asked four questions about the benefits and services they receive under the AISH Program. Using a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree) the respondents are asked to gauge the impact of AISH financial benefits specifically in: meeting their basic needs; managing health issues; being able to live more independently; and being able to get involved in

the local community. Respondents are then asked if they recall receiving the personal benefit, and if they cannot recall receiving the benefit, the remainder of the survey is not completed and it is closed. If the respondent recalls receiving the personal benefit, they are asked to answer the following question, which is used to calculate this performance measure: *“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 the same a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree). Scores agree and strongly agree are combined in the results to obtain an overall rating of agreement from respondents.

Of the sample of 864 AISH clients, 404 respondents provided an answer to the performance measure question for a response rate of 48 per cent. The resulting sample size produces results that are considered accurate to within +/- 4.7 percentage points, 19 times out of 20.

Beginning in 2014-15, this measure will be replaced by an improved measure of the AISH program’s performance – the AISH quality-of-life index. The AISH quality-of-life index is comprised of three equally weighted indicators around managing health issues, living independently and community inclusion (with the future intent to add a fourth measure related to meeting basic needs once baseline data is collected). The AISH quality-of-life index is a broader, more comprehensive measure assessing overall satisfaction with AISH financial, child, health and personal benefits. The AISH index will survey a sample of all AISH clients rather than a sample of only those that received a personal benefit.

Note: In 2011-12, the survey population included AISH clients who received a Personal Benefit from December 1, 2010 through November 30, 2011. In 2010-11, the population was based on clients who received a Personal Benefit 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. This minor methodological adjustment does not impact comparability of current and prior years’ results.

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

As a biennial survey, the most recent available survey results for this performance measure are from the 2012-13 fiscal year. The next performance measure results will be available in 2014-15.

Persons with Developmental Disabilities (PDD) funds programs and services to help adult Albertans with developmental disabilities to be a part of their communities and live as independently as they can. The result for this measure was derived from a survey conducted every two years by a contracted survey provider (Vecova for 2012-13). In 2012-13, a written questionnaire was sent by mail to legal guardians, including public and private guardians and/or family members of adults with developmental disabilities receiving assistance from the PDD program. 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 performance measure, a total of 1,488 respondents provided valid responses. The results for this measure are based on the response to the following question: *Services met the person’s needs, satisfaction that the services provided enhance the person’s quality of life, and satisfaction that the person’s services help him/her to be part of the community as much as he/she wants to be.* The possible answers for a respondent to select were (1) *Strongly Agree*, (2) *Agree*, (3) *Disagree*, (4) *Strongly Disagree*. Respondents were considered to be satisfied if they responded *strongly agree*, *agree* or *somewhat agree*.

3.d 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, overcome challenges, and obtain meaningful employment. To this end, Advancing Futures provides assistance to youth who have been or continue to be in the care of Human Services to successfully complete high school, post-secondary or apprenticeship programs. This measure calculates the percentage of youth successfully completing their planned studies (the program the student enrolled in at the beginning of the semester). (The results include those students who did not withdraw from the institution they were attending or their award was not “terminated” by Advancing Futures due to lack of attendance or course completion during a school term.) The result is generated from a report pulled from the Bursary Information Module (BIM), an internal database to track Advancing Futures Bursaries program recipients. The report identifies the number of students based on the fiscal year (April 1-March 31) who withdrew and the awards that were terminated during a school year. For those bursary recipients with a start date in the prior fiscal year but a term end date in the later fiscal year after April 30, who are not commencing another planned study in the fiscal year, success is counted in both fiscal years as the student has been successful in two periods of planned studies. The number of withdrawals and terminations is subtracted from the total number of recipients. The result is then divided by the total number of students who were approved for a bursary during that school term.

$$\% = \frac{\# \text{ total recipients} - \# \text{ withdrawn or terminated}}{\# \text{ total recipients}} \times 100$$

3.e Percentage of licensed day care programs and contracted family day home agencies that are accredited or participating in accreditation

Accreditation for eligible day care programs and family day home agencies is a voluntary process in Alberta. Accreditation is granted by the Alberta Association for Accreditation of Early Learning and Care Services. Licensed child care programs and approved family day home agencies that participate in the accreditation start with a self-evaluation activity to review their service, identify areas of improvement, create a quality enhancement plan, and implement developed strategies to achieve the accreditation standards of excellence focusing on outcomes related to children, families, staff and the community to support children’s optimal early learning and development. Upon completion of the self-evaluation process, programs request a site visit whereby the accreditation agency conducts an on-site assessment to collect evidence, interview staff, and complete observations to validate support that the accreditation standards have been met. An administrative review is completed every year by the accreditation agency. Accredited programs are expected to maintain the standards and achieve their goals in the quality enhancement plan. Programs undergo a scheduled re-accreditation visit every three years. Child care programs participating in accreditation are defined as programs that have applied to the accreditation agency and are actively participating. Programs that applied but withdrew (i.e., notifying the accreditation agency) are excluded. The measure excludes those programs and agencies that were accredited during the year but did not have an active licence or contract on March 31, 2014 or programs that withdrew from the accreditation process. Data is obtained from the accreditation agency and 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 contracted family day home agencies. 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, 2014. 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 operational licensed day care centres and all contracted family day home agencies on March 31, 2014.

$$\% = \frac{\text{\# licensed day care centres \& constracted family day home agencies accredited or participating in accreditation}}{\text{total \# of operational licensed day care centres and contracted family day home agencies}} \times 100$$