

Seniors and Community Supports

BUSINESS PLAN 2009-12

ACCOUNTABILITY STATEMENT

The business plan for the three years commencing April 1, 2009 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as of March 12, 2009 with material economic or fiscal implications of which I am aware have been considered in preparing the business plan.

The Ministry's priorities outlined in the business plan were developed in the context of the government's business and fiscal plans. I am committed to achieving the planned results laid out in this business plan.

Mary Anne Jablonski, *Minister of Seniors and Community Supports*
March 18, 2009

THE MINISTRY

The Ministry consists of the Department of Seniors and Community Supports and the Persons with Developmental Disabilities (PDD) Community Boards.

The Department includes three divisions: Seniors Services, Disability Supports, and Community Support Programs and Strategic Planning. Corporate functions support department-wide operations. The Department provides administrative, planning and research support to the Seniors Advisory Council for Alberta and the Premier's Council on the Status of Persons with Disabilities.

The PDD Community Boards are agents of the Crown as established by the *Persons with Developmental Disabilities Community Governance Act*.

VISION

A vibrant province where all Albertans experience the best possible well-being and independence.

MISSION

Encourage and support the independence, well-being and inclusion of seniors and persons with disabilities through programs, services, information, monitoring and strategic planning.

CORE BUSINESSES

Core Business 1: Provide targeted financial assistance

Goal 1: Seniors in need have access to financial assistance to support independence

Goal 2: Albertans with a severe and permanent disability have access to financial assistance that enables them to become as independent as possible

Core Business 2: Plan, provide and coordinate supports and services for living in the community

Goal 3: Seniors and persons with disabilities have appropriate supportive living options

Goal 4: The Ministry's health-related supports and services enhance independence and well-being

Goal 5: Seniors and persons with disabilities have access to supports and services that enable them to participate in community life

Goal 6: Safeguards for seniors and persons with disabilities are provided

LINK TO THE GOVERNMENT OF ALBERTA STRATEGIC BUSINESS PLAN

Government of Alberta Goals:

The Ministry of Seniors and Community Supports plays a key role in supporting *Government of Alberta Strategic Business Plan* Goal 5: *Albertans will be healthy* and Goal 6: *Albertans will be independent and our children will be well cared for*.

The Ministry supports Government of Alberta Goal 5: *Albertans will be healthy*, through provision of health-related supports and services for seniors and persons with disabilities. These include: optical and dental programs to assist low- and moderate-income seniors; provision of medical equipment through Alberta Aids to Daily Living; health-related supports within the Assured Income for the Severely Handicapped (AISH) program; accommodation standards for supportive living and long-term care facilities; and facilitating supportive living options that serve identified needs.

The Ministry supports Government of Alberta Goal 6: *Albertans will be independent and our children will be well cared for*, through monthly living allowances to AISH clients; delivery and support of programs enabling persons with disabilities to participate in community life; services, information and safeguards that enhance the safety and security of adult Albertans; financial supports for lower-income seniors through the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs; and information on government programs and services for seniors.

Government of Alberta Priorities:

The Ministry works with Health and Wellness to support the government priority to *increase access to quality health care and improve the efficiency and effectiveness of health care service delivery*. The Ministry also supports the Government of Alberta's priority to *promote strong and vibrant communities and reduce crime so Albertans feel safe*.

SIGNIFICANT OPPORTUNITIES AND CHALLENGES

An Aging Population Requires Effective Planning. Over the next decade, the number of Albertans aged 65 and over is projected to grow by more than 40 per cent as the baby boom generation begins reaching its senior years. Research indicates that future seniors will have different needs and expectations than current seniors. The growing number of seniors, and their changing needs, will require government, communities, families and individuals to plan now for tomorrow's seniors. This is particularly important in light of changing economic conditions.

New Technologies Increase Independence. Advances in medical equipment and more effective drugs can significantly improve the quality of people's lives. New advances in medical equipment, such as power lifts, power beds, augmentative communication devices and prosthetics may assist Albertans to remain at home longer and enhance participation in the community. Government has the opportunity to develop flexible approaches that assist Albertans to access improved drugs or medical equipment to reduce or offset the need for more costly facility care.

Coordination Essential in Supporting Individuals with Complex Needs. The number of adults with disabilities who have difficulty coping due to multiple challenges is increasing. These challenges may include mental health issues combined with physical and/or medical issues that can result in difficulties in accessing appropriate housing and other support services. Clients who have complex needs may require extensive case management and coordination of services from multiple ministries and service providers. There is an opportunity for the Ministry to work with families, communities and other government partners to develop a range of coordinated supports and services to better assist individuals with complex needs.

Global Economic Volatility. While Alberta's economy is well-positioned to meet the challenges of the global economic slowdown, it is not immune from its effects. Recent declines in the market value of retirement savings and uncertainty about the pace of recovery may prompt mature workers to re-enter or remain in the workforce. At the same time, a changing labour market may reduce employment opportunities for mature workers and persons with disabilities. Responding to client needs in these changing circumstances is a challenge for the Ministry. The Ministry has the opportunity to reinforce the importance of financial and retirement planning and awareness and to deliver focused, integrated programs that meet the needs of Alberta's diverse and aging population.

Community Participation Improves Quality of Life. Accessing community-based supports allows individuals to live and participate in their communities where they may experience greater quality of life. Addressing barriers that affect the degree to which seniors and persons with disabilities can access accommodation, employment or volunteer and recreational opportunities is a challenge for the Ministry. Government and communities have a shared role in fostering participation. There is an opportunity for the Ministry to develop partnerships with stakeholders to increase opportunities for community participation.

Expectations for Coordinated and Integrated Service Delivery. Government has a wide array of programs and services that provide assistance to Albertans in areas such as income support, health-related supports, community-based programs and employment. Albertans increasingly expect government to streamline and coordinate government services and improve client access. Attracting and retaining skilled workers, particularly in the health and human services sectors, remains a challenge for the Ministry. The Ministry has the opportunity to take advantage of new technologies and collaborative approaches in working with government partners to enhance the coordination, effectiveness and integration of programs and services provided to the Ministry's clients.

STRATEGIC PRIORITIES 2009-12

BUILDING OUR QUALITY OF LIFE

- 1. Within the *Continuing Care Strategy*, improve the choice and availability of continuing care accommodations**

Linkage:
Goals 1, 3, 4, 5 and 6

As part of government's *Continuing Care Strategy*, Seniors and Community Supports will build on previous capital grant programs to increase the availability of affordable supportive living options for seniors and persons with disabilities. To improve quality, the Ministry will focus on initiatives such as accreditation and review of existing accommodation standards. Public reporting of facilities' compliance with standards will assist Albertans in making informed choices about their continuing care accommodation options. In collaboration with Health and Wellness and other stakeholders, the Ministry will facilitate the development of appropriate continuing care accommodation options designed to help Albertans age in the right place.
- 2. Review programs and services for Albertans most in need to ensure they are citizen-centred, aligned and integrated**

Linkage:
Goals 2, 4 and 5

Seniors and Community Supports will partner with Children and Youth Services, Employment and Immigration and Housing and Urban Affairs with the support of Service Alberta to move social-based assistance toward a citizen-centered, aligned and integrated approach. This process will take full advantage of innovative business processes and technologies, as well as opportunities to integrate and align policies, program design and delivery.

The Ministry will continue to work with government partners to make programs and services more effective, consistent and easy to navigate, while ensuring they continue to be available for Albertans in the future.

This includes enhancing service integration and alignment within the Ministry and across partnering ministries, enhancing integration and alignment in the provision of health-related supports and enhancing the consistency, effectiveness and sustainability of the Persons with Developmental Disabilities (PDD) Program.

CORE BUSINESSES, GOALS, STRATEGIES & PERFORMANCE MEASURES

Core Business One: Provide targeted financial assistance

GOAL ONE **1 Seniors in need have access to financial assistance to support independence**

What it means

Income is a major determinant of health and well-being. Low-income seniors have limited ability to respond to changes in the economy. Programs such as the Alberta Seniors Benefit and Special Needs Assistance for Seniors provide important income supplements to low-income seniors. Of the 380,000 Albertans aged 65 and older, approximately 36 per cent receive the Alberta Seniors Benefit, an income-based program that provides monthly cash payments to eligible lower-income seniors. In addition, the Special Needs Assistance for Seniors program provides a lump-sum cash

payment to eligible seniors who demonstrate they are experiencing difficulty in meeting one-time expenses. These income-based programs help seniors maintain their independence and continue as participating and contributing members of Alberta's vibrant communities. In addition, the Education Property Tax Assistance for Seniors program is available to assist senior homeowners with increases in the education tax portion of their property taxes.

Strategies

- 1.1 Develop an Aging Population Policy Framework to guide government programs and services that support Alberta seniors, based on input gathered from Albertans through the Demographic Planning Commission.
- 1.2 Continue to review existing seniors programs and consider options to respond to seniors' changing needs.
- 1.3 Collaborate with partners to develop information products that provide Albertans with retirement preparedness information, including financial planning.

| Performance Measures | Last Actual (year) | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|---|--------------------|-----------------------------|----------------|----------------|
| 1.a Difference between Alberta seniors' average total income and the national average for seniors' average total income | +17.6% (2006) | Exceed the national average | | |
| 1.b Assessment time in working days for Special Needs Assistance for Seniors program applications | 10 days (2007-08) | 9 days | 9 days | 9 days |

Performance Measure Under Development:

Proportion of Alberta seniors' incomes from government transfers versus other sources.

GOAL TWO **2** Albertans with a severe and permanent disability have access to financial assistance that enables them to become as independent as possible

What it means

Income is one of the major determinants of health, well-being and independence and some Albertans need access to financial assistance. Through the Assured Income for the Severely Handicapped (AISH) program, the Ministry provides a monthly living allowance to help clients meet their needs. Over 37,000 Albertans with severe disabilities receive assistance from the AISH program. The Ministry also provides personal benefits to deliver a wider range of supports that help address the unique needs of AISH clients. Approximately 80 per cent of AISH clients are eligible to apply for personal benefits, which assist with extra monthly or one-time expenses such as service dog costs, child care expenses or the transition to employment. Together with other non-financial supports such as the Persons with Developmental Disabilities (PDD) program, the Ministry helps persons with disabilities contribute to and participate in the community.

Participation in employment and volunteer activities helps persons with disabilities be included in the community and become more independent and self-reliant. The Ministry works with government and community partners to remove barriers and provide a range of supports and services that assist persons with disabilities pursue employment to the extent they are able.

Strategies

- 2.1 Identify and implement improvements to financial assistance programs provided by the Ministry for persons with disabilities.
- 2.2 Work with government and community partners to implement strategies to support workforce participation for persons with disabilities.
- 2.3 Work with government partners to enhance service integration and alignment within the Ministry and across ministries to support clients in achieving independence and well-being.

| Performance Measure | Last Actual 2007-08 | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|---|------------------------|-------------------|-------------------|-------------------|
| 2.a Percentage of AISH clients who agree that personal benefits help them live more independently than if they were unable to access these benefits | 78% | 82% | 85% | 85% |

Core Business Two: Plan, provide and coordinate supports and services for living in the community

GOAL THREE **3** Seniors and persons with disabilities have appropriate supportive living options

What it means

The continuing care system is comprised of three streams: home living, supportive living and facility living (long-term care). Approximately 18,500 Albertans can be accommodated in supportive living settings, including lodges, designated assisted living units and other supportive living environments, such as group homes. In addition, approximately 14,500 people live in long-term care facilities, including auxiliary hospitals and nursing homes. The Ministry works with stakeholders to foster the development of supportive living options that are appropriate for changing needs and life stages, with the goal of assisting seniors and persons with disabilities to live as independently as possible.

The Ministry facilitates the development of affordable supportive living projects for seniors and persons with disabilities. To enhance safety and quality of accommodation, the Ministry is also responsible for monitoring and enforcing accommodation standards in supportive living settings and long-term care facilities. Seniors and Community Supports also assists Albertans in making informed supportive living and long-term care choices by publicly reporting the degree to which individual supportive living facilities comply with accommodation standards. The Ministry works in collaboration with Health and Wellness to plan for Albertans' future supportive living needs.

Strategies

- 3.1 Allocate approved capital funding to increase the availability of sustainable and affordable supportive living options.
- 3.2 Enhance the quality of accommodation in supportive living and long-term care facilities through mechanisms such as monitoring and accreditation.

- 3.3 Improve choice in the continuing care system through initiatives such as expanding public reporting to include information on long-term care settings.

| Performance Measures | Last Actual 2007-08 | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|--|------------------------|-------------------|-------------------|-------------------|
| 3.a Number of affordable supportive living units for aging in place developed with support from provincial funding | 793 | 450 | 400 | 375 |

Performance Measure Under Development:

Quality of accommodation services provided in supportive living and long-term care facilities, as indicated by the percentage of facilities reviewed that meet or exceed provincial standards.

GOAL FOUR **4** The Ministry's health-related supports and services enhance independence and well-being

What it means

Health-related supports and services enhance well-being by enabling Ministry clients to maintain their independence in their homes and communities. These supports can also help clients to achieve and maintain employment.

The health-related supports provided by the Ministry help Albertans of all ages who have a long-term disability, chronic illness or terminal illness maintain their independence. The Alberta Aids to Daily Living (AADL) program provides hearing and communication devices, medical/surgical supplies, mobility equipment, prosthetics and orthotics and respiratory equipment. Grants for home modifications are also provided to low-income wheelchair users through AADL. AISH clients receive health-related assistance, including prescription drugs, eye and dental care, emergency ambulance services, essential diabetic supplies and health-related personal benefits such as a supplement for clients who require a special diet.

To promote the well-being of Alberta seniors, the Ministry provides assistance to low- and moderate-income seniors with the cost of eyeglasses and dental treatment through the Seniors Optical and Dental Assistance programs.

Strategies

- 4.1 Review and refine the health-related supports provided to seniors and persons with disabilities.
- 4.2 Work with government partners to enhance integration and alignment in the provision of health-related supports within the Ministry and across ministries.

| Performance Measure | Last Actual 2007-08 | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|--|------------------------|-------------------|-------------------|-------------------|
| 4.a Percentage of AADL clients who agreed that AADL helped them be more independent in their homes or residences | 90% | 90% | n/a* | 90% |

* Survey conducted every two years.

Seniors and persons with disabilities have access to supports and services that enable them to participate in community life

What it means

Participating in the community means being able to work, volunteer, take advantage of educational and recreational opportunities and engage in other chosen activities. Communities, families and other unpaid caregivers play a key role in creating accessible and supportive environments and in assisting seniors and persons with disabilities to live and participate in the community. The Ministry works with partners to create awareness of barriers and to identify strategies that enable seniors and persons with disabilities to participate in community life.

The Persons with Developmental Disabilities Community Boards work to strengthen and promote long-term connections between persons with developmental disabilities and their communities. Albertans with disabilities may also receive community support services through other programs such as the Alberta Brain Injury Initiative and the Fetal Alcohol Spectrum Disorder Initiative. The AISH program also provides clients with information and referrals to community programs.

The Ministry's clients, their families and service providers can access information through service coordinators in the community, the Seniors Information Line, Seniors Information Services Offices, publications and the Ministry's website. In addition, where possible, the Ministry provides information in alternate formats for persons with disabilities.

Strategies

- 5.1 Implement improvements to the PDD program to clarify its mandate; increase consistency, efficiency and effectiveness; and ensure long-term sustainability.
- 5.2 Enhance the coordination of supports and services for persons with disabilities.
- 5.3 Work with government and community agencies to identify ways that communities can better support seniors and persons with disabilities.

| Performance Measure | Last Actual (year) | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|---|--------------------|----------------|----------------|----------------|
| 5.a Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services | 83.4% (2006-07) | n/a* | 87% | n/a* |
| 5.b Percentage of people with brain injuries and/or other disabilities and their families/caregivers reporting they feel supported by the Alberta Brain Injury and Program Development for Persons with Disabilities (Gaps in Services) initiatives | | | | |
| • Persons with brain injury and/or other disabilities | 89% (2007-08) | 91% | 92% | 93% |
| • Families/caregivers | 86% (2007-08) | 86% | 87% | 88% |
| 5.c Satisfaction with the information services provided by the Seniors Information Line | 89.6% (2007-08) | 93% | 93% | 93% |

* Survey conducted every two years.

What it means

A safe and secure environment is necessary for well-being and quality of life. The Ministry plays an important role in addressing the safety and security needs of adults who may be vulnerable to abuse and neglect, while supporting the right of adult Albertans to direct their own lives. Through the *Protection for Persons in Care Act*, the Ministry investigates and responds to complaints of abuse of individuals receiving government-funded care services. Recommendations arising from investigations are aimed at improving the safety and well-being of Albertans. In addition, the Persons with Developmental Disabilities program has a protocol to address abuse of adults with developmental disabilities.

The Office of the Public Guardian (OPG) administers the *Dependent Adults Act* (DAA) and the *Personal Directives Act* (PDA), legislation that protects vulnerable adults when they are not able to make their own personal decisions. The OPG acts as guardian for dependent adults when needed and encourages dependent adults to contribute to their own personal decisions whenever possible. The OPG also provides information and support for private guardians, who are usually family members, to assist them in their role. The *Dependent Adults Act* is scheduled to be replaced by the *Adult Guardianship and Trusteeship Act* in the fall of 2009.

Elder abuse is a growing issue that affects both men and women from all income levels and cultural backgrounds. As the number of seniors increases, incidents of abuse are expected to rise. The Ministry works with other ministries, the Seniors Advisory Council for Alberta, other levels of government and community partners to assist seniors and raise awareness of elder abuse.

Strategies

- 6.1 Amend the *Protection for Persons in Care Act* to strengthen the government's role in protecting adult Albertans.
- 6.2 Work with Ministry partners to prevent and raise awareness of elder abuse.
- 6.3 Implement a new continuum of decision-making options that encourage adults with mental capacity limitations to participate in decisions and maintain their autonomy.
- 6.4 Deliver public education on guardianship, decision-making and personal directives.
- 6.5 Implement new processes for the OPG to investigate concerns about actions of agents, guardians, co-decision makers or trustees of incapable adults.

| Performance Measures | Last Actual 2007-08 | Target 2009-10 | Target 2010-11 | Target 2011-12 |
|--|------------------------|-------------------|-------------------|-------------------|
| 6.a Percentage of persons involved in Protection for Persons in Care investigations satisfied with the investigation process | 64% | 65% | 66% | 70% |
| 6.b Satisfaction with supports and decision-making services provided by the Office of the Public Guardian of: | | | | |
| • Private Guardians | 95% | 90% | n/a* | 90% |
| • Service providers | 93% | 90% | n/a* | 90% |
| • Dependent adults | 82% | 85% | n/a* | 85% |

* Survey conducted every two years.

EXPENSE BY CORE BUSINESS

(thousands of dollars)

| | Comparable | | | 2009-10 Estimate | 2010-11 Target | 2011-12 Target |
|--|-------------------|-------------------|---------------------|---------------------|-------------------|-------------------|
| | 2007-08 Actual | 2008-09 Budget | 2008-09 Forecast | | | |
| Provide targeted financial assistance | 728,797 | 831,721 | 792,642 | 896,631 | 938,415 | 986,667 |
| Plan, provide and coordinate supports and services for living in the community | 1,004,513 | 1,087,579 | 1,073,658 | 1,077,672 | 1,105,538 | 1,126,826 |
| MINISTRY EXPENSE | 1,733,310 | 1,919,300 | 1,866,300 | 1,974,303 | 2,043,953 | 2,113,493 |

MINISTRY STATEMENT OF OPERATIONS

(thousands of dollars)

| | Comparable | | | 2009-10 Estimate | 2010-11 Target | 2011-12 Target |
|--|--------------------|--------------------|---------------------|---------------------|--------------------|--------------------|
| | 2007-08 Actual | 2008-09 Budget | 2008-09 Forecast | | | |
| REVENUE | | | | | | |
| Transfers from Government of Canada | 277,548 | 300,358 | 323,058 | 292,880 | 306,148 | 317,738 |
| Investment Income | 387 | - | - | - | - | - |
| Premiums, Fees and Licences | 1,206 | 1,000 | 1,000 | 1,000 | 1,000 | 1,000 |
| Other Revenue | 7,318 | 3,310 | 3,310 | 3,300 | 3,300 | 3,300 |
| MINISTRY REVENUE | 286,459 | 304,668 | 327,368 | 297,180 | 310,448 | 322,038 |
| EXPENSE | | | | | | |
| Program | | | | | | |
| Assured Income for the Severely Handicapped | 597,809 | 666,096 | 644,096 | 709,492 | 735,362 | 778,902 |
| Support to Persons with Developmental Disabilities | 540,732 | 570,575 | 570,575 | 603,856 | 617,566 | 632,366 |
| Alberta Seniors Benefit | 264,251 | 298,565 | 277,565 | 323,145 | 344,112 | 353,712 |
| Seniors Dental and Optical Assistance | 58,726 | 69,664 | 63,664 | 63,458 | 69,964 | 70,364 |
| Special Needs Assistance for Seniors | 24,689 | 27,026 | 23,026 | 23,962 | 23,985 | 23,985 |
| School Property Tax Assistance | 5,316 | 11,000 | 11,000 | 11,000 | 11,000 | 11,000 |
| Seniors Lodge Assistance | 30,968 | 32,120 | 32,120 | 34,420 | 36,820 | 37,820 |
| Supportive Living and Long Term Care | 3,865 | 5,950 | 5,950 | 5,810 | 5,060 | 5,060 |
| Alberta Aids to Daily Living | 104,426 | 103,034 | 103,034 | 109,982 | 110,023 | 110,023 |
| Disability and Community Support Programs | 16,069 | 21,321 | 21,321 | 19,971 | 20,725 | 20,925 |
| Public Guardian Services | 8,006 | 8,993 | 8,993 | 10,087 | 10,161 | 10,161 |
| Ministry Support Services | 7,919 | 9,164 | 9,164 | 8,925 | 8,980 | 8,980 |
| Lodge Renovations and Repairs | - | 15,600 | 15,600 | - | - | - |
| Rural Affordable Supportive Living | 21,289 | 2,000 | 2,000 | - | - | - |
| Affordable Supportive Living Initiative | 48,036 | 77,997 | 77,997 | 50,000 | 50,000 | 50,000 |
| Valuation Adjustments and Other Provisions | 1,209 | 195 | 195 | 195 | 195 | 195 |
| MINISTRY EXPENSE | 1,733,310 | 1,919,300 | 1,866,300 | 1,974,303 | 2,043,953 | 2,113,493 |
| Gain (Loss) on Disposal of Capital Assets | (156) | - | - | - | - | - |
| NET OPERATING RESULT | (1,447,007) | (1,614,632) | (1,538,932) | (1,677,123) | (1,733,505) | (1,791,455) |

CONSOLIDATED NET OPERATING RESULT

(thousands of dollars)

| | Comparable | | | 2009-10 Estimate | 2010-11 Target | 2011-12 Target |
|---|--------------------|--------------------|---------------------|---------------------|--------------------|--------------------|
| | 2007-08 Actual | 2008-09 Budget | 2008-09 Forecast | | | |
| Ministry Revenue | 286,459 | 304,668 | 327,368 | 297,180 | 310,448 | 322,038 |
| <i>Inter-ministry consolidation adjustments</i> | - | - | - | - | - | - |
| Consolidated Revenue | 286,459 | 304,668 | 327,368 | 297,180 | 310,448 | 322,038 |
| Ministry Expense | 1,733,310 | 1,919,300 | 1,866,300 | 1,974,303 | 2,043,953 | 2,113,493 |
| <i>Inter-ministry consolidation adjustments</i> | - | - | - | - | - | - |
| Consolidated Expense | 1,733,310 | 1,919,300 | 1,866,300 | 1,974,303 | 2,043,953 | 2,113,493 |
| Gain (Loss) on Disposal of Capital Assets | (156) | - | - | - | - | - |
| CONSOLIDATED NET OPERATING RESULT | (1,447,007) | (1,614,632) | (1,538,932) | (1,677,123) | (1,733,505) | (1,791,455) |