

What to expect

Persons with Developmental Disabilities (PDD)

1. Make sure PDD is the right program for you

Before you apply, it's important to make sure you are applying for the right program. First, you should read the program information to see if PDD has the [supports and services](#) you need. If not, you can use the [Find Supports](#) tool on the [MyAlbertaSupports](#) portal to learn about other programs.

If you'd like to speak with someone, you can talk to an Alberta Supports staff member at 1-877-644-9992.

2. Check if you are eligible

Next, check to see if you meet the [eligibility requirements](#). You must:

- be 16 years old to apply and 18 when my PDD services start
- live in Alberta
- be a Canadian Citizen or permanent resident
- have a [developmental disability](#) from childhood

3. Deciding to apply

If you decide to apply for PDD, you should read the ["how to apply for PDD" information](#) on Alberta.ca. If you are unsure, you can talk to an Alberta Supports staff member at 1-877-644-9992 or a [Family Resource Centre](#) staff member for more information.

4. Send in your application

Next, [follow the online directions](#) and fill in the application using the [Apply Online](#) tool at [MyAlbertaSupports.ca](#). From there, you can upload copies of supporting documents, including proof of citizenship or permanent residency, and assessments. If you require help sending in your

application, you can talk to an Alberta Supports staff member at 1-877-644-9992.

5. You get an eligibility decision

Someone will contact you to discuss your daily living skills and ask for any other required documents. You will be notified when your eligibility for the program is decided, though being eligible does not guarantee services. If you are not eligible for PDD, they will explain why, tell you what to do if you have a concern about the decision, and provide information about other programs and resources that may be helpful.

You can also call or text 211 or visit <https://ab.211.ca/> to find out about other programs and resources.

6. If eligible, you meet with a Disability Services Caseworker to discuss your plan

A Disability Services caseworker will contact you to talk about what kind of life you want to have. Together with your caseworker, you will create a plan that focuses on what things you can do to help build the life you want. Caseworkers will support you to explore services and supports.

7. Keep your caseworker updated about any changes

Your caseworker is available throughout the year to discuss changing or ongoing needs. At least once a year, they will connect for a regular review. Throughout the year, it is important to let your caseworker know if something changes so your information is current.

PDD supports and services

Outcome Plan

When you are eligible for the program, your Disability Services caseworker meets with you, your family and legal guardian (if applicable), friends and anyone else on your support team to discuss:

- your vision for the kind of life you want to have
- your outcomes – these are the things that will happen over time to help you build this life
- your needs and ideas for reaching your vision and outcomes
- the services that will help you meet your needs
- where to find services in your community

After the meeting, your caseworker creates a plan. It has information that is important to you and for you. You will share it with the service providers you choose so they can help you develop your individual plan.

Individual Support Plan

Your service provider and/or the Family Managed Services administrator meet with you and your support team and caseworker to create your Individual Support Plan. This plan is finalized within 3 months from when you begin receiving services. It describes how the service providers will help you reach your goals, including:

- the goals you want to reach within a year
- the ways you will reach these goals
- who will provide support
- how you will know when you have reached your goals
- what to do if the plan needs to change

Services

You may access one or more of these services based on your Outcome Plan:

- home living supports that help you do daily activities like banking, caring for your home, making meals or laundry
- respite services to give your caregivers a break when you live with them fulltime
- community access supports that help you take part in activities so you can learn, develop, relax, have fun or be with others
- employment supports to learn new skills and find and keep a paid job
- short-term support or training from experts to help caregivers and staff increase their skills to better support individuals.

Regular reviews

Your Disability Services caseworker is available to discuss your changing or ongoing needs. They will meet with you and your support team for a regular review to:

- discuss your situation and the services you require
- update your plans