



# PDD Administrative Review *fact sheet*

## WHAT IS THE PDD ADMINISTRATIVE REVIEW?

On June 16, 2010, Honourable Mary Anne Jablonski, Minister of Seniors and Community Supports, announced a review of the administration of the PDD program. The review focused on internal administrative operations of the program. This included the provincial program branch, the PDD Community Boards and their directly operated facilities, and the administrative costs of agencies contracted by PDD to provide services to adults with developmental disabilities. The review did not include examination of front-line services for individuals.

KPMG, an independent consulting firm with expertise in organizational effectiveness and efficiency, completed the review and has provided the Minister with a report outlining their findings and recommendations.

## PURPOSE OF THE REVIEW

The administrative review is an extension of the PDD Priority Actions identified in 2008. The goal of the Priority Actions is improving the PDD program to ensure:

- Clarity about the program's mandate
- The program is consistently and fairly applied
- The program is effective in responding to individuals' needs and
- The program operates efficiently and is sustainable into the future.

The administrative review supports achievement of these goals.

## RECOMMENDATIONS

The main focus of KPMG's recommendations involves consolidation and simplification within the PDD program. The review identified a need to view

Alberta as one community. Within the context of the PDD program, the proposed vision would reflect one community of adults with developmental disabilities and their families served by one organization, a network of service providers, and one set of provincial policies.

KPMG recommended achieving this vision through the recommendations outlined below. Government has accepted some of these recommendations, and rejected others that may prove too disruptive to the individuals who depend on this important program.

- **Dissolve the Boards:** this would include disbanding the six Community Boards and establishing an advisory council to reduce duplication of functions and inconsistency. **(Recommendations rejected** – Government believes that the Community Boards have an important role in keeping decisions as close to the individual as possible, as well as providing feedback about community priorities. The Minister will provide Boards with written instructions to improve consistency and reduce duplication.)
- **Establish an organizational model for provincial program delivery:** this would involve establishing common roles and responsibilities from region to region to ensure both community engagement and consistent application of policy and service delivery across the province. **(Recommendation accepted)**
- **Clarify and enhance contracting processes with service providers:** this would involve establishing a new contracting process with clearly defined performance measures and administrative costs, and where possible, individuals being served by one service provider. **(Recommendation accepted,** but service providers, families, and other

stakeholders are to be consulted in June on the new contracting process)

- **Improve access and support for Family Managed Services:** the family managed option could be encouraged through the development of resources such as PDD-funded payroll service providers, and access to tools and templates that would assist family managed administrators with hiring, performance appraisals, and staff monitoring. **(Recommendation accepted)**
- **Improve IT systems:** KPMG recommends replacing PDD's existing information technology with an integrated case management system to facilitate coordination between the PDD program and service providers. Again, this would reduce administrative burden through automation. **(Recommendation accepted)**

## NEXT STEPS

The Minister will be providing written instructions to the Community Boards to ensure a more coordinated approach, better outcomes for individuals, sustainability of the program, and a more efficient and effective delivery of services. The Minister's instructions will include specific timelines for expected results.

In June, Genia Leskiw, MLA for Bonnyville-Cold Lake, will consult with individuals, families and service providers on implementing a new contracting process to ensure there will be no disruption to services for individuals. A report will be provided back to the Minister.

## EFFECTS ON INDIVIDUALS AND FAMILIES

Albertans with developmental disabilities and their families can expect to be informed and are invited to provide their feedback as implementation progresses.

Services for people with developmental disabilities will continue. Current contracts will remain in place and individuals can expect to continue to receive supports from their current service provider(s).

## EFFECTS ON SERVICE PROVIDERS

Service providers can expect their current contracts to continue, and as accepted recommendations are implemented, to be informed of any changes to accountability processes and contracting processes. Throughout the development of strategies related to alternative contracting, common processes, and IT system development, service providers will be called upon for their input and expertise.

## EFFECTS ON PDD STAFF

PDD staff will have opportunities to provide feedback on the recommendations and the potential impacts on clients through the consultation process. PDD staff may also be asked to participate in working groups to implement the new common processes and IT system. Staff involvement will be key to the success of new initiatives.

## TIMELINES

Action	Timeline
<ul style="list-style-type: none"> <li>▪ Release KPMG report</li> <li>▪ Minister provides written instructions to Community Boards</li> </ul>	May 2011
<ul style="list-style-type: none"> <li>▪ Focus groups on contracting processes with families and service providers</li> <li>▪ Separate sessions with individuals and self-advocates</li> </ul>	June 2011
<ul style="list-style-type: none"> <li>▪ Develop common processes</li> <li>▪ Improve access to Family Managed Services</li> <li>▪ IT system development</li> </ul>	Spring 2011 – ongoing
<ul style="list-style-type: none"> <li>▪ Develop and implement pilot projects to test alternate contracting approach</li> </ul>	January, 2012
<ul style="list-style-type: none"> <li>▪ Implementation of contracting processes</li> </ul>	April 2013

## CONTACT

If you have questions, please call your regional PDD office. To find your region, look up regional phone numbers, or to view the full KPMG report, a Minister's video, and more information about the administrative review, please visit the Seniors and Community Supports website at:

[www.seniors.alberta.ca/PDD](http://www.seniors.alberta.ca/PDD)