



Freedom To Create. Spirit To Achieve.

Seniors and Community Supports

Annual Report
2010-11

Government of Alberta ■

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Seniors and Community Supports

Annual Report 2010-2011

CONTENTS

Preface	4
Minister's Accountability Statement	6
Message from the Minister	7
Management's Responsibility for Reporting	11
Results Analysis	15
Ministry Overview	15
Review Engagement Report	25
Performance Measures Summary Table	27
Discussion and Analysis of Results	33
Ministry Expense by Function	35
Performance Measures Methodology	85

Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 Ministries.

The annual report of the Government of Alberta released June 29, 2011 contains Ministers' accountability statements, the consolidated financial statements of the Province and *The Measuring Up* report, which compares actual performance results to desired results set out in the government's business plan.

This annual report of the Ministry of Seniors and Community Supports contains the Minister's accountability statement, the audited consolidated financial statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan. This Ministry annual report also includes: ¹

- the financial statements of entities making up the Ministry including the Department of Seniors and Community Supports and Crown-controlled corporations for which the Minister is responsible, and**

- **other financial information as required by the *Financial Administration Act and Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the Ministry has anything to report.**

¹ Financial Statements of entities making up the Ministry can be found in the complete 2010-11 Annual Report located on the [Seniors and Community Supports website](#).

Minister's Accountability Statement

The Ministry's annual report for the year ended March 31, 2011, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at June 15, 2011 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[Original Signed]

Mary Anne Jablonski

Minister of Seniors and Community Support

Message from the Minister



As Minister of Seniors and Community Supports, I am proud to present our Annual Report for 2010-11. Alberta marked an important turning point in 2011 as the first “baby boomers” began to turn 65. This year the Ministry finalized some important preparations for this demographic shift. We released the *Aging Population Policy Framework*, which outlines the roles and responsibilities of government and its many partners (individuals and families, community organizations and other governments) in meeting the needs of an aging population, and communicates key policy directions. The implementation of the Framework will focus on meeting the needs of the growing number of seniors in coordinated, effective and sustainable ways.

We also released *Addressing Elder Abuse in Alberta: A Strategy for Collective Action*. This document provides a plan for governments and communities to work together to help prevent and reduce elder abuse, and to improve supports for Alberta seniors affected by abuse.

As our population ages, a range of accommodation options will help seniors and persons with disabilities age in the right place.

Under the Government of Alberta's *Continuing Care Strategy*, the Ministry committed over \$89 million in capital funding to help develop 882 new affordable supportive living units across the province. This funding will also support the development of an additional 30 long-term care spaces. These units will increase choice and availability of accommodations for seniors and persons with disabilities who require support to live in their communities.

Throughout 2010-11 the Ministry had to respond to an economy in recovery. Despite these challenges, we maintained important services, and forged ahead to find more efficient and effective ways to deliver supports for seniors and Albertans with disabilities. Under the Alberta Supports initiative, Seniors and Community Supports is working with partnering ministries toward a more citizen-centred, aligned and better-integrated approach to program development and delivery. In December, the Ministry and its partners established a single website (www.albertasupports.ca) and phone number (1-877-644-9992 toll free, or 780-644-9992 in Edmonton) for Albertans to access information about a range of provincial, social-based programs so they can get the right help at the right time. This "single door" approach makes it easier for Albertans to access services and will

help them transition between programs as they age or their circumstances change.

In 2010-11, we focused on further improving the Persons with Developmental Disabilities program. The Ministry commissioned a review of the PDD program to identify efficiencies and savings in program administration that can be redirected to front-line services for individuals. Implementation of the approved recommendations will begin in 2011-12. Based on discussions with families and guardians, we also implemented new processes for families who direct and manage supports for their family member with a developmental disability under the PDD program's Family Managed Services (FMS) option. These changes are designed to decrease administrative burden for families while maintaining the necessary level of accountability. We also worked to enhance clarity for individuals and families by publishing policies and procedures online in a new, easy to navigate web-based system.

My sincere thanks go to our hardworking staff for their efforts this year, and to the individuals and organizations in our communities who work closely with our Ministry to serve Albertans. My thanks also go to the many Albertans who have shared with me their ideas on how we can improve independence and well-being for

seniors and persons with disabilities. It has been a productive year for the Ministry and I am honoured to share these results with you.

[Original Signed]

Mary Anne Jablonski
Minister

Management's Responsibility for Reporting

The Ministry of Seniors and Community Supports includes: the Department of Seniors and Community Supports, the Seniors Advisory Council for Alberta, the Premier's Council on the Status of Persons with Disabilities and the Persons with Developmental Disabilities Community Boards.

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

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

Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the Ministry rests with the Minister of Seniors and Community Supports. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including consolidated financial statements and performance results. The consolidated financial statements and

the performance results, of necessity, include amounts that are based on estimates and judgments. The consolidated financial statements are prepared in accordance with Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – Information agrees with the 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 2010.

As Deputy Minister, in addition to program responsibilities, I establish and maintain 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, Treasury Board, the Minister of Finance and Enterprise and the Minister of Seniors and Community Supports any information needed to fulfill their responsibilities; and
- facilitate preparation of Ministry business plans and annual reports required under the *Government Accountability Act*.

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

[Original Signed]

Robert Bhatia

Deputy Minister of Seniors and Community Supports

May 30, 2011

RESULTS ANALYSIS

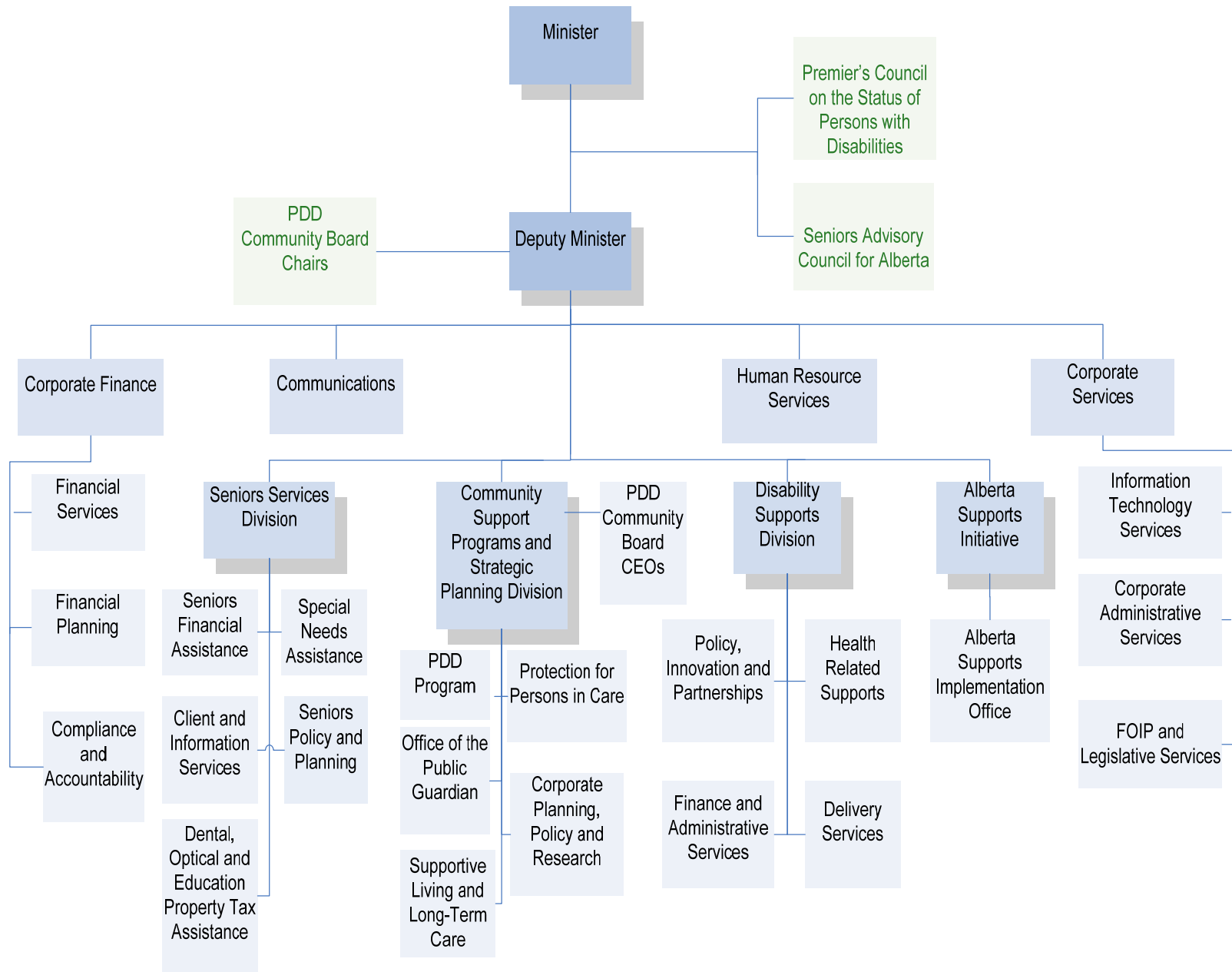


Results Analysis

Ministry Overview

The Ministry consists of the Department of Seniors and Community Supports, the Seniors Advisory Council for Alberta, the Premier's Council on the Status of Persons with Disabilities 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. The Alberta Supports initiative is led by the Ministry and coordinated through a central implementation office jointly staffed by the partnering ministries. Corporate functions support department-wide operations. The organizational chart and operational overview reflect the structure of the Ministry as at March 31, 2011.



Seniors Services Division

The Seniors Services Division is responsible for:

- Delivering the Alberta Seniors Benefit (ASB) program, which provides monthly benefits to over 147,600 low-income seniors across the province.
- Administering the Special Needs Assistance for Seniors (SNA) program, which provides lump-sum payments to eligible low-income seniors toward the purchase of allowable one-time extraordinary expenses.
- Delivering the Dental and Optical Assistance for Seniors programs, which provide financial assistance for dental treatment to more than 84,400 seniors and assists almost 36,000 seniors with the cost of prescription eyeglasses.
- Delivering the Education Property Tax Assistance for Seniors (EPT) program, which provides a rebate to senior households in Alberta to cover the year-to-year increases in the education portion of their property tax over the senior's base year amount. This program has also partnered with a number of municipalities to administer local tax rebate programs for seniors.
- Providing information services for seniors, including operating the Seniors Information Line and Seniors

Information Services Offices, and publishing the annual *Seniors Programs and Services Information Guide*.

- Leading and coordinating research, policy development and planning activities on issues of relevance to seniors and the aging population.
- Providing support to the Seniors Advisory Council for Alberta.
- Collaborating and liaising with federal, provincial and territorial partners through the Federal/Provincial/Territorial Ministers Responsible for Seniors forum.

Disability Supports Division

The Disability Supports Division is responsible for:

- Providing financial and health benefits, through the Assured Income for the Severely Handicapped (AISH) program, to approximately 43,000 adult Albertans with a permanent disability that substantially limits the person's ability to earn a livelihood. Approximately 9,000 of these individuals also received personal benefits in 2010-11 to help with extra monthly or one-time needs such as child care or medical supplies.

- Administering the Alberta Aids to Daily Living (AADL) program, which helps over 79,000 Albertans with a long-term disability, chronic illness or terminal illness by providing equipment and supplies for their medically assessed needs.
- Providing grants to help eligible wheelchair users to make their homes more accessible through the Residential Access Modification Program.
- Providing community supports for adults with disabilities through such programs as the Alberta Brain Injury Initiative, the Fetal Alcohol Spectrum Disorder (FASD) initiative, Community Access for People in Continuing Care and Cross Disability Support Services.
- Undertaking research, policy development, planning and coordination to support continuous improvement of supports and services for persons with disabilities in Alberta.
- Providing support to the Federal/Provincial/Territorial Council of Ministers Responsible for Social Services and its various working groups as they relate to persons with disabilities.

- Providing support to the Premier's Council on the Status of Persons with Disabilities.

Community Support Programs and Strategic Planning

Division

The Community Support Programs and Strategic Planning Division is responsible for:

- Leading policy development and research to improve quality, supply and client choice across the continuing care system in Alberta.
- Developing, monitoring and enforcing compliance with accommodation standards for over 720 supportive living facilities and over 170 long-term care settings across the province; licensing supportive living facilities; and setting long-term care residents' maximum accommodation fees.
- Supporting the development of affordable supportive living units through capital grant programs.
- Supporting approximately 149 seniors' lodges through Lodge Assistance Program grants.
- Developing program policy, allocating financial resources, and managing quality assurance to effectively deliver the Persons with Developmental Disabilities (PDD) program.

Through the PDD program, approximately 9,300 individuals with a developmental disability receive supports to participate in community life and be as independent as possible.

- Administering the *Adult Guardianship and Trusteeship Act (AGTA)* and *Personal Directives Act (PDA)* through the Office of the Public Guardian (OPG). The OPG provides direct guardianship services for over 2,000 dependent adults who are deemed unable to make their own personal, non-financial decisions and have no family or friend to take on this role, and provides education and support for private guardians. The OPG also acts as Review Officer for court applications under the AGTA, investigates complaints that a decision maker is causing harm to the adult they represent, and provides oversight of capacity assessment and training under the acts. Additionally, the OPG acts as decision-maker of last resort for psychiatric treatment decisions under the *Mental Health Act*.
- Administering the *Protection for Persons in Care Act*, which requires that abuse involving adults receiving government-funded care services is reported and

investigated. Under this legislation, the Ministry responds to approximately 400 reports of abuse per year.

- Leading and coordinating the Ministry's corporate planning, policy and research activities.

Corporate Functions

Corporate Finance

Corporate Finance supports the Ministry's financial planning, budgeting, payments and financial accountability activities. Specific areas of activity include budgeting and forecasting, reviewing and monitoring financial transactions, managing financial systems, revenue administration, enterprise risk management, compliance reviews, financial reporting and producing the annual financial statements.

Corporate Services

Corporate Services is responsible for supporting the Ministry's information technology, administrative services, legislative services, and business continuity and disaster recovery planning. As well, Corporate Services coordinates the Ministry's information and records management and administration of Freedom of Information and Protection of Privacy processes.

Human Resource Services

Human Resource Services is responsible for planning, developing and delivering the Ministry's human resource programs, policies and practices. These efforts support the Alberta Public Service Workforce Plan and include staffing, classification, employee relations, performance management, workplace planning and succession management, leadership development, learning and career development, recognition, and workplace safety, health and wellness.

Communications

Communications provides advice and support to the Minister and the Ministry on providing clear and timely information to the public about the Ministry's key initiatives, programs and services. Communications also provides consulting services in issues management, media relations, writing, publishing and website content.

Boards and Agencies

Persons with Developmental Disabilities Community Boards

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

responsible for the delivery of supports to adults with developmental disabilities within its region. These services assist adults with a developmental disability to be included in community life and to be as independent as possible.

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is responsible for advising the province on matters relating to Alberta's seniors. The vision of the Council is to increase the recognition of seniors as one of Alberta's most respected and valuable resources. The Council does this by consulting with seniors, seniors' organizations and others to gather information and provide advice to the Minister regarding issues impacting seniors.

Premier's Council on the Status of Persons with Disabilities

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

Review Engagement Report



To the Members of the Legislative Assembly

I have reviewed the performance measure identified as “Reviewed by Auditor General” in the *Ministry of Seniors and Community Supports’ 2010-11 Annual Report*. This performance measure is the responsibility of the Ministry and is prepared based on the following criteria:

- Reliability – Information agrees with the underlying data and with 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 2010.

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 my Office by the Ministry. My

review was not designed to provide assurance on the relevance of this performance measure.

A review does not constitute an audit and, consequently, I do not express an audit opinion on the performance measure.

Based on my review, nothing has come to my attention that causes me to believe that the “Reviewed by Auditor General” performance measure in the Ministry’s 2010-11 Annual Report is not, in all material respects, presented in accordance with the criteria of reliability, understandability, comparability, and completeness as described above. However, my review was not designed to provide assurance on the relevance of this performance measure.

[Original Signed by Merwan N. Saher, CA]

Auditor General

May 10, 2011

Edmonton, Alberta

Performance Measures Summary Table

Core Businesses/Goals/Performance Measure(s)	Prior Years' Results				Target	Current Actual	
Core Business: Provide targeted financial assistance to seniors and persons with disabilities in need.							
1.	Seniors in need have access to financial assistance to support their well-being.						
1.a	Difference between Alberta seniors' average total income and the national average for seniors' average total income	+11.1% 2004	+13.4% 2005	+17.6% 2006	+19.4% 2007	Exceed National Average	+20.3% 2008
1.b	Assessment time in working days for Special Needs Assistance for Seniors program applications	10 days 2006- 07	10 days 2007- 08	13 days 2008- 09	18 days 2009- 10	10 days	22 days 2010- 11

Core Businesses/Goals/Performance Measure(s)		Prior Years' Results				Target	Current Actual
2.	Albertans with a severe and permanent disability have access to financial assistance to support their independence.						
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	79% 2006-07	78% 2007-08	77% 2008-09	80% 2009-10	77%	72% 2010-11
Core Business: Plan, provide and coordinate necessary supports and services for living in the community.							
3.	Seniors and persons with disabilities have appropriate supportive living options.						
3.a	Number of affordable supportive living units for aging in place developed with support from provincial funding	553 2006-07	793 2007-08	890 2008-09	618 2009-10	500	882 2010-11

	Core Businesses/Goals/Performance Measure(s)	Prior Years' Results				Target	Current Actual
4.	The ministry's health-related supports and services enhance independence and well-being.						
4.a	Percentage of AADL clients who agreed that AADL helped them be more independent in their homes or residences	90% 2003-04	90% 2005-06	90% 2007-08	88% 2009-10	-- ^Δ	-- ^Δ
5.	Seniors and persons with disabilities have access to supports and services needed to participate in community life.						
5.a**	Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded service	88.7% 2002-03	85.8% 2004-05	83.4% 2006-07	85.3% 2008-09	86%	85.3% 2010-11

Core Businesses/Goals/Performance Measure(s)		Prior Years' Results				Target	Current Actual
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 Cross-Disability Support Services initiatives	86%	89%	86%	90%	87%	90%
	- Persons with brain injury and/or other disabilities	2006-07	2007-08	2008-09	2009-10		
	- Families/caregivers	83%	86%	81%	80%	82%	90%
		2006-07	2007-08	2008-09	2009-10		2010-11
5.c	Satisfaction with the information services provided by the Seniors Information Line	91.4%	89.6%	88.0%	91.3%	90%	83.4%
		2006-07	2007-08	2008-09	2009-10		2010-11

	Core Businesses/Goals/Performance Measure(s)	Prior Years' Results				Target	Current Actual
6.	Safeguards for seniors and persons with disabilities improve safety and well-being.						
6.a	Satisfaction with supports and decision-making services provided by the Office of the Public Guardian of:						
	- Private guardians	91% 2004- 05	92% 2005- 06	95% 2007- 08	98% 2009- 10	-- Δ	-- Δ
	- Service providers	87% 2004- 05	87% 2005- 06	93% 2007- 08	94% 2009- 10	-- Δ	-- Δ
	- Dependent (Represented) adults	n/a	88% 2005- 06	82% 2007- 08	88% 2009- 10	-- Δ	-- Δ

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

For more detailed information see Performance Measures Methodology section of the Annual Report, page 86-91.

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

- 1. Enduring measures that best represent the goal and mandated initiatives,**
- 2. Measures for which new data is available,**
- 3. Measures that have well-established methodology.**

**** This measure is also included in *Measuring Up 2010-11* under Goal 6. Data for this measure for 2010-11 was audited by the Auditor General, as indicated in the *Measuring Up Auditors' Report*.**

Measures Under Development: The Ministry's 2010-13 Business Plan included two additional measures that are under development. Results for these measures are included in the "Discussion and Analysis of Results" section.

- Goal 1: "Proportion of Alberta seniors' incomes from government transfers versus other sources." Note: the wording of this measure will be adjusted in subsequent Ministry plans and reports in order to increase clarity: "Percentage of Alberta seniors' incomes from non government-funded sources."**
- Goal 3: "Quality of accommodation services provided in supportive living and long-term care facilities, as indicated by the percentage of facilities reviewed that meet provincial standards."**

△ Survey conducted every two years – no new data collected in relevant year.

Discussion and Analysis of Results

In 2010-11, total Ministry program expense was \$2.05 billion. The majority of funding was allocated to the following programs:

- \$757.6 million for the Assured Income for the Severely Handicapped (AISH) program, an increase of \$40.9 million or 5.7% over 2009-10.
- \$421.6 million for seniors through programs including: Alberta Seniors Benefits (ASB) (\$320.6 million), Dental & Optical Assistance for seniors (\$65.8 million), Special Needs Assistance (\$23.0 million), and School Property Tax Assistance (\$12.2 million). ASB total expense of \$320.6 million increased by \$11.1 million or 3.6% over 2009-10. Dental and Optical Assistance total expense was \$65.8 million, an increase of \$3.6 million or 5.8% over 2009-10.
- \$591.6 million for Support to Persons with Developmental Disabilities, a decrease of \$556 thousand (0.09%) from 2009-10.

- \$117.6 million for the Alberta Aids to Daily Living (AADL) program, an increase of \$8.2 million or 7.5% over 2009-10.
- \$89.1 million for the Affordable Supportive Living Initiative (ASLI).
- \$33.9 million for Seniors Lodge Assistance program, an increase of \$2.9 million or 9.3% over 2009-10.

The Ministry's total program expense increased by \$105.5 million or 5.4% over 2009-10. The main reasons for the increase were:

- AISH caseload growth of 5.9%.
- AISH health-related benefit cost increases.
- AADL caseload growth of almost 3%.
- Caseload increases in seniors benefit programs.
- Additional funding to support the development of supportive living and long-term care spaces across the Province.

Ministry Expense by Function

	IN MILLIONS		
	2010-11		2009-10
	Estimates	Actual	Actual
Health	113.3	117.6	109.4
Social Services	1,831.3	1,844.6	1,786.2
Housing	50.3	89.8	51.0
Total Expense by Function	\$ 1,994.9	\$2,052.0	\$1,946.6

GOAL 1 Linked to Core Business 1 - Provide targeted financial assistance to seniors and persons with disabilities in need.

Seniors in need have access to financial assistance to support their well-being.

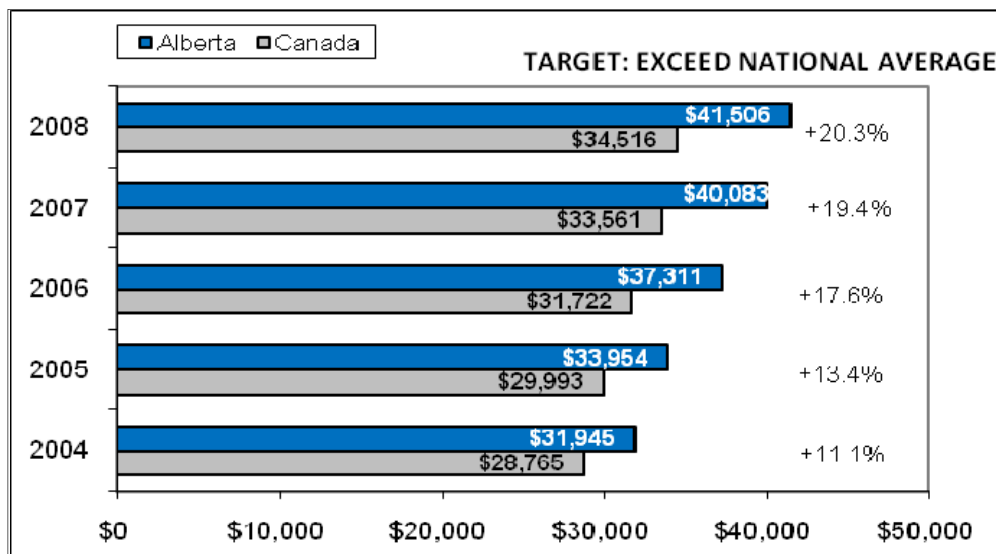
Income is one of the major determinants of health and well-being. Income assistance programs help seniors by enabling them to secure their basic living needs, maintain their independence and continue as participating and contributing members of the community. The Ministry supplements federal financial supports for seniors (Old Age Security and Guaranteed Income Supplement) through the Alberta Seniors Benefit (ASB), Special Needs Assistance for Seniors (SNA) and Education Property Tax Assistance for Seniors (EPT) programs.

In 2010-11, approximately 147,600 of Alberta's 407,500 seniors received monthly benefits from the ASB program, averaging about \$173 per household; over 23,000 seniors (or just over 19,000 households) received support from the SNA program, averaging \$945 per beneficiary, for a total annual grant expenditure of approximately \$23 million; and over 100,000 senior households received rebates from the EPT program for the 2010 property tax year.



Performance Measure 1.a -- Difference between Alberta seniors' average total income and the national average for seniors' average total income.

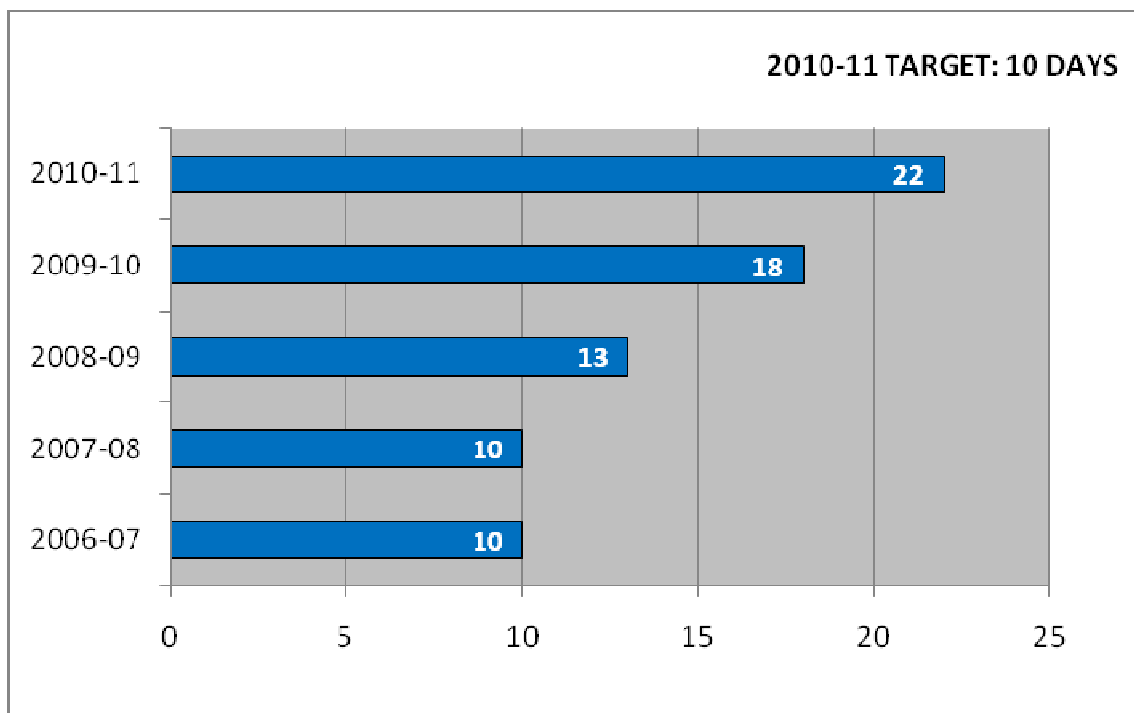
In 2008, the most recent year for which data are available, the average total income of Alberta seniors exceeded the average total income of Canadian seniors by 20.3 per cent. This continues the trend of Alberta's seniors having higher average total incomes than Canadian seniors as a whole. (See Performance Measures Methodology 1.a, page 85.) The percentage of Alberta seniors' income derived from non-government funded sources (particularly employment) remained high in 2008, increasing slightly from the previous year. This indicates that Alberta seniors are generally able to maintain their financial well-being and independence.





Performance Measure 1.b -- Assessment time in working days for Special Needs Assistance for Seniors program applications.

In 2010-11, the Ministry achieved an average assessment time of 22 working days for applications to the SNA program. This result did not meet the 2010-11 target of 10 working days due to increased workloads and an increase in the volume of applications. (See Performance Measures Methodology 1.b, page 85.)



STRATEGY 1.1 Adopt an Aging Population Policy

Framework to guide future decision making for government programs and services that support Alberta's seniors.

- **On November 8, 2010** the Ministry released the *Aging Population Policy Framework*. An aging population will have profound and lasting economic and social implications for our province, leading to opportunities and challenges across a wide range of areas. The *Aging Population Policy Framework* provides a foundation for the Government of Alberta to address these opportunities and challenges. The Framework clearly articulates government's role in meeting the needs of an aging population, as well as key policy directions. It also provides a context for improving coordination among the Ministries that provide programs, services and supports to an aging population.

The Aging Population Policy Framework was developed using input from stakeholder and community organizations and Albertans through the work of the Demographic Planning Commission and a group of representatives from across government. The Framework and additional information is available on the Alberta Seniors and Community Supports website at www.seniors.alberta.ca.

STRATEGY 1.2 Support and contribute to cross-ministry efforts to develop a Financial Literacy Strategy for Albertans.

- Financial literacy helps Albertans make sound financial decisions, avoid or recover from financial setbacks, including financial fraud or abuse, and supports Albertans' efforts to prepare adequately for retirement. In 2010-11 the Ministry co-led a working group with Finance and Enterprise that conducted a detailed analysis of key surveys from Statistics Canada, including the Canadian Financial Capability Survey and the Survey of Older Workers. This evidence-based approach will guide the working group's efforts to engage government partners and community stakeholders on strategies to improve financial literacy in Alberta over the long-term.

Unlike many online estimators that only provide general eligibility information, the Seniors Financial Assistance Benefit Estimator provides detailed information on potential eligibility for each of the programs. The Benefit estimator can be found at:

www.seniors.alberta.ca/Seniors/BenefitEstimator/

STRATEGY 1.3 Enhance the delivery, of and access to, programs and services for Alberta seniors.

- The Ministry adjusted the Alberta Seniors Benefit (ASB) program in 2010-11 to ensure support for seniors was maintained. Benefit levels were increased to offset the three per cent increase in accommodation rates for residents of long-term care facilities. Additionally, the program's income thresholds for the 2010-11 benefit year were reviewed and increased effective July 1, 2010, to prevent claw backs that may have resulted from increases to Canada Pension Plan benefits.

- In 2010-11, the Ministry improved access for seniors to information about programs and services in their own communities. By calling the new Alberta Supports Contact Centre, seniors can find out which service providers in their

community have been trained to assist with Seniors Financial Assistance program applications. A new searchable database of service providers has been developed to help contact centre staff refer seniors to these agencies.

- The Ministry also improved access to program information by launching an online Benefit Estimator for seniors programs. This Benefit Estimator provides seniors with a ‘one stop shop’ method of determining potential eligibility for all Seniors Financial Assistance programs including:
 - Alberta Seniors Benefit
 - Dental Assistance for Seniors
 - Optical Assistance for Seniors
 - Special Needs Assistance for Seniors
 - Education Property Tax Assistance for Seniors

- In September 2010, Seniors and Community Supports published an updated version of the Profile of Alberta Seniors using the most recent information available. The profile, which is available on the Ministry website, provides information on Alberta’s senior population with a focus on demographics, living arrangements, income, expenditures, housing, health and a number of other topics. Municipalities, private and non-profit organizations use this information for planning purposes, and educators and students refer to the Profile to support research projects

and analysis. The profile is available on the Seniors and Community Supports web site at:

www.seniors.alberta.ca/policy_planning/factsheet_seniors/.

GOAL 2 Linked to Core Business 1 – Provide targeted financial assistance to seniors and persons with disabilities in need.

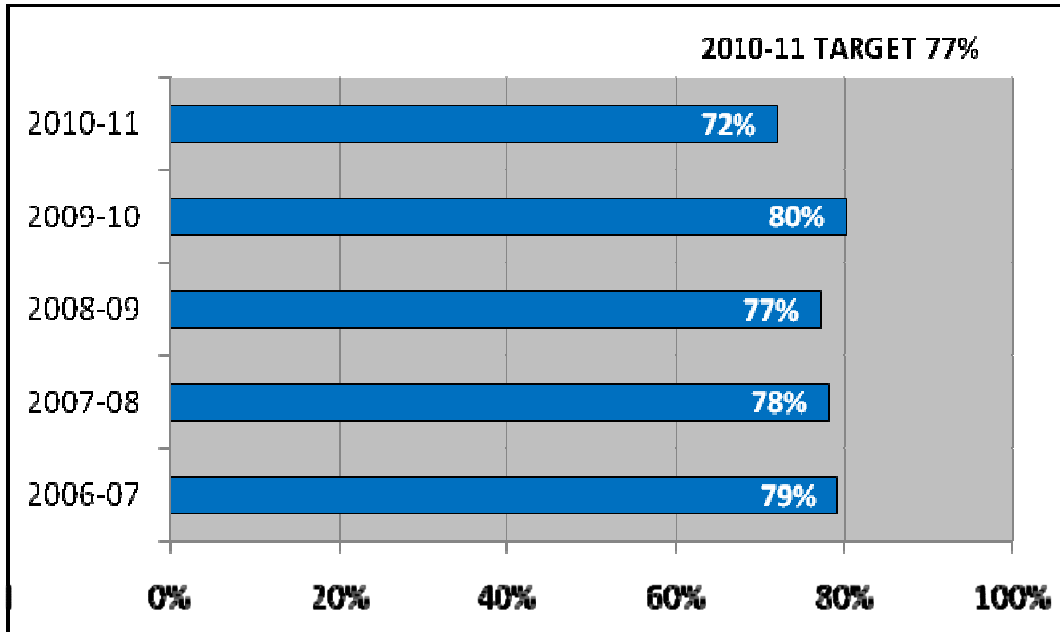
Albertans with a severe and permanent disability have access to financial assistance to support their independence.

The Assured Income for the Severely Handicapped (AISH) program assists Albertans who have a permanent disability that substantially limits their ability to earn a livelihood. The program provides a monthly living allowance to a maximum of \$1,188, as well as comprehensive health supports to help clients meet their basic needs and become as independent as possible. In addition, clients with \$3,000 or less in assets are eligible for personal benefits to help with extra monthly or one-time needs, such as the cost of child care, infant needs, special diet, maintaining a service animal, medical supplies or equipment, and training or employment supports. Personal benefits enable the AISH program to be more responsive to unique client needs. In 2010-11, the AISH program provided financial assistance to approximately 43,000 clients and personal benefits to approximately 9,000 clients.



Performance Measure 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.

In the 2010-11 survey of AISH clients who received at least one personal benefit, 72 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 slightly lower than in 2009-10 and did not meet the target of 77%. The survey responses do not allow for conclusive determination of the factors causing this decrease. However, a strong majority of respondents continue to agree that personal benefits contribute to their independence. (See Performance Measures Methodology 2.a, page 85.)



STRATEGY 2.1 Work with government partners to improve alignment of financial supports for Albertans with disabilities.

- Albertans with disabilities may be eligible for a number of services delivered across government, including income support from AISH and supports funded by the PDD program. In 2010-11, the ministry simplified the AISH application and eligibility process for clients who are also eligible for PDD-funded services. The determination that an individual with a developmental disability is eligible for PDD is now accepted by the AISH program for medical eligibility determination purposes. As a result, PDD clients are not required to submit additional medical

documentation when applying for AISH and are only required to complete the financial portion of the AISH eligibility process.

- As part of its focus on increasing administrative efficiencies in the AISH program, the ministry has made the AISH application and other related forms available to the public online. AISH forms are now more easily available to the public through multiple channels, including in-person, by telephone and online.

Accurate and consistent information on programs and the people they serve contributes to effective program design and delivery. In 2010-11, the Ministry led the development of two additional fact sheets for the Government of Alberta's inventory of official statistics. Fact sheets entitled *Profile of Disabilities among Albertans Aged 15+* and *Labour Force Status of Albertans with and without Disabilities*, are now available online through the Office of Statistics and Information website:

osi.alberta.ca/osi-content/Pages/OfficialStatistics.aspx

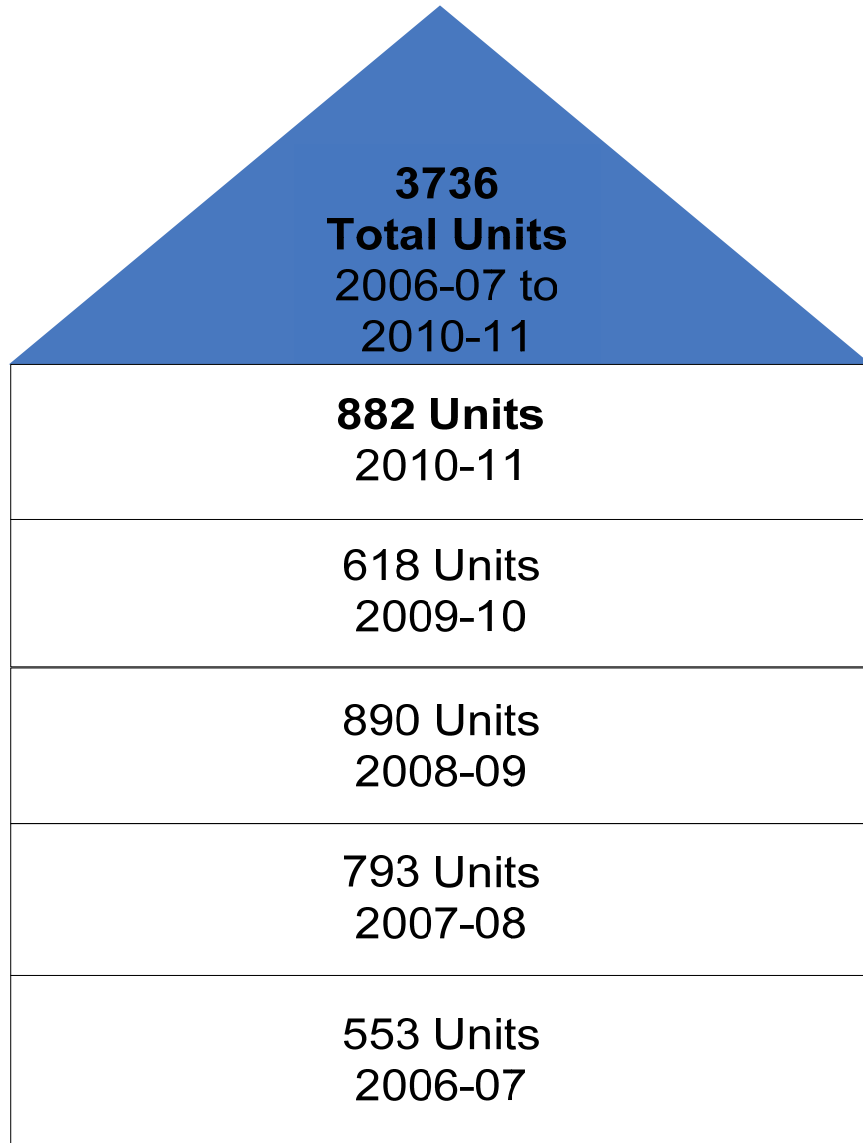
GOAL 3 Linked to Core Business 2 – Plan, provide and coordinate necessary supports and services for living in the community.

Seniors and persons with disabilities have appropriate supportive living options.

The continuing care system is composed of three streams: home living, supportive living and facility living (long-term care). Albertans value their independence and want to choose how and where they live, whenever possible. The Ministry works with community partners to foster the development of affordable accommodation 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 also develops, monitors and enforces compliance with mandatory accommodation standards for supportive living and long-term care settings across the province. The accommodation standards are designed to support a safe, secure and comfortable environment for residents. Supportive living facilities are licensed by the Ministry based on their compliance with the *Supportive Living Accommodation Licensing Act*, which includes the Supportive Living Accommodation Standards. The Ministry also sets maximum accommodation fees for long-term care residents.



Performance Measure 3.a -- Number of affordable supportive living unit for aging in place developed with support from provincial funding.



2010-11 Target: 500 Units

STRATEGY 3.1 As part of the province's *Continuing Care Strategy*, allocate approved capital funding to develop additional affordable supportive living units for Albertans to age in place.

- In 2010-11, the province provided \$89.1 million in funding from the Affordable Supportive Living Initiative and Alberta Capital Bonds to support the development of 882 new affordable supportive living accommodation spaces and 30 long-term care beds. These units represent 11 projects in 10 communities across the province. (See Performance Measures Methodology 3.a, page 85.)

STRATEGY 3.2 Enhance the quality of accommodation in supportive living and long-term care facilities through accommodation standards, monitoring and accreditation.

- The Ministry revised the Supportive Living and Long-term Care Accommodation Standards in 2010, including new guidelines for the kinds of evidence required to demonstrate compliance with the standards. The Ministry now monitors compliance with 32 supportive living and 30 long-term care standards related to accommodation and related services, which include meals, cleaning, maintenance, and safety and security. Supportive living and

long-term care facilities must be monitored at least annually against the provincial accommodation standards. For supportive living settings, compliance with accommodation standards is a requirement for obtaining or renewing a license to operate.

- In the 2010-11 fiscal year, Ministry staff monitored 728 supportive living facilities (184 assisted living, 400 group homes and 144 lodges) and 173 long-term care facilities for compliance with provincial accommodation standards. In total, over 1,250 visits were made to monitor to the accommodation standards, investigate complaints and follow up on previous non-compliances.

- In 2010-11, 82 per cent of Group Homes, 82 per cent of Lodges and 86 per cent of Assisted Living facilities met all provincial Supportive Living Accommodation Standards at the end of the reporting period. Seventy per cent of long-term care facilities met all provincial accommodation² standards. (See Performance Measures Methodology 3.a, page 86.)

² The Ministry monitors against the provincial accommodation standards only. Health and Wellness monitors health service standards.

Information sessions were delivered across the province to help operators prepare for the changes and fulfill the requirements within the timelines. Nevertheless, some operators had difficulty adjusting to the new requirements, which caused compliance rates to decline slightly from the previous year. Facilities must meet all standards to be considered in compliance. Independent inspections are conducted at least annually, and accommodations must be inspected before the end of the reporting period to be included in the results.

To help Albertans make informed decisions about supportive living accommodations, Seniors and Community Supports publishes information about Alberta's supportive living and long-term care facilities online at: asalreporting.gov.ab.ca/astral/. The web site can be used to search for a supportive living facility, compare facilities, and view facilities' compliance with accommodation standards.

- The Ministry also streamlined the process for Albertans to register complaints about supportive living and long-term care accommodation standards. Albertans can now seek information about supportive living facilities or make complaints through the new Alberta Supports Contact Centre.
- The Ministry increased the Lodge Assistance Program (LAP) per diem grant, effective February 2011. The LAP grant is provided to provincial lodge operators under the Alberta Housing Act to assist them in providing services to low income residents. The LAP grant was increased to \$8.75 per day for every eligible resident. The Special Services per diem grant was increased to \$3.70 to assist with the costs incurred by lodge staff to provide additional services such as special diets to low-income residents.
- In March 2011, the Ministry also provided a one-time maintenance grant of \$300 per unit to all seniors lodge operators receiving the LAP grant. The funding will assist in addressing maintenance issues and improvement of safety and security for lodge residents. Over \$3 million was distributed to the approximately 150 lodges across the province.

STRATEGY 3.3 Review the approach to regulating residents' long-term care accommodation fees to provide better incentives for the development of new or replacement spaces and the improvement of existing facilities.

- To help ensure quality accommodation and related services are provided in the province's long-term care facilities, long-term care facility operators were allowed to adjust maximum accommodation fees effective February 1, 2011.

- The Ministry assisted eligible low-income residents with the fee adjustment, by providing supplemental financial assistance through the Alberta Seniors Benefit (ASB) and Assured Income for Severely Handicapped (AISH) programs. About 8,100 of the over 14,500 Albertans in long-term care facilities receive financial assistance through the ASB and AISH programs.

Alberta's maximum fees for long-term accommodations continue to be among the lowest in Canada, and the minimum disposable income amounts remaining to residents after they pay their accommodation fees continue to be among the highest.

STRATEGY 3.4 Implement the new *Supportive Living Accommodation and Licensing Act*.

- The new *Supportive Living Accommodation and Licensing Act* and regulations were proclaimed on April 1, 2010. The regulations include revised Supportive Living Accommodation Standards. The Long-term Care Accommodation Standards were also revised to correspond with the Supportive Living Accommodation Standards.
- As part of the implementation of the new act, the Ministry delivered 23 education sessions and provided information materials for residents, affected agencies, government and the general public. Clear information on the new act assisted stakeholders, such as Executive Officers of Health, fire department personnel and facility operators to understand the requirements for licensing and maintaining a safe and comfortable environment for residents.
- As a result of new, broader eligibility criteria for licensable supportive living residences under the new act, 155 settings were redefined as supportive living and were required to be inspected and licensed based on compliance to the Supportive Living Accommodation Standards.

Seniors' lodges must now be licensed; prior to the new act, lodges were monitored for compliance to the accommodation standards but did not require licenses.

- As part of the new accommodation standards, operators are now required to submit an incident report directly to the Ministry within two business days when critical incidents to accommodation services occur in their setting. Reportable incidents are events related to the accommodation that has caused death or serious harm to a resident, an unaccounted resident, extensive damage to the accommodation or an unplanned event has occurred causing activation of a contingency plan. Requiring incident reports to be submitted directly to the Ministry allows for the Ministry to respond to any incidents in a more effective and timely manner.

GOAL 4 Linked to Core Business 2 – Plan, provide and coordinate necessary supports and services for living in the community.

The ministry’s health-related supports and services enhance independence and well-being.

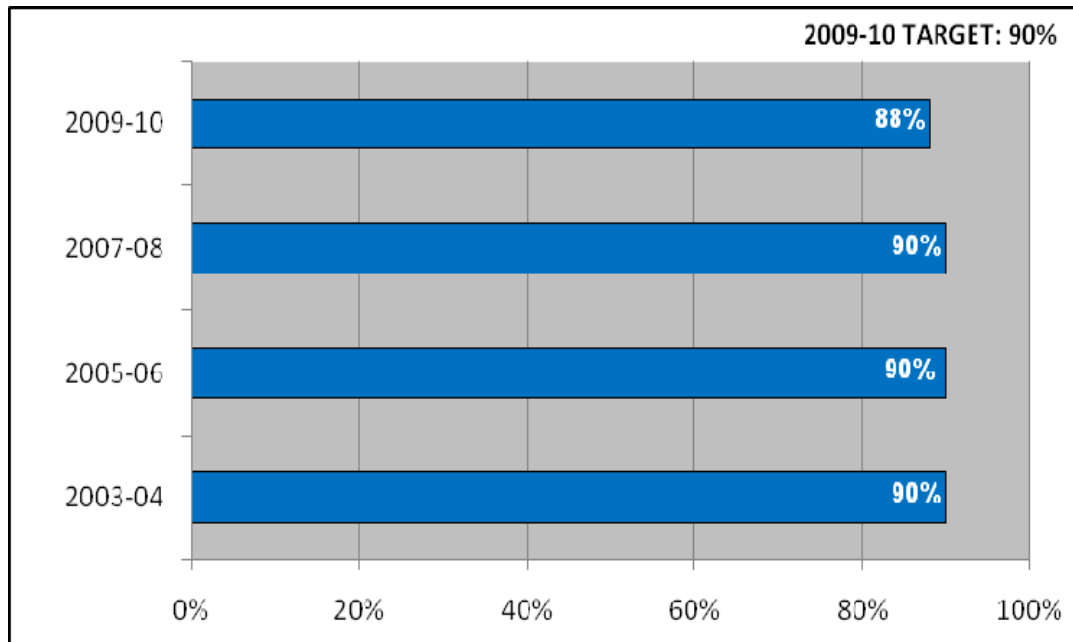
- The Ministry is responsible for delivering a number of programs that provide health-related support to Albertans, including Alberta Aids to Daily Living (AADL), various health-related supports through the AISH program, and optical and dental assistance for seniors. These supports assist seniors and Albertans with a disability, chronic illness or terminal illness to maintain their health and independence at home or in the community.



Performance Measure 4.a -- Percentage of AADL clients who agreed that AADL helped them be more independent in their homes or residences.

- In 2009-10, the most recent year in which this biennial survey was conducted, 88 per cent of respondents agreed that the equipment or supplies they received through AADL helped them be more independent in their home or

residence, with 64 per cent of clients indicating strong agreement. The level of overall agreement is similar to ratings given in previous surveys. (See Performance Measures Methodology 4.a, page 86.)



- In 2010-11 more than 84,400 seniors received assistance through the Dental Assistance for Seniors program. On average, the program provided funding for more than 14,500 visits to dental providers each month. The average assistance provided through the dental program was \$681 per senior.
- The Optical Assistance for Seniors program assisted almost 36,000 seniors with the purchase of prescription

eyeglasses in 2010-11. The average assistance provided was \$195.

STRATEGY 4.1 Work with government partners to integrate and align health-related supports within the ministry and across ministries.

- The Ministry worked with representatives from Employment and Immigration and Children and Youth Services to develop and implement recommendations for the alignment of health-related supports. As a result, effective July 1, 2010, all hearing aid funding is now delivered under one program, Alberta Aids to Daily Living (AADL). The alignment across ministries has made it easier for eligible Albertans who require hearing aids to get financial assistance. The change also improved administrative and payment processes for hearing aid vendors.

GOAL 5 Linked to Core Business 2 – Plan, provide and coordinate necessary supports and services for living in the community.

Seniors and persons with disabilities have access to supports and services needed to participate in community life.

Participating in the community means being able to work, volunteer, engage in educational, recreational and other chosen activities. To assist Albertans who need support to access these opportunities, the Ministry works with partners to create awareness of issues such as accessibility and visitability of public spaces and private residences, and to identify initiatives to enable all seniors and persons with disabilities to participate in every aspect of Alberta society.

To ensure seniors have access to consistent and accurate information on the programs and services available to them, the Ministry produces the *Seniors Programs and Services Information Guide*. In 2010-11, more than 47,000 copies of the guide were distributed to Albertans by mail, through Seniors Information Services Offices and seniors' organizations throughout Alberta. The Ministry also provides access to information through the provincial toll-free Alberta

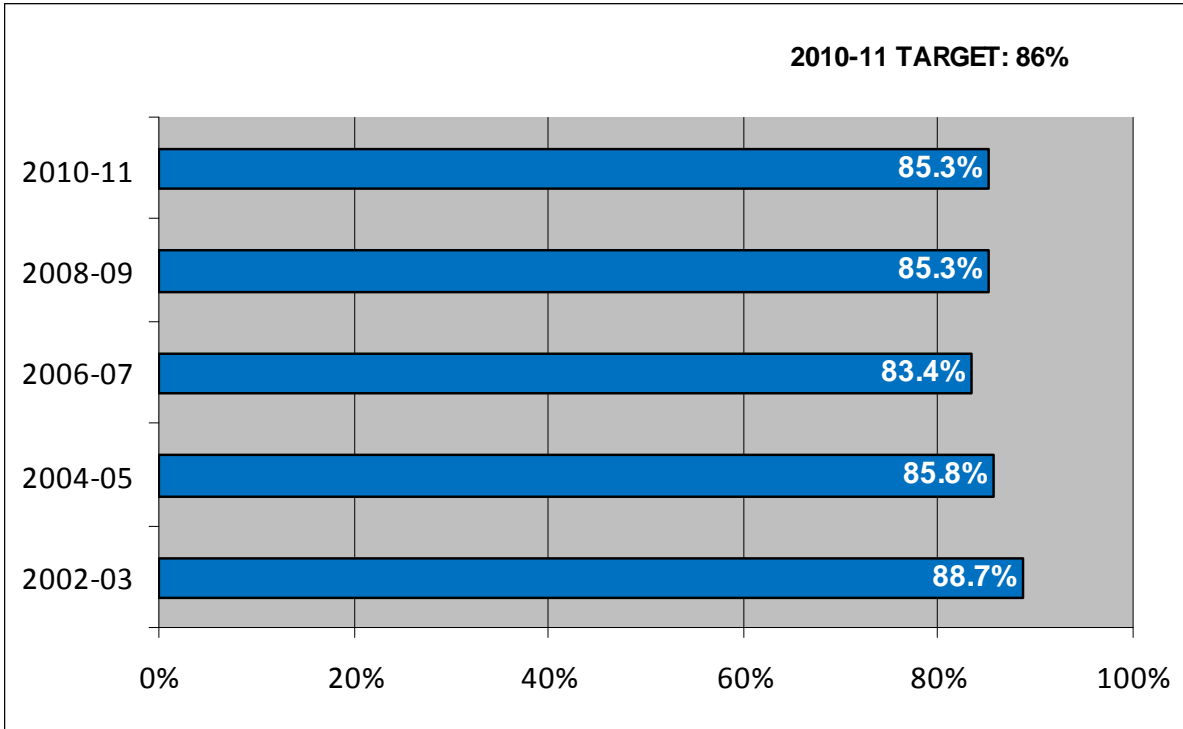
Supports Contact Centre³ and the Ministry website at www.seniors.alberta.ca.



Performance Measure 5.a – Satisfaction of families/guardians of adults with developmental disabilities with PDD-funded services.

The PDD program provides adults with a developmental disability with home living, community access and employment supports, which assist them to participate in community life and be as independent as possible. Results from the 2010-11 PDD Family/Guardian Satisfaction Survey indicate that 85.3 per cent of families/guardians (public and private) reported overall satisfaction with PDD-funded services received by the person to whom they provide guardianship. Satisfaction in 2010-11 remained the same as in 2008-09, and only slightly lower (0.7 per cent) than the target of 86 per cent. (See Performance Measures Methodology 5.a, page 85.)

³ The Seniors Information Line amalgamated with the Alberta Supports Contact Centre in December 2010.

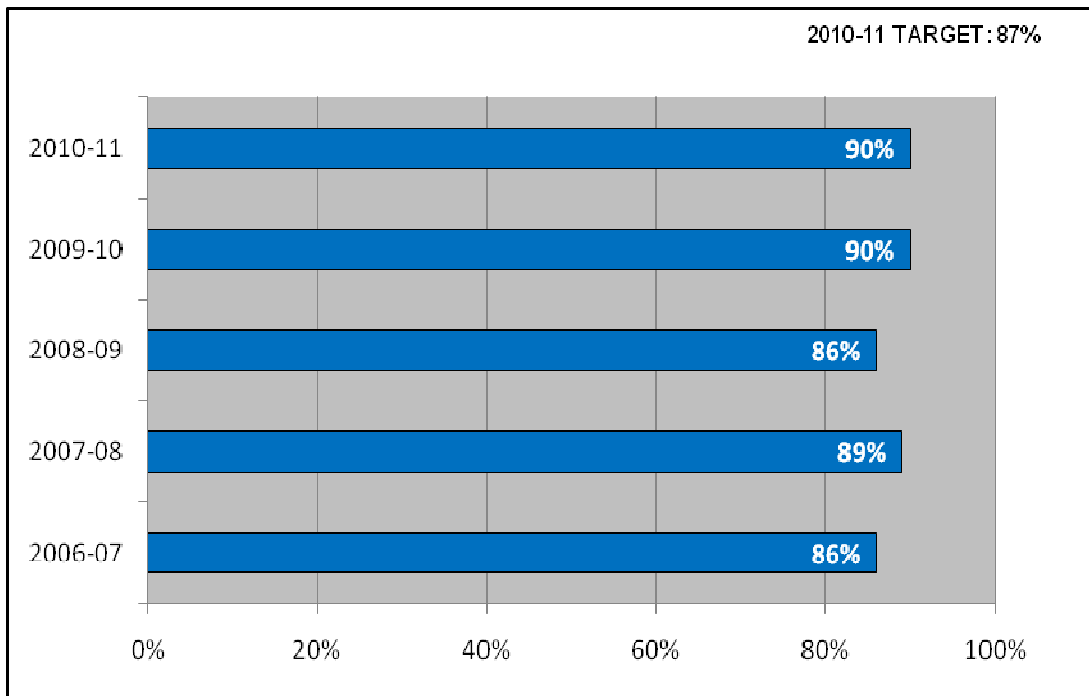




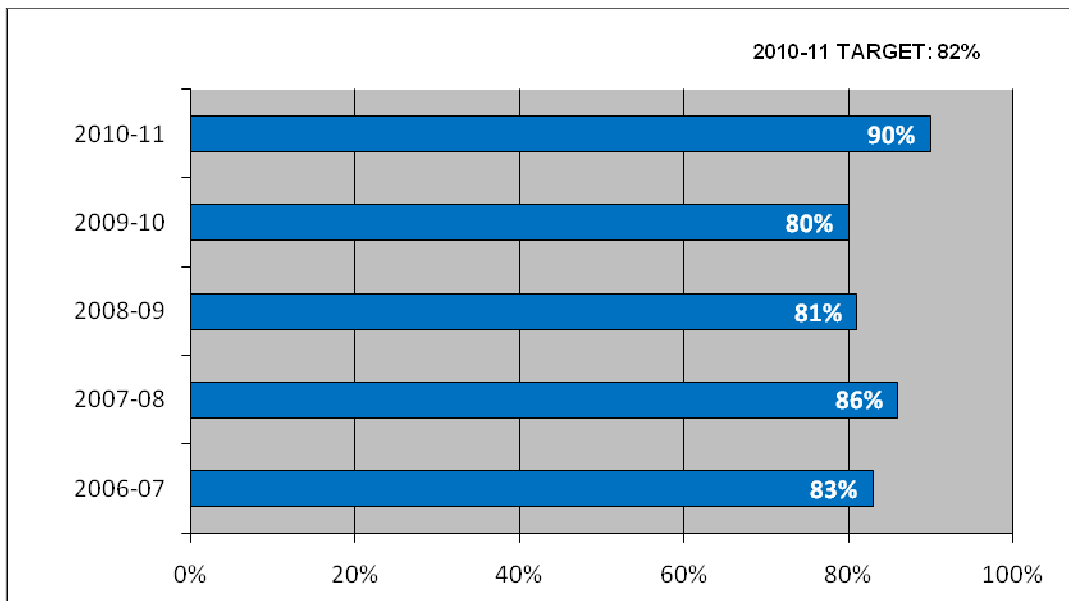
Performance Measure 5.b -- Percentage of people with brain injuries and/or other disabilities and their families/caregivers reporting they feel supported by the Alberta Brain Injury and Cross-Disability Support Services initiatives.

In the Ministry's annual survey for the Alberta Brain Injury Initiative and Cross Disability Support Services (CDSS), 90 per cent of clients with brain injury and/or other disabilities reported that they felt supported. This is consistent with the 2009-10 result and exceeded the target of 87 per cent. In addition, 90 per cent of families/caregivers agreed that the agency made it easier for them to support the individual with brain injury and/or other disabilities. This result represents an increase from 80 per cent in 2009-10 and exceeded the target of 82 per cent. (See Performance Measures Methodology 5.b, page 88.)

Persons with brain injury and/or other disabilities



Families and caregivers

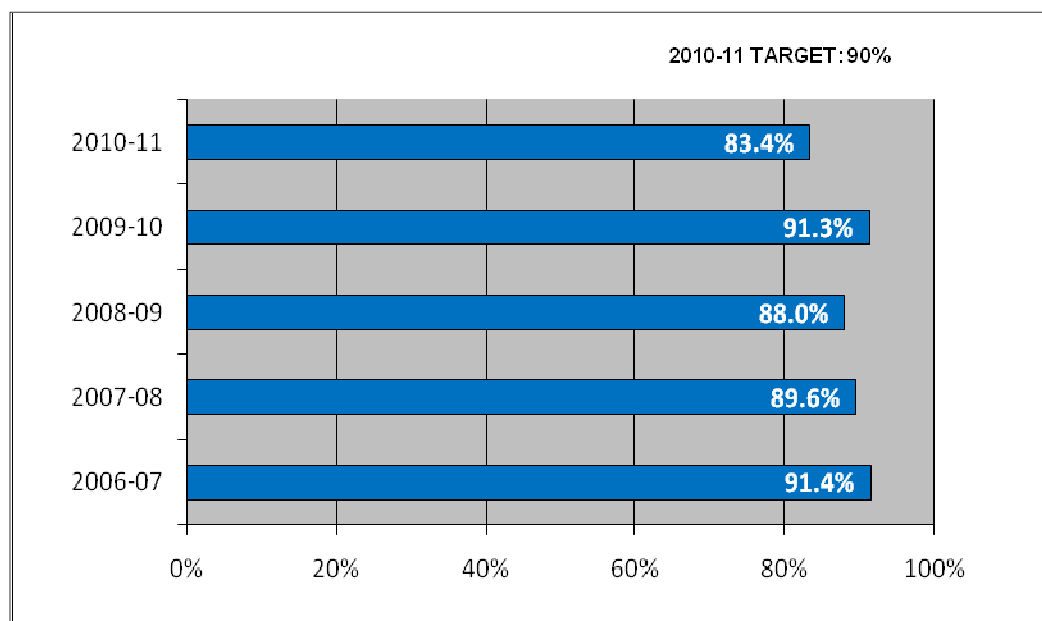




Performance Measure 5.c. -- Satisfaction with the information services provided by the Seniors Information Line.

The Ministry's 2010-11 survey results indicate that 83.4 per cent of the respondents were satisfied with information services provided by the Seniors Information Line.

Satisfaction decreased by 7.9 percentage points from 91.3 per cent in 2009-10. Some factors that may have affected client satisfaction include wait times and call volumes. (See Performance Measures Methodology 5.c, page 88.) The Seniors Information Line assisted more than 112,000 callers before transferring to the Alberta Supports Contact Centre on December 6, 2010.



- The Ministry continued to provide comprehensive information to Albertans about the range of programs and services available to seniors:
 - The Ministry provided Albertans with over 185,000 publications, forms and brochures related to seniors financial assistance programs.
 - The Ministry partnered with Calgary Seniors Resource Society to co-host the 2010 Seniors Services Conference "Grey Matters" on September 23 and 24, attended by more than 170 front line workers who support seniors. As part of the effort to continually enhance the value for the attendees, for the first time, accredited learning opportunities were provided for Registered Social Workers and online registration was available.

- The Ministry also worked with the Federal, Provincial and Territorial Ministers Responsible for Seniors to sponsor a conference focused on promoting positive attitudes and images of aging among the general public. Misconceptions about older people and the aging process can affect access to resources and opportunities, and even impact a seniors'

general well-being. The symposium was held in conjunction with the Canadian Association on Gerontology's 39th Annual Scientific and Educational Meeting held December 2-4, 2010 in Montreal. Over 100 experts and professionals in the fields of aging, media and advertising discussed how and why misconceptions about aging are formed, how they influence society, and how to become an agent of change to promote positive and realistic images of aging.

- To promote positive images of aging, the ministry also worked with its Federal, Provincial, and Territorial counterparts to develop the Celebrating Seniors web banner which demonstrates the achievements and contributions that Canada's seniors make to their communities, their families and Canadian society at large. The web banner is available to view on the ministry website at www.seniors.alberta.ca/celebratingseniors.

- The Ministry partnered with the Seniors Advisory Council for Alberta to promote Seniors Week 2010. Seniors make a difference in Alberta communities every day. From supporting family members and friends to assisting charities and volunteering, seniors contributions benefit Albertans of all ages.

- The 2010 Minister's Seniors Service Awards were presented at a special ceremony in June during Seniors' Week. This award recognized Albertans who volunteer their time to make a difference in the lives of seniors

STRATEGY 5.1 Implement improvements to the PDD program to increase clarity, consistency, effectiveness and efficiency, and ensure the program's long-term sustainability.

- In 2010-11 the Ministry commissioned a review of the PDD program to identify efficiencies and savings in program administration that can be redirected to front-line services for individuals. The review did not involve front-line services to individuals, but examined the internal administrative operations of the PDD program, including the provincial program branch, the PDD Community Boards and their directly operated facilities. The review also examined administration costs of the agencies contracted by the program to provide services to individuals. Implementation of the approved recommendations will begin in 2011-12.
- The Ministry held dialogue sessions with families/guardians of adults with a developmental disability to gather their views on flexibility within the contracting process. Based on this feedback, the Ministry implemented a single contract

template to replace previous Family Managed Service Agreements. The new processes are designed to decrease administrative burden for families while maintaining the necessary level of accountability.

Family Managed Services (FMS) is a funding option available in the PDD program in which families direct and manage supports for their family member with a developmental disability. The focus is on allowing families to have the appropriate level of flexibility in directing these services while ensuring accountability and the achievement of positive outcomes for the individual receiving supports.

□ To provide better supports to individuals with complex service needs, the Ministry analyzed training needs for service providers and families who support adults with complex service needs. The Ministry also worked with Alberta Health Services, and the ministries of Health and Wellness, Solicitor General and Public Security, Education, Advanced Education and Technology, and Employment and Immigration to develop a cross-ministry policy framework and an implementation plan to enhance the

coordination and integration of services for adults with complex service needs.

- The Ministry continued to implement a common assessment tool for individuals receiving PDD program services that focuses on the needs of the individual and ensures people with developmental disabilities have the supports to achieve positive outcomes. As of March 31, 2011, over 2,900 individuals have been assessed using the Supports Intensity Scale (SIS), an objective assessment tool used internationally to determine support needs.

- The PDD Community Boards worked with government and community partners to enhance the capacity of communities to support adults with a developmental disability through activities such as promotion and facilitation of inclusive post-secondary education opportunities; workshops and presentations to raise awareness in communities; and engaging with self-advocates obtaining their input on aspects of the PDD program. Self advocacy is a way that individuals develop the skills and confidence to become as independent as possible.

- The PDD Community Boards facilitated individual leadership and self-advocacy activities such as Regional Community Leadership Awards for Self Advocacy and Family Leadership, a Self Advocate Leadership retreat and conferences for self advocates to support the goal of creating more inclusive communities.

- The Ministry created a Provincial Advisory Committee for the PDD program. Stakeholders include families, service providers, representatives from the Alberta Association for Community Living and the Alberta Council of Disability Services, as well as senior PDD program staff. The Advisory Committee will provide ongoing opportunities for the program to communicate with stakeholders and gather feedback on operational matters related to the PDD program.

- The Ministry improved clarity in the PDD program by posting PDD provincial policies online in an easy-to-navigate web-based system. This comprehensive information source replaces existing policy frameworks and other documents, and makes it easier for individuals, families and stakeholders to understand the program. Online policy information includes eligibility and

assessment of service needs, types of supports provided by the PDD program, service delivery, appeals and contract administration.

STRATEGY 5.2 Work with government and other key partners to integrate and align social-based assistance programs and services to improve access and ease transitions between programs.

- As part of the cross-government Alberta Supports initiative, the Ministry and its partners established a single website and phone number for Albertans to access information about a range of provincial social-based programs so they can get the right help at the right time. This “single door” approach to services now makes it simpler for Albertans to access services and will help them transition between programs as they age or their circumstances change. The web portal has two sections: a list of resources and a web-based tool to determine potential eligibility. The contact centre enables Albertans to call one telephone number for up-to-date information, helps Albertans navigate the web portal, provides forms and makes referrals as required.

Albertans can now access information about provincial social-based assistance programs by visiting a single website (www.albertasupports.ca) or calling one phone number 1-877-644-9992 toll free, or 780-644-9992 in Edmonton.

- A number of pilot projects around the province are underway to explore new approaches to delivering in-person services:
 - Families and individuals in Slave Lake who require programs and services from multiple ministries can now go through a coordinated intake process.
 - Individuals with disabilities in Central Region who are transitioning from childhood programs to potential adult programs and/or independent living are now served by a transitioning process.

- Those who require support in using Alberta Supports' online tools now have supported access sites located in non-government locations. The test sites will include computers and telephones to help clients find program information using the Alberta Supports web portal and contact centre.

Alberta Supports is a cross-ministry initiative involving the following Government of Alberta partnering ministries: Seniors and Community Supports, Employment and Immigration, Children and Youth Services, Housing and Urban Affairs, and Service Alberta, with support from Executive Council, Health and Wellness, Justice and Attorney General, Finance and Enterprise and Treasury Board.

GOAL 6 Linked to Core Business 2 – Plan, provide and coordinate necessary supports and services for living in the community.

Safeguards for seniors and persons with disabilities improve safety and well-being.

The Ministry has a strong interest in addressing the safety and security needs of adults who may be vulnerable to abuse and neglect, including persons with disabilities, seniors, and persons who require the assistance of a guardian to make personal decisions.

Through the *Protection for Persons in Care Act*, the Ministry investigates and responds to complaints of abuse of people receiving government-funded care services. In 2010-11, the Protection for Persons in Care (PPC) Branch responded to 363 reports of abuse.

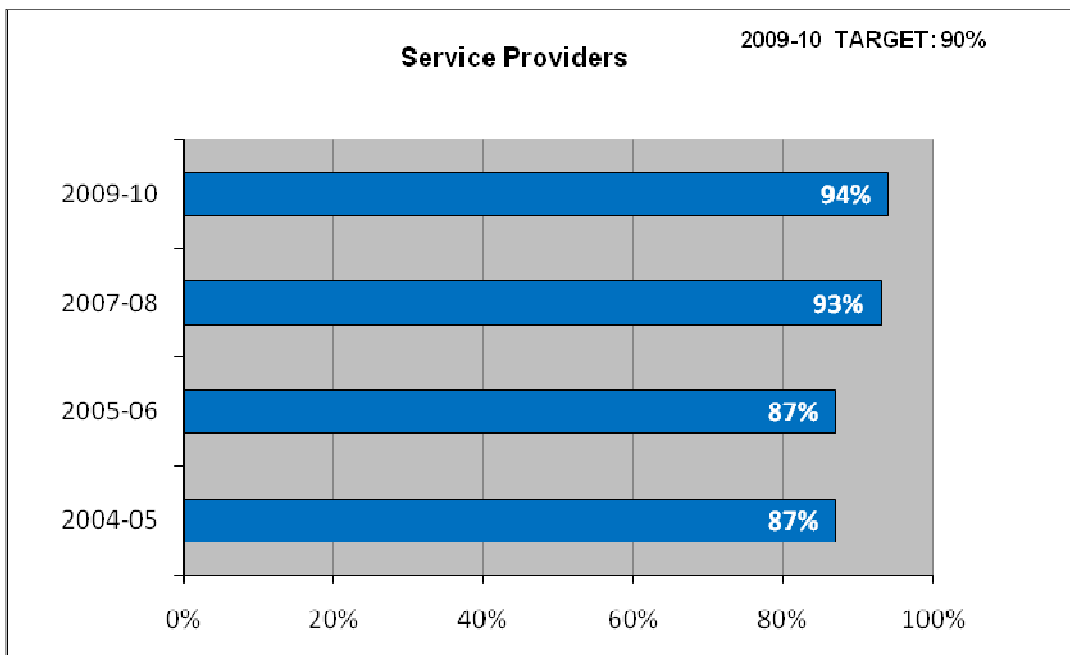
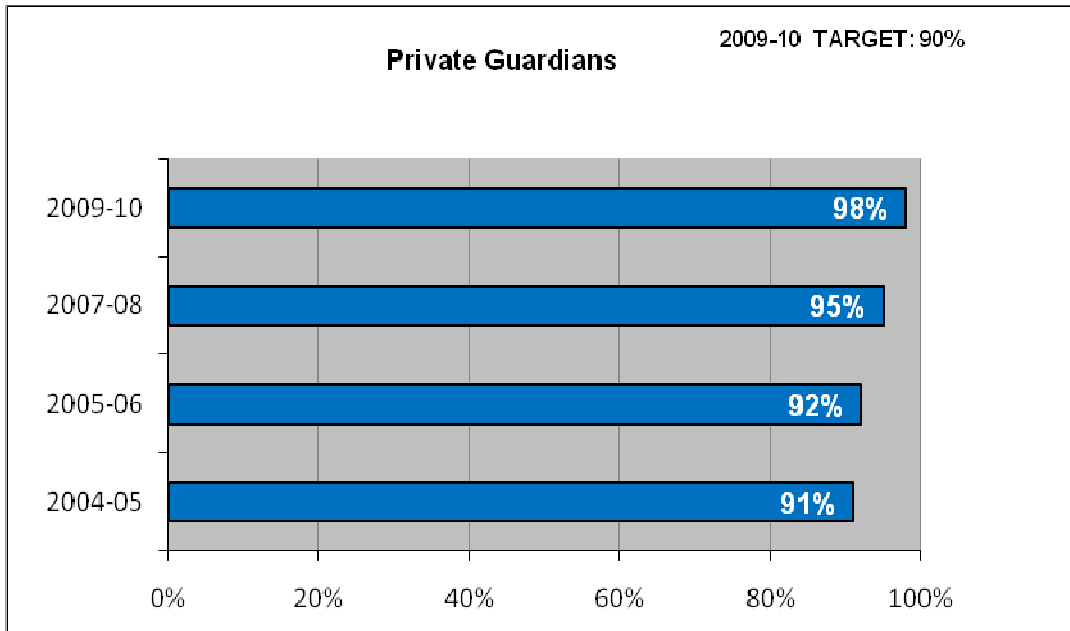
The Office of the Public Guardian (OPG) administers the *Adult Guardianship and Trusteeship Act (AGTA)* and the *Personal Directives Act (PDA)*, which serve protective functions for vulnerable adults with capacity limitations. In addition, the Persons with Developmental Disabilities program has an Abuse Prevention and Response Protocol for

addressing abuse of adults with developmental disabilities. The Ministry also works with other ministries and other levels of government to prevent and address abuse of seniors.



Performance Measure 6.a -- Satisfaction with supports and decision-making services provided by the Office of the Public Guardian.

In 2009-10, the most recent year for which data are available, the Ministry once again surveyed private guardians who had applied for or renewed their guardianship order within the last 12 months. Ninety-eight per cent of private guardians expressed satisfaction with the OPG in 2010, an increase over 2007-08 results among this group. Survey results also indicate that 94 per cent of service providers were satisfied with the services provided by the OPG. This is a modest increase over an already high level of satisfaction (93 per cent) measured in 2007-08.



In 2009-10, interviews with a total of 42 represented adults with a public guardian were held in eight communities across the province. Eighty-eight per cent of the participating represented adults with a public guardian said their guardian listened to what they had to say. Eighty-eight per cent of represented adults with a public guardian also said they trusted, or could “count on” their guardian, and 86 per cent stated they believed their guardian made their life better. (See Performance Measures Methodology 6.b, page 87.)

STRATEGY 6.1 Implement the rewritten *Protection for Persons in Care Act* and the accompanying regulations to strengthen the prevention of abuse and improve safeguards for adult Albertans.

- The new *Protection for Persons in Care Act* was proclaimed on July 1, 2010. The legislation was designed to improve protection for adults who receive government-funded care or support services by emphasizing the prevention of abuse. The act sets out clear responsibilities for service providers to prevent, report and address abuse, including a requirement for service providers to educate their staff about what abuse is, how to prevent it and how to report it. The new act also includes stronger enforcement

mechanisms, with higher penalties for infractions such as failure to report abuse. This new law reflects a commitment to improve the safety, security and well-being of adults who access government care or support services in Alberta.

- As part of a comprehensive education and awareness campaign to inform stakeholders about the new legislation, new public awareness materials were developed and broadly distributed (including 89,154 brochures and 3,363 posters). The new brochure was also published in French and Chinese. The Ministry also made information available on its website, including information about reporting abuse, Frequently Asked Questions, five Fact Sheets and a Guide to Understanding the Protection for Persons in Care Act.

- The Ministry made special efforts to ensure that affected stakeholders were aware of the new legislation. Presentations and information sessions were delivered to over 300 stakeholder participants, including health care professionals and representatives from community service provider agencies. Information about the new act was made available in various newsletters, through website postings and letters. Electronic educational tools were also developed and distributed to service providers to help them

better understand their responsibilities under the new legislation.

STRATEGY 6.2 Work with ministry partners to prevent and raise awareness of elder abuse.

- On November 16, 2010, Addressing Elder Abuse in Alberta: A Strategy for Collective Action was released. The Strategy provides a plan for the Government of Alberta to work with other governments, community partners and the general public to prevent and address elder abuse. This important strategy will support seniors' safety, security and dignity by focusing on four key goals: improved awareness; skilled service providers; coordinated community responses; and protective laws and policies. This Strategy supports ongoing efforts to prevent family violence and bullying, and builds on the policy directions set out in the Aging Population Policy Framework. (See Goal 1, page 40.)

Seniors play a vital role in our province and we need to work together to ensure they are treated with dignity and respect. *Addressing Elder Abuse in Alberta: A Strategy for Collective Action* and additional information are available on the Alberta Seniors and Community Supports website at www.seniors.alberta.ca/Protection.

- On June 15, 2010, the Government of Alberta joined communities and governments around the world to raise awareness and prevent elder abuse during the 5th annual World Elder Abuse Awareness Day.
 - In collaboration with the Alberta Elder Abuse Awareness Network, the Ministry created *A Guide to Supported Decision-Making: protecting individual rights and reducing the risk of elder abuse*. The Guide provides an overview of available tools that clarify decision-making about financial and personal matters.
 - The Ministry worked with the Federal/Provincial/Territorial Ministers Responsible for Seniors Forum to develop a series of eight fact sheets for older adults. The *What Every Older Canadian Should Know* series encourages older Canadians to

make informed decisions about their financial well-being and to protect themselves from financial abuse.

- The guide and fact sheets were distributed to more than 2,400 organizations across the province as part of an information package, which also included posters and information on other available resources.

STRATEGY 6.3 Implement a new process for reviewing co-decision making, guardianship and trusteeship applications prior to court that increases the involvement of represented or assisted adults and enhances the information provided to them.

- In 2010-11, the Ministry continued efforts to implement the new court application process under the *Adult Guardianship and Trusteeship Act (AGTA)*. Review Officers processed over 1,200 applications under the act. This included meeting with the proposed assisted or represented adult and reviewing the applicant's suitability for their decision-making role. The new process offers greater safeguards for the adult when an application is made and ensures the court receives information about the adult's views and wishes regarding the application.

- The OPG delivered 23 training sessions across the province to more than 240 lawyers and legal assistants to educate them on the new application process and ensure pertinent information was provided at the time of application. The OPG worked closely with Clerks of the Court from all judicial districts in the province to develop consistent protocols and practices with respect to AGTA applications across Alberta.

- The OPG reviewed its current publications and developed improved plain-language resources aimed at assisted and represented adults. These resources are intended to make it easier for adults with disabilities to understand the application process and be as informed as possible about guardianship and the other decision-making options under the AGTA.

STRATEGY 6.4 Educate Albertans on new supported and assisted decision-making tools available under the *Adult Guardianship and Trusteeship Act*.

- The Ministry employed various methods to educate the public and stakeholders about the new decision-making tools under the AGTA, including presentations, print ads in daily and weekly newspapers and updated fact sheets for private guardians.

The OPG continued to support Albertans who act as a private guardian for a friend or family member. Over 400 private guardians attended five symposia across the province, which provided them with information, resources and assistance in undertaking their role as guardian. Fact sheets on decision making in specific areas, such as health care or the choice of where to live were also updated to assist private guardians in their role.

- Across the province, OPG regional staff delivered 57 presentations about guardianship and legislative changes that allow new options under the AGTA. The information reached over 2,240 members of the public and service

providers. OPG staff delivered an additional 65 presentations about all substitute decision-making options, including advanced planning with personal directives. Over 1,900 Albertans and interested professionals attended these information sessions.

- The Ministry also focused efforts on informing and responding to health-care professionals on matters related to the AGTA. The OPG and Alberta Health Services (AHS) collaborated to deliver three interactive internet-based educational sessions for health professionals in a variety of settings across the province, including those in continuing care. The OPG also supported AHS in implementing its own updated policy on informed consent to health care. Staff with the OPG attended five AHS sessions to help provide detailed information on substitute decision making. As well, the Ministry responded to concerns of health care professionals by consolidating regulated forms for Specific Decision Making provisions in the AGTA.

Performance Measures Methodology

Measure 1.a: Measure 1.a is calculated using taxfiler data from Statistics Canada. The total aggregate income of Alberta seniors is divided by the number of seniors (65 or older) receiving income to attain the average total income of Alberta seniors. The same calculation is performed on data for Canadian seniors to attain the average total income for this population. The percentage difference between the average total income of Alberta seniors and Canadian seniors is then calculated. Incomes are reported using unadjusted dollars. To increase clarity, beginning in 2011-12 the wording of this measure will be changed to “Percentage by which senior’s average total income in Alberta exceeds the Canadian average”.

Measure 1.b: Results for Measure 1.b were calculated using data from the Special Needs Assistance Information System. The results identify the number of working days from the received date to the decision date. Working days are normal business days and do not include weekends and holidays.

Measure 2.a: The data for performance measure 2.a were collected through a telephone survey conducted by an independent research firm. Respondents are asked to answer the question “As a result of receiving [name of benefit] are you able to live more independently than if you were unable to access this benefit?” using a four-point agreement scale (strongly disagree, disagree, agree, or strongly agree). Scores 3 and 4 are combined in the results to obtain an overall rating of agreement. A total of 406 AISH clients who received at least one personal benefit responded to the telephone survey during the first two weeks of February 2011. Surveys

were conducted until the targeted sample of 400 or more was reached. The resulting sample size produces results that are considered accurate to within +/- 4.9 percentage points, 19 times out of 20. For surveys up to and including the 2009-10 survey year, the population was based on clients who received personal benefits during 10 months of the fiscal year (April 1 through January 31). To meet new annual reporting deadlines, the population for the 2010-11 survey was limited to clients who received benefits during the first 8 months of the fiscal year (April 1 through November 30). In comparing 2010-11 results to prior years' results, this methodological adjustment should be noted, but is not considered to significantly impair comparability.

Measure 3.a: Measure 3.a counts the number of affordable supportive living spaces that will be developed using grant funding committed to projects by the Ministry during 2010-11, as documented in the Affordable Supportive Living Initiative funding commitments.

Measure 4.a: Data for measure 4.a were collected by an independent research firm through telephone and mail surveys. The survey is conducted every two years. For the 2009-10 survey, the last year for which results are available, responses were collected from 1,200 randomly selected clients. To ensure representativeness, a quota for each of 5 AADL benefit categories was established and data are weighted to represent the actual distribution of clients among benefit groups. The target respondents for this measure are adults 18 years or over who have received benefits in 2009-10 through the AADL program or are caregivers for clients of the program. Caregivers were respondents in cases where the beneficiary is unable to complete the survey on his or her own. Palliative care patients are

excluded from the research. The research was conducted between February 24 and March 22, 2010. Using a seven-point scale, respondents were asked to rate their level of agreement with the following statement: “The equipment or supplies you received through AADL helped you be more independent in your home or residence.” Response categories of 4 through 7 (moderately agree to strongly agree) were combined to obtain an overall satisfaction rating. The level of accuracy for this sample is +/- 2.8 per cent, 19 times out of 20. Similar survey research has been conducted with AADL clients in 2004, 2006, and 2008.

Measure 5.a: Results for Measure 5.a are derived from a survey conducted every two years by an independent research firm. In 2010-11, a written questionnaire and information about the online survey option was sent by mail to legal guardians, including public and private guardians and/or family members of adults with developmental disabilities receiving services funded by PDD. A total of 6,008 survey forms were distributed in 2010-11. A total of 2,187 survey forms were returned, representing a response rate of 36.4 per cent. With respect to the indicators that constitute the performance measure, a total of 1,913 respondents (87.5 per cent) provided valid responses. Responses of strongly agree, agree and somewhat agree were combined and are reported as satisfied. Responses of somewhat disagree, disagree and strongly disagree were combined and reported as dissatisfied. Of these valid responses, 85.3% reported overall satisfaction with funded services. Results are estimated to be accurate to within +/- 1.3%, 19 times out of 20. Surveys prior to 2008-09 used a 4-point response scale (strongly agree -- agree -- disagree -- strongly disagree). Additional response categories were added in 2008-09 to

provide the program area with more detailed satisfaction data. As in prior years, performance measure results were calculated by combining all responses indicating a level of agreement or disagreement. In comparing results from 2008-09 and after to earlier results, this methodological adjustment should be noted, but is not considered to significantly impair comparability.

Measure 5.b: Data for measure 5.b is collected through a telephone survey conducted by an independent research firm of randomly selected clients and family/caregivers from lists provided by service delivery agencies funded by the Ministry. In the 2010-11 survey, the comparable client population was 1,486, and the sample included 418 respondents. Results for the client survey are considered accurate to within +/- 5 per cent 19 times out of 20. The caregiver population was 375. The caregiver sample of 222 respondents yields results that are considered accurate to within +/- 5 per cent, 19 times out of 20. In all cases, minimum surveying quotas were met to ensure a representative sample by program type or service category.

Measure 5.c: Satisfaction data for the Seniors Information Line services was collected through telephone questionnaires of 350 randomly selected clients who had contacted the Ministry on the previous day. A total of 350 surveys were completed, representing a response rate of 30.8%. The 2010-11 survey was conducted by independent surveyors from October 19 to November 1, 2010. The top two response categories (“very satisfied” and “satisfied”) of a six-point scale were combined for an overall rating of satisfaction. Prior to 2009-10, surveys were conducted during two periods of the year. Analysis of the historical data revealed no relationship

between the period of the survey and satisfaction results; therefore, the second survey period was dropped for 2009-10 and subsequent years. The 2010-11 survey is considered accurate to within 5.2 per cent, 19 times out of 20.

Measure 6.a: The surveys for the Office of the Public Guardian (OPG) are conducted by telephone every two years by an independent research firm. For 2009-10, the last year for which data are available, the survey was conducted in January and February of 2010. The OPG provided a list of all private guardians who had applied for or renewed a guardianship order within 12 months of the survey. From this list of 1,269 private guardians, a random sample of 955 private guardians were notified that they may be contacted to participate in a survey. Telephone surveys were conducted until responses were obtained from 308 private guardians. This sample is directly comparable to the 2006 and 2008 surveys which focused on private guardians who had applied for or renewed a guardianship order within 12 months. Respondents were asked to use a 4-point scale of (1) “Very Satisfied”, (2) “Somewhat Satisfied”, (3) “Somewhat Dissatisfied”, (4) “Very Dissatisfied”. The responses to “Very Satisfied” and “Somewhat Satisfied” are combined in the results to obtain an overall rating of satisfaction. The results are considered accurate to within +/- 4.9 percentage points, 19 times out of 20. The OPG provided the survey firm with a list of 554 Service Providers known to have had contact with the OPG and responses were obtained from 355 service providers. Results for this survey are considered to be accurate to within +/- 3.1 per cent, 19 times out of 20.

Interviews with represented adults were undertaken by a research and service agency specializing in disability-related research. The methodology

used to gather information in the 2010 survey differed from that used in 2008. In 2008, focus group discussions were held with OPG clientele. Based on feedback provided by the 2008 focus group facilitator (e.g., some represented adults experienced anxiety in a group setting), individual interviews were utilized in 2010. Due to the unique methodological constraints and small sample size for the Represented Adults survey, caution is required in comparing results across years or generalizing results to the full population. Results are considered accurate to within +/- 14.5 per cent, 19 times out of 20.