

South Region Community Board Persons with Developmental Disabilities

**Business Plan
2009 - 12**

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South Region Community Board

BUSINESS PLAN 2009-12

ACCOUNTABILITY STATEMENT

This business plan outlines activity for a three-year period commencing April 1, 2009, and was prepared under the direction of the South Region Community Board in accordance with the *Government Accountability Act* and the government's accounting policies. The Board operates under the authority of the *Persons with Developmental Disabilities Community Governance Act* and is, therefore, accountable to the Minister of Seniors and Community Supports and to the community and people it serves.

I understand and am aware that all of government's policy decisions as of April 1, 2009 that may bear any material, economic or fiscal implications have been considered in preparing this plan. In addition, the Board's priorities were developed within the context of the government's business and fiscal plans.

The South Region Community Board stands by the contents of this document and is committed to achieving the outcomes as stated herein.



Lorne Abells, *Community Board Chair*

July 17, 2009

PDD GOVERNANCE AND ACCOUNTABILITY

The *Persons with Developmental Disabilities Community Governance Act* establishes the organization and mandate to provide services and supports to adults with developmental disabilities. The preamble also provides the mandate to facilitate the inclusiveness of communities in Alberta. Through this legislation, the accountabilities, roles, responsibilities of and relationships between the Minister and the Community Boards are established. The responsibility to work with other public and private bodies to meet the needs of adults with developmental disabilities is also established.

The PDD organization respects and values the authority and responsibilities of adults with developmental disabilities, their families/guardians, and the ability of communities to welcome and include adults with developmental disabilities. Adults with developmental disabilities have the right and responsibility to be self-determining, and to participate actively in the social and economic life of their communities. Through shared relationships, interdependent roles and responsibilities, and a mutual commitment to inclusive communities, PDD will be able to achieve its vision and mission.

PDD STRATEGIC DIRECTIONS

Vision An Alberta that honours and respects the dignity and equal worth of persons with developmental disabilities.

Mission *To create an Alberta where adults with developmental disabilities are included in community life.*

THE COMMUNITY GOVERNANCE STRUCTURE

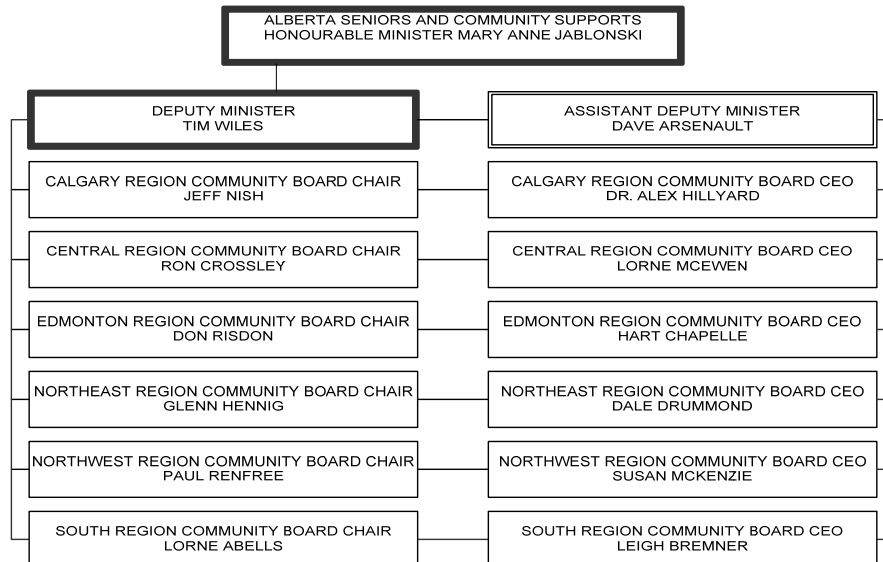
PDD South Region Community Board is one of six community boards. The Community Board is appointed by the Minister and is accountable to the Minister, through the Deputy Minister, for the execution of its roles and responsibilities. The CEO reports to, and is fully accountable to, both the Board, through the Chair, and to the Minister, through the Assistant Deputy Minister. The Chief Executive Officer for the South Region Community Board reports to and is fully accountable to the South Region Community Board through the Board Chair and to the Minister through the Assistant Deputy Minister. The Board has two reporting relationships in to the Ministry:

- The first is a governance relationship where the Chairs of each Community Board are represented on the Council of Board Chairs, which meets with the Deputy Minister.
- The second is by the Boards' CEO who reports to the Minister through the Assistant Deputy Minister. There is a CEO Forum chaired by the Assistant Deputy Minister and each Community Board CEO attends.

The PDD South Region Community Board is a corporation consisting of not more than nine (9) members appointed, for a term, prescribed by the Minister of Seniors and Community Supports.

PDD South Region Community Board's geographic area includes the communities between the Saskatchewan and British Columbia border as well as those as far north as Nanton in the west and Bassano in the east.

PDD STRUCTURE



BOARD MEMBERSHIP

Lorne Abells, Chair
Tom Hopkins, Vice Chair
Sandy Annis
Jo-Lee Godfrey
Henry Heinen
Sylvain Bellefeuille
Joy Lawson
Leo VandenHeuvel
Sharon Rowntree

The Boards Role

Each Community Board is an agent of the Crown. The members of the Community Board are appointed by the Minister and are accountable to the Minister, through the Deputy Minister, for the carrying out of its roles and responsibilities.

Section 11 of the *Persons with Developmental Disabilities Community Governance Act* outlines the Community Board's statutory duty to fulfill its roles and responsibilities:

- a) provide services;
 - a.1) determines community priorities in the provision of services to adults with developmental disabilities and allocates funding accordingly;
- b) develop, in accordance with the regulations and subject to the approval of the Minister, a plan for the delivery of services to adults with developmental disabilities;
- c) oversee and evaluate the implementation of the plan developed under clause (b);
- d) assess on an ongoing basis the needs of the region for services for adults with developmental disabilities;
- e) manage the provision of services to adults with developmental disabilities in a way that is responsive to the needs of those adults;
- f) ensure reasonable access to services for adults with developmental disabilities;
- g) Co-ordinate, with other Community Boards, public and private bodies, the provision of services to adults with developmental disabilities.

The following principles govern PDD South Region Community Board's operations:

- Respect for the right of the individual to enjoy a life in the community that is as independent as possible
- Promote an individualized system of services and supports
- Promote the freedom of choice in the pursuit of independence
- Promote the freedom of choice and participation in the design, delivery and evaluation of services
- Promote open and honest communication, respecting confidentiality
- Provide equitable access to resources and services
- Provide the highest quality of service standards

LINK TO THE ALBERTA GOVERNMENT AND MINISTRY BUSINESS PLANS

As agents of the Crown funded by the provincial government within the Ministry of Seniors and Community Supports the PDD Community Boards, through their business plans and day-to-day business, are aligned with and accountable to the Government of Alberta and the Minister of Seniors and Community Supports. The following business plan supports the Government of Alberta Business Plan and Ministry of Seniors and Community Supports Business Plan with the following links:

Link to the Government of Alberta Strategic Business Plan

The PDD South Region Community Board links to the Government of Alberta Pillar:

Building our Quality of Life

and

The Government of Alberta Business Plan Goal 6:

Goal 6: *Albertans will be independent and our children will be well cared for.*

Link to the Alberta Seniors and Community Supports Business Plan

Ministry Goals 2009-12

Ministry Goals 2 and 5

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

2.2 Work with Government and community partners to implement strategies to support workforce participation for persons with disabilities.

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

5.1 Implement improvements to the PDD Program to clarify its mandate; increase consistency, efficiency and effectiveness; and ensure long-term sustainability.

5.2 Enhance the coordination of supports and services for persons with disabilities.

5.3 Work with Government and community agencies to identify ways that communities can better support seniors and persons with disabilities.

SIGNIFICANT OPPORTUNITIES AND CHALLENGES

Opportunities

Community Connections & Relationships

PDD South prides itself on having strong working relationships with various community stakeholders. These connections have been nurtured at both the board and operational level and are instrumental in addressing our strategic directions and challenges. By meeting and collaborating with different groups and organizations in the communities across the region, partnerships and alliances can be established with the common goal of supporting all community members. PDD South's positive working relationships with other programs within the Ministry provide additional opportunities to integrate and coordinate services to citizens who access a number of programs and/or have complex needs Board's engaging approach to governance. Under the leadership of the chair, the board agenda reflects engagement of stakeholders and further enhances the Board's relationships with the respective stakeholders.

PDD's Legislation, Mission & Vision

The PDD program's vision of an inclusive society provides a rallying point for a number of various ministries and organizations. Within the PDD board and operational structure there are many opportunities to demonstrate leadership in creating more welcoming communities which benefits all Albertans.

Challenges

Coordinating Service Delivery for Individuals with Complex Needs

The scope of service needs for adults with developmental disabilities with complex needs is extensive. This coupled with a lack of specialized resources, qualified staff, housing and technology needed to work with these individuals has challenged and limited PDD service delivery options. There is an urgent need to engage other ministries and organizations in responding to these Albertan's needs. Continued service collaboration with key stakeholders including cross-ministry partnerships, service providers, families and the community is required to better assist individuals with complex needs.

Community Roles

PDD is challenged with trying to ensure the individuals wants, needs, values and rights are respected. There is a continuing challenge in engaging communities to ensure adults with developmental disabilities have access to the types of general community services available to all Albertan and that individuals have opportunities to participate and be included.

Affordable Quality Housing

Although not part of PDD's mandate, the availability and accessibility of safe, affordable, quality housing has impacted on people's ability to live in the community in a home that is conducive to his/her support needs.

STRATEGIC PRIORITIES 2009-12

Through the PDD South Region Community Board's review of environmental factors, the strategic priorities described below have been identified. These are in addition to the important ongoing core activities of the South Region Community Board. PDD South is strongly committed to and will support and contribute to the future directions of the PDD Program related to the long-term sustainability, clarity of mandate, increased consistency and efficiency and effectiveness in the program vision of PDD Program services in the region.

PDD South Board in its own deliberations and through stakeholder engagement processes have identified the following four themes as strategic priorities.

Innovation

- PDD South acknowledges the importance of facilitating and promoting best practices and innovation.
- By implementing best practices and/or innovative practices efficiency and effectiveness should improve in operations and in delivery of supports and services.
- To ensure that families have resources to further Family Managed Services as a viable option, PDD South Board explore different initiatives which expand the flexibility of Family Managed Services option for the growing number of families preferring this option.
- The Board recognizes that flexibility and openness promote innovation and accountability.
- By promoting innovation and best practices the Board believes the delivery of supports for individuals with complex needs will improve. PDD South values its working relationships with regional organizations in identifying the array of specialized supports for people with complex needs. Further development of specialized resources is required and PDD South will collaborate with regional organizations, the Ministry and other Ministries to ensure a more effective continuum of coordinated and integrated supports for individuals with complex needs.

Accountability

- PDD South through governance and operations seeks to enhance methods for ensuring accountability, efficiency and effectiveness of service delivery.
- PDD South believes transparency, evidence based indicators and performance measures are critical to evaluating how effective we are in meeting our mission and vision.
- PDD South seeks ways of ensuring communities are accountable in their role for ensuring an Alberta where individuals with developmental disabilities are welcomed and included.

Communication

- Given that PDD South is part of a provincial program, and given PDD South encompasses a large geographical area, communication and continued diligence in perfecting communication methodologies is crucial.
- PDD South believes working together with other ministries and other PDD Community Boards is integral to enhancing coordination and integration of services to ensure a positive impact on the people PDD supports.
- PDD South recognizes the need for multifaceted methodologies for communicating both internally and externally.
- It is important for PDD South to provide opportunities for individuals, families/guardians and service providers to express their successes, issues and challenges.
- It is essential to ensure that PDD South continually understands the wants, needs and values of the stakeholders in our Region.

Community Awareness

- PDD South sees the need to continually promote the vision and mission of PDD through not only a multitude of communication methods but also at a governance and operational level.

- Governors through various liaison activities can open doors for dialogue with numerous community partners regarding the PDD Program. This will in-turn support and augment the work being done operationally.
- PDD South believes:
 - it alone cannot make communities more welcoming
 - All people have a right to belong
 - It is necessary to address the barriers that limit and segregate adults with developmental disabilities within their communities
 - Strong working relationships with community resources and other ministries are essential and can open new doors for adults with developmental disabilities
 - Inclusion and community awareness highlights the valued contributions of individuals with developmental disabilities.
 - Strong working relationships at the Governance level are essential.

CORE BUSINESSES, GOALS, STRATEGIES AND PERFORMANCE MEASURES

CORE BUSINESS ONE: *Support adults with developmental disabilities to be fully included in community life through coordination and collaboration with community partners and stakeholders*

COMMUNITY BOARD GOAL ONE

1

Communities welcome and include adults with developmental disabilities as full citizens

WHAT IT MEANS

Adults with developmental disabilities, as residents of the various communities in southern Alberta, have opportunities to participate in community life as any other resident.

Adults with developmental disabilities are treated as valued members of their communities. They are regarded as having talents and abilities and being able to make social and economic contributions such as employment and volunteering.

Full citizenship is regarded as more than being in the community. It means having the opportunity to participate and be a valued part of the community.

PDD South will provide funding to service providers and families which contribute to and promote inclusion. In the spirit of collaboration PDD South will work with service providers and families to develop strategies on operational issues impacting the delivery of support services.

STRATEGIES

PDD South Community Board will make at least two presentations to community groups and/or municipalities, stakeholders, and community

1.1 partners within the region, on the mandate of PDD and focusing on promoting the full citizenship of adults with developmental disabilities (Ministry Strategy 5.3)

PDD South will complete the development of a Strategic Communication Plan and implement the resulting recommendations and public awareness campaign. (Ministry Strategy 2.2)

1.2

PDD South Board will through its regular board meetings showcase

1.3 stakeholder and community contributions in making communities more welcoming. (Ministry Strategy 5.2)

Performance Measures

	Last Actual ¹ (2007-08)	Target 2009-10	Target 2010-11	Target 2011-12
1.a Adults with developmental disabilities are included in their communities.	97%	96%	97%	97%

Source: Creating Excellence Together annual survey results for Quality of Life Standard 7, indicators 1, 4

CORE BUSINESS TWO: *Ensure reasonable access to PDD-funded services which support home living, employment, and community access for adults with developmental disabilities.*

COMMUNITY BOARD GOAL TWO

2

South Region Community Board-funded services provide quality support that contribute to community inclusion for adults with developmental disabilities

WHAT IT MEANS

When advocating for community inclusion, PDD should be only one of the facilitators. PDD South, in responding to people’s needs, will operate within the framework of engaging other ministries who have mandates to support Albertans in need.

As the funder, PDD South has a significant role in monitoring and evaluating the supports to ensure that individuals are receiving quality supports. To ensure effective and efficient approaches, it is important to coordinate and integrate regional and provincial practices.

PDD South has a responsibility to promote and encourage a culture among its partners that stimulates innovation and healthy risk taking which promotes more interdependence and independence wherever possible.

PDD funds either through contract with service providers or agreements with family to hire or who purchase services from approved service providers.

STRATEGIES

- 2.1 PDD South will develop resource material for families interested in the Family Managed Services options (Ministry Strategy 5.1)
- 2.2 PDD South will support the development of a standardized approach to identifying individual support needs and related funding. (Ministry Strategy 5.2)
- 2.3 PDD South will take a leadership role in fostering a culture of innovation by following up on its innovation symposium. (Ministry Strategy 5.3)
- 2.4 PDD South will enhance its regional framework for supporting people with complex needs. (Ministry Strategy 5.3)

Performance Measure	Last Actual ² (2007-08)	Target 2009-10	Target 2010-11	Target 2011-12
2.a Control being exercised by adults with developmental disabilities who are supported by PDD-funded services.	97%	99%	99%	99%
2.b Satisfaction by families/guardians of Adults with developmental disabilities with PDD-funded services.	85.3%	n/a	87%	n/a

Sources: 2.a Creating Excellence Together annual survey results for Quality of Life Standard 6, indicator 1
2.b Bi-annual PDD Family Guardian Satisfaction Survey

CORE BUSINESS THREE: Services are responsive, coordinated, and accountable to adults with developmental disabilities, their families/guardians, their communities and the Minister

South Region Community Board community governance is effective and accountable

COMMUNITY BOARD GOAL THREE



WHAT IT MEANS

Community governance is the process of engaging communities across the region to become meaningfully involved with the PDD South in fulfilling its mission and vision of people with developmental disabilities being respected and treated with dignity.

It is also about reflecting the regional uniqueness within a provincial system which is committed to inclusive communities for all citizens.

The PDD structure provides opportunities for the regional board to hear from community stakeholders in identifying regional successes and challenges and then sharing that information within the Ministry through either the CEO Forum or the Council of Chairs.

Communication among all the stakeholders is critical. It is incumbent on the Board to communicate with its stakeholders in a variety of ways.

STRATEGIES

3.1 Completion and implementation of a regional strategic communication plan which will incorporate the use of different technologies and methodologies.

3.2 The Board will seek out and promote governor to governor opportunities for collaboration and collective problem solving.

3.3 PDD South will continue to explore and implement strategies which contribute to the efficiency and effectiveness of operations.

3.4 PDD South will continue to provide opportunities for open dialogue and actively engage stakeholders to provide input and feedback on successes, challenges and issues throughout the South Region.

Performance Measures		Last Actual ³ 2007-08	Target 2009-10	Target 2010-11	Target 2011-12
3.a	Community Boards manage within their financial resources.	100%	100%	100%	100%
3.b	Staff satisfaction with organizational support for work related learning and development.	81%	76%	77%	77%

Sources: 3.a PDD financial reports
3.b GOA Annual Corporate Employee Survey

COMMUNITY BOARD STATEMENT OF OPERATIONS

For the Year ended March 31, 2009

(thousands of dollars)

	2009		2008
	Budget (Schedule 2)	Actual	Actual (Note 9)
Revenues			
Transfer from Department of Seniors and Community Supports	\$ 61,169	\$ 62,135	\$ 58,283
Previous Year's Refund of Expenditures	-	968	168
	61,169	63,103	58,451
 Expenses – Directly Incurred (Note 2(b), Schedules 1 and 5)			
Programs			
Community Living Supports	30,773	33,735	30,062
Employment Supports	2,825	2,780	2,644
Community Access Supports	13,070	12,681	11,511
Specialized Community Supports	195	107	110
Supports to Delivery Systems	14,166	13,333	12,750
Board Governance	140	151	131
	61,169	62,787	57,208
 Valuation Adjustments (Schedule 1)			
Provision for Vacation Pay	8	11	58
	61,177	62,798	57,266
 Net Operating Results	 \$ (8)	 \$ 305	 \$ 1,185