

Business Plan 2004–2007

EDMONTON REGION COMMUNITY BOARD • PERSONS WITH DEVELOPMENTAL DISABILITIES



Our Dreams Mean

- When we need help, we can get it – now!
- When we don't need help, we shouldn't have to get it!
- We don't want other people to talk for us.
- If we make a mistake, it's okay.
- We want to try things on our own and learn from our mistakes.
- We want to and CAN be trusted.
- Employers will look at us as a person and not at our disability.
- We want to feel secure.
- We want to be cared about.
- We want to make our own choices.
- We want to be independent.

The pictures and words on page 1 represent a vision created by a group of individuals showing what they would like in their lives and how they would like to be supported. The group, known as "Voices for the Future: Self Advocates Making a Change," is an advisory group to PDD Edmonton. Their work influences PDD Edmonton's thinking, and is reflected throughout this business plan.

CONTENTS

- 1 "Dreams for the Future"
- 2 Our Dreams Mean
- 4 Edmonton Region Community Board Members
- 4 Accountability Statement
- 5 Serving Persons with Developmental Disabilities
- 7 PDD Edmonton Role
- 8 Our Commitment to Excellence
- 9 Core Businesses and Regional Objectives
- 10 PDD Edmonton Outcomes
- 11 Opportunities and Challenges
- 13 Our Strategies
- 22 Edmonton Region Community Board Operating Statement
- 23 Appendix 1 – Performance Measures – PDD Edmonton Data
- 25 Appendix 2 – Community Conversations
- 27 Appendix 3 – Glossary of Terms
- 28 Comments and Questions

Contents

Edmonton Region Community Board Members

Don Risdon, Chair
Jean Wilkinson, Vice-Chair
Ann Marie Downey
Dennis Maltais
John McGee
Dr. Susan Moisey
Peter Portlock
Maria Seeber
Ursula Stewart
Roy Skoreyko, Intern
Shantel Timmerman, Intern
Hart Chapelle, CEO

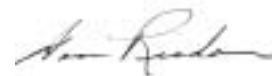
Accountability Statement

This business plan outlines the activities of the Edmonton Region Community Board, Persons with Developmental Disabilities (PDD Edmonton), for the three-year period April 1, 2004 to March 31, 2007.

This plan is prepared under the direction of the Edmonton Region Community Board, in accordance with the Government of Alberta's Government Accountability Act and the Government of Alberta's accounting policies.

PDD Edmonton understands and is aware that the Government of Alberta's policy decisions, as of April 1, 2004, that may bear any material, economic or fiscal implications have been considered in preparing this plan. The priorities developed have been placed in the context of the Provincial Board's business and fiscal plans.

This business plan shows a commitment to the Vision, Mission, Operating Principles, Values and Regional Objectives outlined in this document.



*Don Risdon, Chair
Edmonton Region Community Board
Persons with Developmental Disabilities*

SERVING PERSONS WITH DEVELOPMENTAL DISABILITIES

ROLES AND RESPONSIBILITIES

PDD Provincial Board Role

PDD Edmonton is one of six community boards overseen by the Alberta Provincial Board, Persons with Developmental Disabilities (PDD Provincial). The purpose of PDD Provincial is to fund, coordinate, monitor and assess the activities of PDD Community Boards and work with Government and public and private bodies to coordinate the provision of supports and services to persons with developmental disabilities.

Provincial Vision

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

We see persons with developmental disabilities:

- Living and participating in communities as full citizens.
- Having control and choice in the activities of their daily lives.
- Participating with other citizens in the ordinary life activities of working, socializing and conducting daily affairs.

We see:

- Supports and systems that enable people to reach their goals.
- Highly valued staff providing outstanding service.
- A governance system that is responsible to individuals, families, guardians, and their community.

Provincial Values

- Treating people with integrity, dignity and respect.
- Being open and honest in all dealings with others.
- Creating equity, effective stewardship and accountability.
- Ensuring choices are available for persons with developmental disabilities.

Provincial

Provincial

Provincial Strategic Priorities

- Addressing barriers to community living for persons with developmental disabilities such as affordable housing, meaningful employment and public transportation.
- Supporting and valuing a community rehabilitation workforce as primary partners in achieving our vision and mission.
- Continuing to support the development of community capacity to include persons with developmental disabilities.
- Defining and clarifying the relationships and accountabilities among stakeholder groups and the Provincial Board needed to achieve its vision and mission.

Provincial Goals

- Goal 1:** Persons with developmental disabilities are living quality lives as full citizens in their communities.
- Goal 2:** Persons with developmental disabilities are participating in and contributing to the Alberta economy.
- Goal 3:** Government supports and services are responsive to persons with developmental disabilities.
- Goal 4:** Communities welcome and include persons with developmental disabilities as full citizens.
- Goal 5:** PDD community governance is effective and accountable.

The PDD Edmonton Region serves Metro Edmonton and a geographic area ranging from Sherwood Park along the Yellowhead corridor to the British Columbia border. It is our desire to serve persons with developmental disabilities (hereafter referred to as "Individuals") and their families within the context of the provincial vision and goals. Working with the province, and with our communities, we aim to deliver on the Alberta vision – an Alberta, built one relationship at a time, that honours and respects the dignity and equal worth of all citizens.

PDD Edmonton Role

As one of six community boards, PDD Edmonton oversees and evaluates the implementation of plans and manages the provision of supports and services that respond to the needs of individuals.

PDD Edmonton's planning process includes consultations with regional stakeholders and reflects regional priorities. PDD Edmonton's Board has adopted the PDD Provincial Board's vision, values, and goals as they reflect community priorities and regional needs. While PDD Edmonton has incorporated the strategic priorities from the PDD Provincial Board, it has also developed its own regional objectives.

Our Focus on People

PDD Edmonton works in partnership with individuals, families, guardians, service providers, advocacy organizations, the community and other allies to support individuals in the Edmonton Region to live lives as full citizens in their communities.

Our Mission

Through advocacy and service, the Board enhances the ability of individuals to live as independently as possible within the community.

Edmonton

Edmonton

Our Commitment to Excellence

PDD Edmonton is committed to, and will support excellence, by applying the National Quality Institute's (NQI), "Canadian Criteria for the Public Sector" to all aspects of its work. The work of PDD Edmonton is aligned with the seven sections of the NQI "Organizational Excellence Framework" and has added an eighth section called "Community Focus."

Citizen Focus

- Measures how well PDD Edmonton focuses on the delivery of person-centered supports and services that help individuals to live lives as full citizens.
- Examines how PDD Edmonton involves individuals it supports and other stakeholders in making decisions that affect them.

Partner/Supplier Focus

- Examines PDD Edmonton's relationships with providers of supports and services and with other partners.

Planning Focus

- Examines how effectively PDD Edmonton plans.

Organizational Performance Focus

- Measures PDD Edmonton's ability to evaluate the organization's performance.



Leadership Focus

- Examines how leadership is supported and developed within the PDD Edmonton organization.

Business Process Focus

- Measures how efficiently and effectively PDD Edmonton manages its work processes.

People Focus

- Measures how well PDD Edmonton achieves excellence through its employees.

Community Focus

- Examines ways to encourage and support communities to include individuals.

Core Businesses and Regional Objectives

Core Businesses

In answer to the basic question, “What does PDD do?”, we believe it is important to be very clear about what we do to serve individuals. Currently, our core businesses are:

- To fund and administer supports and services to individuals.
- To provide assurance relative to the PDD mandate.
- To co-ordinate and partner with community and other boards, authorities and jurisdictions to support inclusion and promote citizenship.
- To provide direct service.



Regional Objectives

We are, first and foremost, in the people business and our regional focus is on people and helping them to live the lives they want. This list of regional objectives forms the over-arching ‘to do’ list for PDD Edmonton and our activities work towards the attainment of these objectives.

- Fund and administer personal supports that help individuals to live the lives they want.
- Commit to best practices in individualized support and inclusion that builds on an individual’s abilities, interests and relationships.
- Influence other systems to remove barriers so that individuals can live the lives they want.
- Support learning in our community sector that promotes person-centered approaches, community inclusion and leadership development.
- Support advocacy by individuals, their families, friends and other allies.
- Identify and promote best practices in the planning and design of supports and services to individuals.
- Use the practical framework from the National Quality Institute’s “Canadian Criteria for the Public Sector” to support the organization to achieve excellence.

PDD Edmonton Outcomes

These are the outcomes that emerged from conversations with individuals who receive supports, and families, friends and allies. Individuals will:

- Be included in communities and increase their community connections.
- Have increased control over their supports and services.
- Build on skills, abilities, support networks and other assets.
- Acquire employment, and other valued roles and responsibilities.
- Have increased independence.
- Have reasonable safety nets.



- Have flexible supports and services.
- Have supports and services available when needed.
- Live in communities that are inclusive.

Opportunities and Challenges

Opportunities

PDD Edmonton embarked on a series of community conversations, for the 2004-2007 Business Plan, which generated a large amount of information. Some of this information was new, and some of the information was consistent with what PDD Edmonton has heard on an on-going basis. What is clear however, is that PDD Edmonton is uniquely situated to create opportunities to help individuals live the lives they want by becoming:

- A responsive listener honoring the consultative process by using information gathered in creative and constructive ways.
- A facilitator ensuring that system resources are used appropriately and in ways that make it possible for those in supporting positions to render optimal services to individuals.
- A remover of barriers that may hinder services from being effectively delivered and individuals from living the lives they want.
- A mobilizer of systems, agencies and individuals to contribute effectively to better lives for individuals.
- A responder by helping to make opportunities for new ideas and partnerships.
- A clearing-house of information and great initiatives so partners are not working in isolation and resources are not wasted through duplication of efforts.
- A broker to bring community together through initiatives.
- An advocate to bring about political support for and community awareness of individuals.
- An enabler supporting individuals their families, guardians, friends and other allies to see opportunities and do things that reduce unnecessary dependence upon formal supports.

Challenges

The Community Conversations that PDD Edmonton was involved in, leading up to this Business Plan, reminded us that the hopes and dreams of individuals are not much different from anyone else's. The work of PDD Edmonton takes place within a broad societal context. Therefore, the challenge to our sector is to support individuals to:

- Feel heard.
- Feel like a person first and not be labelled or defined by their disability.
- Be recognized as someone who has special challenges but not be confined by them.
- Be communicated with, not about.
- Speak for themselves, and make a contribution.
- Feel that they have choices in their lives.
- Be set-up for success – and not be afraid of failure.



Opportunities and Challenges, Cont'd

- Have friendships for the right reasons.
- Have meaningful relationships.
- Learn from those people whom they admire.
- Learn to do new things.
- Feel prepared for adult life and choices, and have help with the transition into adulthood.
- Feel that they can help not only themselves, but others.

More specific challenges that PDD Edmonton and our community partners face include:

- Securing adequate resources for:
 - innovation and excellence
 - quality control
 - building partnerships
 - meeting the service needs of an increased population of individuals requiring support
- Working in partnership with service providers to support the rebalancing of power towards individuals with families, friends, and allies.
- Building support for community inclusion.
- Balancing new functions with core businesses.
- Communications planning around transition planning and general public awareness of PDD Edmonton.
- Maintaining high enthusiasm for the work of the organization and our sector.



OUR STRATEGIES

Goal 1: Persons with developmental disabilities are living quality lives as full citizens in their communities.

Regional Objective: Commit to best practices in individualized support and inclusion that builds on a individual's abilities, interests and relationships.

Goal 1

<i>Strategy</i>	<i>Strategy Statement</i>	<i>Activity</i>	<i>Performance Measure</i>
Use person-centered approaches	1.1 Use person-centered approaches to help support individuals to live lives that are meaningful to them.	<p>Work with partners to develop and support learning in person-centered approaches, asset based community development, and inclusion.</p> <p>Provide training to Residential and Support Services staff in person-centered approaches, asset based community development, and inclusion.</p> <p>Work with community partners to develop resources for person-centered approaches.</p>	<p><i>Consumer Survey (from 2003 Provincial Satisfaction Survey):</i> <i>Do you feel your services help you to be a part of your community?</i></p> <ul style="list-style-type: none"> • 2003 – Yes 96% • 2007 – Yes 98% <p><i>Family/Guardian Survey (from 2003 Provincial Satisfaction Survey):</i> <i>Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.</i></p> <ul style="list-style-type: none"> • 2003 – Agreed 84% • 2007 – Agreed 91%
Prevent abuse	1.2 Implement abuse prevention strategies.	<p>Provide initial information sessions on the new PDD Provincial Abuse Protocol to all agencies and families who hire privately.</p> <p>Develop resources to assist individuals to learn about abuse.</p>	<i>Measures to be developed</i>

Goal 2

OUR STRATEGIES

Goal 2: Persons with developmental disabilities are participating in and contributing to the Alberta economy.
Regional Objective: Influence other systems to remove barriers so that individuals can live the lives they want.

Strategy	Strategy Statement	Activity	Performance Measure
Increase valued roles and responsibilities	2.1 In collaboration with community partners, develop a plan to increase valued roles and responsibilities for individuals.	Undertake research on best employment practices and consider information from the Community Conversations, 2003. Develop an action plan based on research. Showcase current regional best practices.	<i>Consumer Survey (from 2003 Provincial Satisfaction Survey): Do you have a job that pays more than \$5.89 an hour?*</i> • 2003 – Yes 22% • 2007 – Yes 28% *Note: Alberta's current minimum wage is \$5.90/hr., since October 1999 <i>Family Guardian Survey (from 2003 Provincial Satisfaction Survey): Does the person have a job that pays minimum wage or better?</i> • 2003 – Yes 12% • 2007 – Yes 18%
Control over housing	2.2 Work with community partners to support individuals to have control over their own homes.	Convene a group of individuals to identify issues and actions that will strengthen individual's control over their homes. Support the implementation of promising home ownership strategies.	<i>Measures to be developed</i>
Develop human resources	2.3 Work with provincial and regional partners to improve the availability and retention of qualified human resources for the sectors supporting individuals.	Contribute to the implementation of the three-year initiative – Workforce 2010: Integrated Human Resource Strategies for the Rehabilitation Field.	<i>Measures to be developed</i>

OUR STRATEGIES

Goal 3: Government supports and services are responsive to persons with developmental disabilities.

- Regional Objective**
- Support advocacy for individuals, their families, friends and other allies.
 - Fund and Administer personal supports that help individuals live the lives they want.

Strategy

Increase advocacy

Strategy Statement

3.1 Work with partners to support advocacy and develop a culture of advocacy.

Activity

Establish a Leadership Advocacy Group to implement the recommendations researched and developed in 2003/04.

Performance Measure

Measures to be developed.

Consumer Survey (from 2003 Provincial Satisfaction Survey):

If you think your services are bad, do you know where to complain about it? (This is called an "appeal process.")

- 2003 – Yes 71%
- 2007 – Yes 76%

Family/Guardian Survey (from 2003 Provincial Satisfaction Survey):

If I am not satisfied with a PDD decision, I know what to do.

- 2003 – Agreed 84%
- 2007 – Agreed 88%

Goal 3

Goal 3

OUR STRATEGIES

Goal 3: Government supports and services are responsive to persons with developmental disabilities.

Regional Objective • Support advocacy for individuals, their families, friends and other allies.

- Fund and Administer personal supports that help individuals live the lives they want.

Strategy

Define roles and responsibilities

Strategy Statement

3.2 With partners define respective roles and responsibilities that will most effectively support individuals to live the lives they want.

Activity

PDD Edmonton affirms its core businesses.

Work with partners to articulate current roles and responsibilities.

Work with partners to identify an ideal role that effectively supports individuals to live the lives they want.

Work with partners to develop a plan to close the gap between the current roles and responsibilities and the ideal.

Performance Measure

Consumer Survey (from 2003 Provincial Satisfaction Survey):

Do PDD Staff find more places where you can get help if you need it?

- 2003 – Yes 88%
- 2007 – Yes 90%

Do you feel that PDD Boards listen and use what you say when they make plans?

- 2003 – Yes 64%
- 2007 – Yes 70%

Family/Guardian Survey (from 2003 Provincial Satisfaction Survey). Overall, staff tell me about and refer me to other resources if required.

- 2003 – Agreed 85%
- 2007 – Agreed 90%

PDD Staff are helpful in problem solving.

- 2003 – Agreed 79%
- 2007 – Agreed 85%

I feel that the PDD Boards take my input into account in their decisions.

- 2003 – Agreed 63%
- 2007 – Agreed 70%

OUR STRATEGIES

Goal 3: Government supports and services are responsive to persons with developmental disabilities.

Regional Objective • Support advocacy for individuals, their families, friends and other allies.

- Fund and Administer personal supports that help individuals live the lives they want.

<i>Strategy</i>	<i>Strategy Statement</i>	<i>Activity</i>	<i>Performance Measure</i>
Best practices in behavioural supports	3.3 Work with partners to develop best practices in behavioural consultation.	<p>Work with partners to articulate current practices in behavioural consultation.</p> <p>Work with partners to identify ideal best practices in behavioural consultation that effectively helps individuals to live the lives they want.</p> <p>Work with partners to develop a plan to close the gap between the current practices in behavioural consultation and the ideal.</p>	<i>Measures to be developed.</i>
Respite planning	3.4 Ensure availability of respite services to support individuals and families.	<p>Expansion of current respite supports to meet immediate needs.</p> <p>Hold community consultations to identify person-centered approaches to respite.</p>	<p><i>Consumer Survey (from 2003 Provincial Satisfaction Survey): Can you get services fast when you need them?</i></p> <ul style="list-style-type: none"> • 2003 – Yes 80% • 2007 – Yes 87% <p><i>Family/Guardian Survey (from 2003 Provincial Satisfaction Survey): Services are provided quickly when they are needed?</i></p> <ul style="list-style-type: none"> • 2003 – Agreed 70% • 2007 – Agreed 80%

Goal 3

Goal 3

OUR STRATEGIES

Goal 3: Government supports and services are responsive to persons with developmental disabilities.

Regional Objective • Support advocacy for individuals, their families, friends and other allies.

- Fund and Administer personal supports that help individuals live the lives they want.

Strategy

New service providers

Strategy Statement

3.5 Improve the application and approval process for new service providers.

Activity

Identify important criteria, principles and critical components ensuring quality and responsiveness of supports and service.

Work with partners to evaluate what currently exists.

Work with partners to identify an ideal service provider that effectively supports individuals to live the lives they want.

Work with partners to develop a plan to close the gap between current service providers and the ideal service provider.

Performance Measure

Consumer Survey (from 2003 Provincial Satisfaction Survey): Are there service providers you can pick from?

- 2003 – Yes 76%
- 2007 – Yes 85%

Family/Guardian Survey (from 2003 Provincial Satisfaction Survey):

There is a choice of service providers?

- 2003 – Agreed 70%
- 2007 – Agreed 80%

OUR STRATEGIES

Goal 4: Communities welcome and include persons with developmental disabilities as full citizens.

Regional Objective: Commit to best practices in individualized support and inclusion that builds on a individual's abilities, interests and relationships.

Strategy

Understand community capacity

Strategy Statement

4.1 Engage stakeholders to work together to gain a common understanding of community capacity and identify strategies that may enable possibilities for individuals.

Activity

Work with partners to increase awareness of how to take advantage of community capacity.

Work with partners to use a portion of the budget to continue to explore Community Capacity Building.

Share the learning from the pilot projects with a view to influencing how supports are delivered.

Performance Measure

Consumer Survey (from 2003 Provincial Satisfaction Survey): Do you feel your services help you to be part of your community?

- 2003 – Yes 96%
- 2007 – Yes 98%

Family/Guardian Survey (from 2003 Provincial Satisfaction Survey): Overall, I am satisfied that the person's services help him/her to be a part of the community as much as he/she wants to be.

- 2003 – Agreed 84%
- 2007 – Agreed 91%

Goal 4

Goal 5

OUR STRATEGIES

Goal 5: PDD community governance is effective and accountable.

Regional Objective: Use the practical framework from the National Quality Institute's "Canadian Criteria for the Public Sector" to support the organization to achieve excellence.

<i>Strategy</i>	<i>Strategy Statement</i>	<i>Activity</i>	<i>Performance Measure</i>
Enhance communications	<p>5.1 Improve communications with internal and external stakeholders.</p>	<p>Conduct an audit of the effectiveness and efficiency of the strategies currently used by PDD Edmonton to communicate with internal and external audiences.</p> <p>Develop an affordable communications improvement plan.</p> <p>Implement priority elements of the improvement plan.</p>	<p><i>Consumer Survey (from 2003 Provincial Satisfaction Survey): Have you talked with, or heard from, PDD Board members?</i></p> <ul style="list-style-type: none"> - in a group meeting • 2003 – Yes 52% • 2007 – Yes 58% - in a newsletter • 2003 – Yes 32% • 2007 – Yes 50% <p><i>Family/Guardian Survey (from 2003 Provincial Satisfaction Survey): I have had contact with PDD Board members by means of:</i></p> <ul style="list-style-type: none"> - public meetings or consultations • 2003 – Agreed 68% • 2007 – Agreed 75% - newsletters • 2003 – Agreed 86% • 2007 – Agreed 90%
Develop a performance management and measurement system	<p>5.2 Develop a performance management and measurement system based on the National Quality Institute's (NQI) "Canadian Criteria for the Public Sector".</p>	<p>Development of an improvement plan relative to the NQI Criteria.</p> <p>Provide risk management training to PDD Staff.</p>	<p><i>Risk management strategies embedded in all PDD Edmonton activities.</i></p> <p><i>Overall satisfaction survey results increase.</i></p>

OUR STRATEGIES

Goal 5: PDD community governance is effective and accountable.

Regional Objective: Use the practical framework from the National Quality Institute's "Canadian Criteria for the Public Sector" to support the organization to achieve excellence.

<i>Strategy</i>	<i>Strategy Statement</i>	<i>Activity</i>	<i>Performance Measure</i>
Enhance accountabilities	5.3 Improve the effectiveness and efficiency of accountabilities across the PDD Edmonton Region.	Contribute to the PDD Provincial Board review of roles, responsibilities, authorities and accountabilities.	<i>Implement PDD Provincial Board policies and strategies as required.</i>
Manage within budget	5.4 Insure PDD Edmonton manages within its budget allocation.	Budget plan is developed, approved and executed.	100%

Goal 5

*Persons with Developmental Disabilities
Edmonton Region Community Board Operating Statement – Business Plan 2004/2005 to 2006/2007
(in \$ thousands)*

	<i>2002/2003 Actual</i>	<i>2003/2004 Budget</i>	<i>2003/2004 Forecast</i>	<i>2004/2005 Target</i>	<i>2005/2006 Target</i>	<i>2006/2007 Target</i>
Revenue						
Grant from PDD Provincial Board	116,105	122,908	126,189	132,697	138,147	140,831
Other Revenue	231	-	442	100	100	100
	116,336	122,908	126,631	132,797	138,247	140,931
Expenses						
Community Living Supports	67,522	80,456	72,501	78,479	82,107	83,699
Employment Supports	5,541	5,948	6,503	7,352	7,685	7,835
Community Access Supports	15,110	16,640	14,061	15,089	15,538	15,840
Specialized Community Supports	9,968	835	11,051	13,060	13,611	13,876
Direct Operations	1,301	1,490	1,452	1,566	1,625	1,655
Supports to Delivery System	16,464	17,381	20,505	17,223	17,652	17,997
Board Governance	126	160	108	140	150	150
Regulated Fund Expenses	-	-	-	-	-	-
	116,032	122,910	126,181	132,918	138,368	141,052
Net Operating Results	304	(2)	450	(121)	(121)	(121)
Budget Increase from prior year - In \$				6,737	5,450	2,684
- As a %				5.34%	4.10%	1.94%

Appendix 1: Provincial Performance Measures – PDD Edmonton Data

<i>Provincial Goal</i>	<i>Provincial Performance Measure</i>	<i>PDD Edmonton Data</i>	<i>PDD Edmonton Targets</i>	<i>Data Source</i>
1. Adults with developmental disabilities have quality lives as full citizens in their communities.	1.1 Choice and control being exercised by adults with developmental disabilities who are supported by PDD-funded services.	95%	Meet or exceed Provincial average	CET Surveys; QOL Indicators
2. Adults with developmental disabilities are participating in and contributing to the Alberta economy.	2.1 Adults with developmental disabilities supported by PDD-funded services are participating in and contributing to Alberta's economy through employment and participating in productive or skill development activities.	47%	Meet or exceed Provincial average	CSS
	2.2 Annual turnover in the community service provider workforce.	23.1%	Meet or exceed Provincial average	Turnover survey
3. Government supports and services are responsive to persons with developmental disabilities.	3.1 Family/guardian approval of PDD's staff responsiveness.	83%	Meet or exceed Provincial average	Family/Guardian Satisfaction Survey
	3.2 Satisfaction by families/guardians or persons with developmental disabilities with PDD-funded services.	85%	Meet or exceed Provincial average	Family/Guardian Satisfaction Survey

Appendix 1: Provincial Performance Measures – PDD Edmonton Data

<i>Provincial Goal</i>	<i>Provincial Performance Measure</i>	<i>PDD Edmonton Data</i>	<i>PDD Edmonton Targets</i>	<i>Data Source</i>
4. Communities welcome and include persons with developmental disabilities as full citizens.	4.1 Qualitative assessment of PDD community capacity initiatives.	Report	Report	Report Submissions
5. PDD Community governance is effective and accountable.	5.1 Provincial and Community Boards manage within targets.	100%	100%	Financial Reports
	5.2 Provincial Board achieves performance measures targets in all of its business plan performance measures.	100%	100%	Financial Reports

Appendix 2: Community Conversations

Community Conversation Process



“Community Conversations” represented an essential step in creating the 2004-2007 Business Plan. PDD Edmonton met with 12 groups; a total of 125 people from the Edmonton Region. The conversations with these groups were both inspiring and stimulating.

These conversations provided an opportunity to meet not only individuals receiving supports and services, but also their families, friends and other allies. PDD Edmonton adopted several principles for the conversations that included:

- Acknowledging to groups that the conversations were Board initiated.
- Meeting with various groups at their convenience either in conjunction with a regularly scheduled meeting or at a time and place of their choosing.
- Encouraging external groups to include an individual.
- Having individuals from the self-advocacy advisory council to PDD Edmonton, “*Voices for the Future: Self-Advocates Making a Change,*” make a presentation at the beginning of each event about what they would like in their lives.
- Having food and fun.
- Having a small number of PDD staff representatives present that included the Board Chair and the CEO.
- Providing feedback to the groups about what was recorded during the conversations.

Appendix 2: Community Conversations Cont'd

The Groups

- Edmonton
 - *Leadership Today, Edmonton Region Graduating Class*
 - *PLAN Edmonton*
 - *Voices Family Group – Alberta Association for Community Living*
 - *Council of Service Providers*
 - *Coalition for Inclusive Education*
 - *Good Samaritan Society – Family Advisory Council, Program for Persons with Developmental Disabilities*
 - *Excel Society*

- Edson
 - *S.C.O.P.E and McMann Youth and Family Services Association*

- Leduc
 - *Leduc Works, Leduc Community Living Association, Leduc Independent Living Association*

- PDD Edmonton
 - *Community Services*
 - > *Two meetings with staff*
 - *Residential and Support Services*
 - > *One meeting with staff*

In Closing

PDD Edmonton wishes to acknowledge and thank everyone who participated in the "Community Conversations." The conversations were a valuable tool not only to meet the larger PDD Edmonton community, but also to gain insight into the challenges and opportunities that face individuals, their families, friends and allies on a daily basis.



From these conversations, PDD Edmonton believes that "Community Conversations" must become an on-going way of doing business and become an integral part of the business planning process. All groups encouraged PDD Edmonton to continue the process. PDD Edmonton has promised the groups that from time-to-time, they will be contacted to provide insight and guidance so that together, we can work toward helping individuals live the lives they want.

Appendix 3: Glossary of Terms

Accountability

- An obligation to answer for the execution of one's assigned responsibilities.

Activity

- Action undertaken in support of an initiative or on-going function.

Allies

- People with or without disabilities or organizations who are or may be involved in the lives of persons who receive supports and services.

Asset-Based Community Development

- A strategy used to discover a local community's capacities and assets – the gifts of individuals, the power of citizens' associations, and the resources of local institutions – and to mobilize those assets for community building and improvement.

Assurance

- A positive, proactive, and practical way to implement standards so that individuals, families/guardians and other allies may expect the highest quality of supports and services (eg. Creating Excellence Together).

Change Management Plan

- An overall plan that is committed to purposeful influence to develop inclusive communities.

Community

- A space that can be a combination of geographic, social, political, or economic associations where individuals associate with each other and identify themselves as part of a group having common interests or goals.

Community Capacity

- The ability of individuals, organizations, businesses, and governments in their community to come together, learn, make well-reasoned decisions about the community's present and future and to work together to carry out those decisions.

Community Conversations

- A consultation process that involved individuals, families, guardians, service providers and other partners interested in the work of PDD Edmonton.

Community Inclusion

- Communities welcoming all of its members to be part of their community through their contributions, choices they make to participate, sharing of places with others, and a sense of being somebody and belonging somewhere.

Consumers

- Adults with developmental disabilities.

Core Businesses

- Set out the ongoing key responsibilities that support the mission and provide a framework for achieving results and allocating resources.

Goals

- Desired end results that PDD Edmonton wants to achieve in fulfilling its mission. They are broad statements that begin to focus actions towards clearly defined purposes.

Individuals

- Adults with developmental disabilities.

Mission

- A brief, clear statement about the purpose and reason for existence.

National Quality Institute

- A not-for-profit organization that provides strategic focus and direction for Canadian organizations to achieve excellence and to set the standard for quality and healthy workplace practices.

PDD Edmonton

- Edmonton Region Community Board, Persons with Developmental Disabilities.

PDD Provincial

- Alberta Provincial Board, Persons with Developmental Disabilities.

Appendix 3: Glossary of Terms Cont'd

Partners

- People with or without disabilities or organizations who are or may be involved in the lives of persons who receive supports and services.

Performance Measures

- Degree of success in achieving goals and outcomes.

Person-centered Approaches

- Organize and guide community change in alliance with people with disabilities and their families and friends and other allies.

Person-centered Planning

- A creative and individualized process designed to help a group of people craft a life of meaning and contribution for the individual who is the focus of the planning. It is an ongoing process of mutual education, discovery and adventure that should inspire people to act on behalf of the individual. Person centered planning challenges us to look for community opportunities that will enable the individual to pursue his or her interests in a positive way.

Risk Analysis

- An assessment of factors that affect or are likely to affect the successful achievement of strategies.

Satisfaction Survey

- Bi-annual survey administered to consumers, and families and guardians by the Alberta Provincial Board, Persons with Developmental Disabilities.

Stakeholders

- People with or without disabilities or organizations who are or may be involved in the lives of persons who receive supports and services.

Strategy

- Specific courses of action undertaken to accomplish goals.

Targets

- Desired level of performance and must be quantifiable and specify a period of time.

Values

- Beliefs, traits and/or characteristics that guide individual behavior and define the management style, and rules of personal and organizational behavior.

Vision

- A clear, compelling and achievable picture of a preferred future.

Voices

- Voices for the Future: Self-Advocates Making a Change – a group of individuals who provide advice to PDD Edmonton.

Comments and Questions

If you have any comments or questions on this plan, please contact:

Edmonton Region Community Board
Persons with Developmental Disabilities
10258 – 108 Street
Edmonton, AB T5J 4Z7

Telephone: 780-427-2817

Fax: 780-422-6411

E-mail: PDD.communityservices@gov.ab.ca