

## Changes to the Persons with Developmental Disabilities (PDD) System

Issue	PDD in 2009	PDD in 2018
Case management	<ul style="list-style-type: none"> <li>• Regional variance and lack of consistency in the PDD program:</li> <li>- No standard application, service design or planning process for individuals</li> <li>- PDD delivered by six PDD Community Boards which resulted in differences in process across Alberta</li> <li>- PDD seen primarily as a funder.</li> </ul>	<ul style="list-style-type: none"> <li>• Community Boards have been disbanded which has resulted in greater provincial consistency.</li> <li>• Consistent service design and planning process followed for all individuals who are eligible for the PDD program to understand their needs.</li> <li>• PDD takes a more proactive role in coordination, supporting clients and assessing needs.</li> </ul>
Risk identification	<ul style="list-style-type: none"> <li>• Risk factors and needs of caregivers were not formally considered during the planning process.</li> <li>• No minimum face to face contact for PDD clients.</li> <li>• No requirement for follow-up where unable to contact the client and/or their family.</li> <li>• No requirement to include families and caregivers in planning meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Requirement to proactively screen for and respond to risk as part of the planning process.</li> <li>• Urgent and critical needs are prioritized for PDD services.</li> <li>• Immediate support needs of the family are considered when determining priority for accessing services and supports.</li> <li>• Increased monitoring of support needs and services, including a requirement for a face-to-face meeting per year at minimum and more frequent for individuals with complex needs.</li> <li>• Formal process and timelines for follow up when PDD is unable to contact a client. Where there are concerns about the well-being of the client or allegations of abuse immediate action will be taken to address the concerns, including alerting the police, a home visit and/or contact with others who know the individual.</li> <li>• Mental health first aid training mandatory for all PDD case managers.</li> <li>• New accreditation process for service providers who support individuals with complex needs.</li> <li>• As part of Service Design and Planning policy, family members and others are included in all planning and review meetings. For individuals with complex support needs, caseworkers meet more frequently with the individual, family and service providers.</li> </ul>
Transitioning between regions	<ul style="list-style-type: none"> <li>• If a person accessing supports through PDD in one region moved to another, they had to notify PDD of their move, request that their</li> </ul>	<ul style="list-style-type: none"> <li>• New policy makes it the responsibility of PDD staff to be proactive in coordinating a smooth transition and continued services when an individual moves from one region to another</li> </ul>

	<p>file be transferred and reach out to the program for supports in the new region.</p>	<ul style="list-style-type: none"> <li>• New requirement for a transfer conference involving the regions and the individual and their family.</li> <li>• Clarifies that individuals moving between regions must be prioritized for access to similar services.</li> </ul>
File closure	<ul style="list-style-type: none"> <li>• No file closure policy</li> <li>• No requirement for follow-up where unable to contact the client and/or their family.</li> </ul>	<ul style="list-style-type: none"> <li>• Files will no longer be closed in cases where a client cannot be reached.</li> </ul> <p>New and updated PDD policies and procedures require staff to continue efforts to re-establish contact, including multiple contact attempts using a variety of methods i.e. phone, email, mail, etc., contacting other programs and clear escalation processes including requesting assistance from local police to complete a safety check for a client that staff are unable to reach or contact.</p>
Access to PDD Services	<ul style="list-style-type: none"> <li>• No provincial approach for prioritizing access to services.</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals, who are eligible for the PDD program, with critical or urgent needs are prioritized for supports through the PDD program.</li> <li>• PDD staff must consider the risk for caregivers and the immediate support needs of family when determining priority for accessing services and supports.</li> <li>• Increase of \$150 million to PDD since 2015 to ensure more Albertans get access to PDD services.</li> </ul>
Training	<ul style="list-style-type: none"> <li>• No standardized training for PDD staff</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health First Aid training is mandatory for all PDD case managers. This will provide guidance to staff how to provide immediate assistance and connect individuals with needed support.</li> <li>• Training to support implementation of new and updated PDD policies and procedures, including ongoing risk analysis.</li> <li>• New policy and process to advise staff on how to respond to concerns of abuse or neglect.</li> <li>• New accreditation process for service providers who support individuals with complex needs. This will involve specialized training for staff.</li> </ul>
Abuse reporting	<ul style="list-style-type: none"> <li>• No clear public mechanism for Albertans to report concerns about abuse or neglect for follow up. Multiple phone lines for targeted</li> </ul>	<ul style="list-style-type: none"> <li>• New phone line for Albertans to report suspected abuse or neglect of a vulnerable adult will be launched. Every call will be tracked and followed up on, according to set timelines.</li> </ul>

	<p>populations or issues but not clear where to call about suspected abuse of people with disabilities.</p> <ul style="list-style-type: none"><li>• No policy to promote consistent response to reported concerns abuse by ministry staff.</li><li>• No requirement to re-establish contact with an individual.</li></ul>	<ul style="list-style-type: none"><li>• New and updated PDD policies and procedures require staff to continue efforts to re-establish contact, including multiple contact attempts using a variety of methods i.e. phone, email, mail, etc., contacting other programs and clear escalation processes including requesting assistance from local police to complete a safety check for a client that staff are unable to reach or contact.</li><li>• New CSS policy and procedure regarding how to respond to concerns about abuse or neglect ensures that all CSS staff know what to do should they be made aware of suspected abuse.</li></ul>
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