

JANUARY 2025

Current State: Critical & Urgent

Experiences with
Persons with
Developmental
Disabilities (PDD)

The logo for Inclusion Alberta features the word "Inclusion" in a blue sans-serif font with an orange underline under the "i". Below it, the word "Alberta" is written in a larger, blue sans-serif font.

Inclusion
Alberta

Supporting children and adults with
an intellectual disability for 60+ years

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Acknowledgments

We would like to express our gratitude to all the individuals and families who participated in our survey. While this required time, and sometimes having to share painful experiences, we are hopeful that it will lead to improvements to the PDD program, and ultimately a renewed focus on providing supporting the community inclusion for adults with intellectual disabilities.

Executive Summary

The Persons with Developmental Disabilities (PDD) program supports over 13,000 adults with intellectual disabilities with residential support, and support to pursue employment or participate in community. It has been three years since the [Ministry of Seniors, Community and Social Services \(SCSS\) released](#) how many adults who are eligible for and have requested supports are waiting without support. Throughout this time, Inclusion Alberta has requested updated information.ⁱ In the absence of updated information, Inclusion Alberta launched a survey in response to the growing number of individuals and families who cannot secure the support they require, to hear their experiences and gather their feedback. 540 individuals from 79 of Alberta's 87 provincial electoral districts completed the survey in October and November 2024. This report presents findings from our survey and calls upon the government to take immediate action to ensure PDD fulfills its purpose for those it was intended to support.

Our survey results show that PDD's systemic failures are undermining the well-being and financial security of adults with intellectual disabilities and their families. Respondents describe valuable years of life being squandered for adults who remain isolated at home, their skills unused, potential untapped, dreams fading, and health declining. The adults and families describe PDD as denying all requests for support unless it deems the need to be urgent and critical. Some individuals were denied support even though their circumstances were desperate.

70% of respondents who were waiting without any PDD services stated that they had not met with a caseworker to develop an [Outcome Plan](#). They waited more than a year, on average, for supports without PDD meeting with them to accurately understand what supports they require, and how they are being adversely impacted. If an Outcome Plan was written for these individuals, it was without their knowledge.

Supports now offered by PDD are not meeting the needs of 41% of respondents who receive PDD supports. Many respondents who requested support said that PDD refused to respond with a formal decision. Without a decision, these individuals will not receive written notice of their right to appeal, and PDD will not have a record of the support these individuals require.

The following sections articulate the common challenges individuals and families are facing which include strenuous and time-consuming bureaucratic processes, increased barriers to access for families like newcomers and Indigenous families, and having to go through a long and demanding appeal process to get PDD to fulfill its mandate.

The following three recommendations are critical first steps to turning PDD around: removing the urgent and critical needs criteria, operating transparently and accountably, and ending the long wait for hundreds of individuals and families in desperate need. These changes are essential to restoring trust and fulfilling PDD's mandate to support adults with intellectual disabilities to live as valued and contributing member of their communities.

Introduction

This report presents the findings of a survey on experiences with the Persons with Developmental Disabilities (PDD) program. PDD is operated by Alberta's Ministry of Seniors, Community and Social Services (SCSS) and supports over 13,000 adults with intellectual disabilities to live at home, pursue employment, and participate in community. Services may be provided either by one of about 160 non-profit and for-profit providers, or by hiring supports with individualized and self-directed funding, called Family Managed Services (FMS).

Inclusion Alberta is a family-based, non-profit federation that advocates on behalf of children and adults with intellectual disabilities and their families. We share a dream, with our partners and allies, where children and adults with intellectual disabilities are valued, participating and welcomed community members. More than 40 non-profit organizations, along with thousands of families from every corner of the province, belong to Inclusion Alberta. Through workshops and webinars, an annual conference, an annual family leadership series, opportunities for families to learn from each other, and the consultation and advocacy of staff, Inclusion Alberta guides families to effectively utilize PDD funding and services to support their adult family member with intellectual disabilities to be fully included in community life.

Methods

Inclusion Alberta has heard from an increasing number of individuals and families who are struggling to obtaining funding, services, and supports from PDD. Due to an absence of current data from the Government of Alberta about how PDD is functioning, Inclusion Alberta designed a survey to hear how individuals and families are experiencing PDD. Design of the survey questions was informed by Inclusion Alberta's experience supporting over 150 individuals and families across Alberta with navigating and accessing PDD in the preceding twelve months.

Anonymous survey responses were accepted from October 22 to November 15, 2024. A separate survey on the Family Support for Children with Disabilities (FSCD) program was conducted at the same time. Over twenty-five local, regional and provincial organizations shared the survey with families, and it was distributed by Inclusion Alberta through social media and in an email to over 15,000 individuals.

Responding to all questions was voluntary with the exception of four mandatory questions: age, geographical locale, PDD status, and the adequacy of PDD supports received. Different responses led to different follow up questions being asked. Short answers were analysed and codes were applied that were developed through an iterative inductive process. The full list of questions is presented in an appendix to this report.

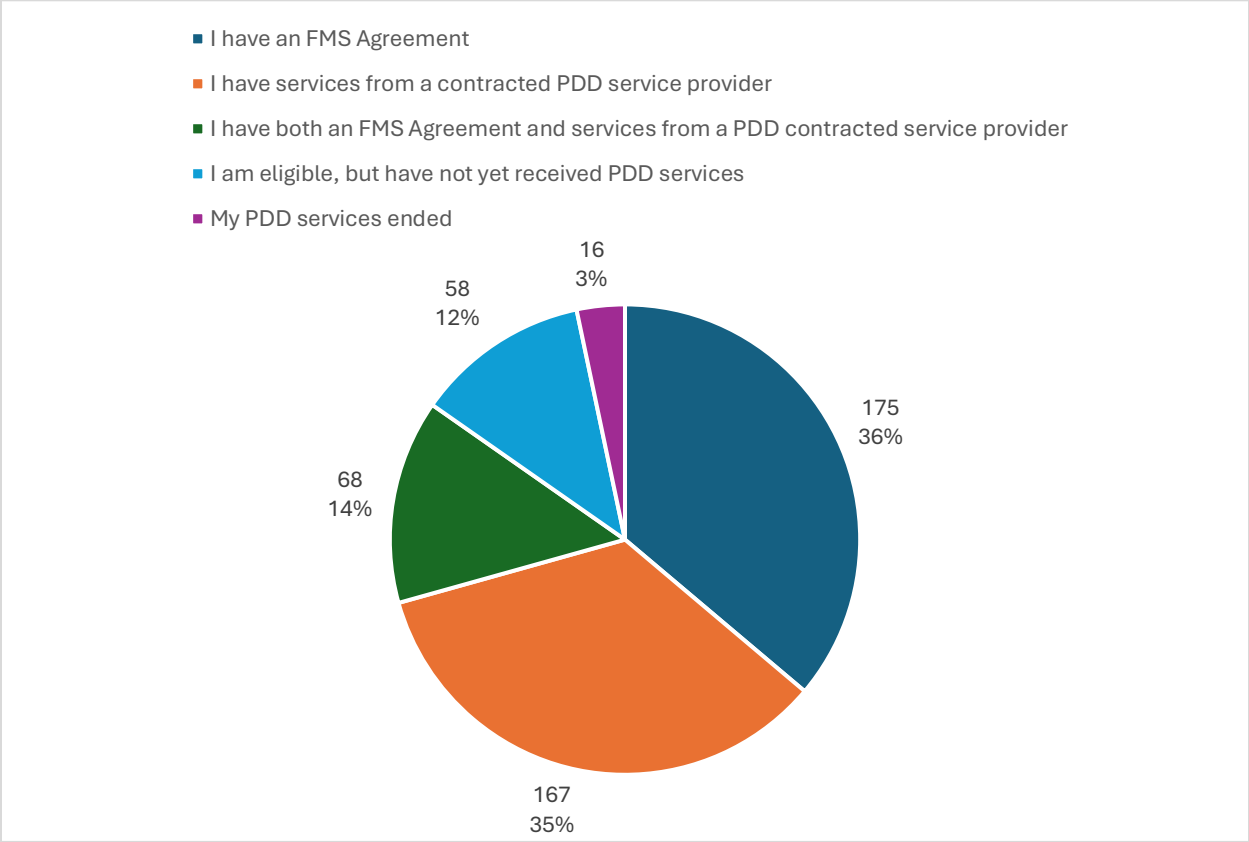
The information presented in this report is based upon the actual experience of individuals and families. We have made repeated attempts to gain clarity about how PDD is operating and tracking information. In the absence of any updated data, this report is based on the best information about PDD available to us at the time of writing. Results and quotes from the survey are presented thematically together with information from other sources to piece together a picture of PDD's current state.

Results

540 responses to the survey were received. Respondents live in 79 of Alberta’s 87 provincial electoral districts. The median annual family income of respondents approximated that of the Alberta population.ⁱⁱ 21% of respondents identified as a visible minority, which is less than the 28% reported for Alberta in the 2021 census.ⁱⁱⁱ 42% of responses were for individuals ages 18-25, 56.5% for individuals ages 25 to 65, and 1.5% for ages 65 and over.

Of the 540 respondents, 36 had applied for PDD and been deemed ineligible, and 20 were awaiting an eligibility decision. The other 484 respondents had confirmed PDD eligibility.

Figure 1: PDD status of respondents with confirmed eligibility



No end in sight: Individuals can wait years without PDD knowing what services they require.

20 respondents were waiting for an eligibility decision and had been waiting an average of 144 days or 4 ½ months. In the absence of timelines or service standards from government, it is unclear when a decision will be received, but the experience of respondents who have recently received an eligibility decision was that 39% waited 10 months or longer after applying.

Respondents are waiting an average of 14 months since receiving a positive eligibility decision. 30% of this group did not provide the date they received their eligibility decision.

We do not know when eligible individuals will start receiving PDD services. Under the current urgent and critical needs criteria, many adults with intellectual disabilities may never receive support. Only the deterioration of an individual’s circumstances to the point of crisis will qualify them for services. A need to prevent isolation, maintain friendships, mental health, and remain physically active and healthy are dismissed as insufficient and will not qualify an individual for support.

70% of respondents who were waiting without any PDD services stated that they had not met with a caseworker to develop a mutually agreed-upon Outcome Plan.

PDD’s service design and planning process begins with caseworkers discussing the individual’s vision, program goals and outcomes, and the supports needed in relation to those, alongside identifying strategies and resources to address support needs.^{iv} This information is supposed to be documented in an Outcome Plan, which the PDD program uses to either refer individuals for services from contracted providers, or to determine an FMS budget. It is extremely concerning that for 70% of the survey respondents who were waiting without any PDD services, any Outcome Plan that exists appears to have been developed without their direct involvement since they had no knowledge of it (Figure 2). These individuals have been waiting a year for supports and PDD seemingly does not understand what supports they require, and the adverse impacts they experience without support.

Figure 2: Respondents who had not met with a caseworker to develop an Outcome Plan



Through Inclusion Alberta’s advocacy with families across the province, we have seen 100% of requests rejected that are not deemed critical, urgent, or related to employment. In many instances, requests are rejected informally by caseworkers without ever having been documented and submitted to a manager, and a written decision is only issued when the family insists. Families who do not receive a formal decision are not informed of their right to appeal. This practice combined with individuals not having a collaboratively developed outcome plan, are both instances in which PDD is not accurately tracking what supports individuals need. Only tracking critical and urgent need applicants limits government’s ability to ensure the program is funded to support *all* eligible applicants.

Accessing PDD is time-consuming, confusing and stressful

While 7% of respondents with confirmed PDD eligibility mentioned positive experiences with caseworkers, the process itself was administratively burdensome, taking an emotional toll and excessive demands on time. Families wrote about how stressful and challenging it was for them to obtain what they need from PDD:

- “The issues with pdd: lack of transparency, lack of communication with families, constant change of staff (and they don’t even bother to tell families when this happens). . . . Dealing with pdd, trying to get even a small amount of support has been

stressful, demoralizing, left us feeling like nobody cares about people like us. In one word it has left us hopeless.

- “I have had to fight constantly to get services while having to disclose all of my families [sic] medical history, mental history, reasons we don’t have “friends” to watch him or why my parents are too old to take him on weekends for us. It’s been awful.”
- “We are aging parents and started the transition planning process for our adult son about a year ago or more with the PDD worker. Despite trying to contact the worker multiple times over the past year, we had yet to connect with her and continue that process.”
- “I personally haven’t struggled as I am also a professional and understand legislation. Many parents do not understand the legislation and don’t know their rights.”

Given the length of wait and the challenge of navigating the system and negotiating supports, it is not surprising that 22% of eligible individuals who are waiting for services say they have given up ever receiving PDD supports.

A system divorced from its legislation

Changes in who PDD supports are explained by the Alberta Council of Disability Services:

“In 2019, in the effort to sustain the PDD program while dealing with increasing demand, the Ministry of Seniors, Community and Social Services implemented what was expected at the time to be a temporary measure of only referring individuals into service, or enhancing supports for individuals, if the request fit PDD’s criterion of “critical and urgent”. . . . Under this criterion, individuals seeking to access PDD services for the first time are evaluated based on: the risk the individual poses to their own safety or the safety of others, their risk of being exploited or harmed by others, and their risk of losing housing.”^v

In 2020, the Minister’s Disability Advisory Forum issued a warning that this practice would have the consequence that the adults denied support now would later require “more intensive and ultimately expensive support.”^{vi} The 2021 Report of the PDD Review Panel flagged the problem again.^{vii} This was a top concern for respondents to our survey. They described being told by caseworkers that services were only available for urgent and critical needs such as when someone was on the cusp of becoming homeless.

- “They continually said that they would only serve “emergent and crisis” cases and since our son wasn’t homeless or a threat to himself or others there was nothing they could do.”

PDD has undergone extreme centralization in the past six years. Caseworkers and supervisors no longer have authority to approve requests for funding and services, and must forward requests to a provincial review committee. Only requests deemed to meet urgent and critical needs criteria will be considered by the provincial review committee.

Most individuals or families who are told that they will not get services do not receive a formal decision denying their request, and therefore they are not informed of the dispute resolution mechanisms available.

- “We requested an administrative review and were then told that they would reassess the request for respite. We were told we hadn’t been approved or denied funding but that we had been deferred. (Which basically means denied as they couldn’t give me a date as to when it would be approved or denied). I felt as though they were just putting us aside so they didn’t have to deal with us.”

If families insist on receiving a formal decision, they can challenge that decision in an administrative review, a process that involves the individual or family making their case to a manager who was not responsible for the original decision. Over 20% of survey respondents had participated in an administrative review. Two thirds were successful in the administrative review. This reflects the current state of the PDD process: red tape, administrative burden, and increasing costs to both applicants *and* government given the months and sometimes years to achieve a favourable outcome.

The Persons with Developmental Disabilities Services Act does not mention supports being allocated on the basis of urgent or critical needs.^{viii} The act describes the intent of the PDD program as addressing individual needs through the “provision of services that are based on equitable opportunity, funding and access to resources” so that “adults with developmental disabilities have opportunities to exercise self-determination and to be fully included in community life”. The act acknowledges that the provincial government has an “ongoing responsibility to ensure the provision of programs, resources and services to adults with developmental disabilities”.

The legislation does include the right to appeal to a panel which is bound to make decisions according to the Persons with Developmental Disabilities Services Act. The appeal panel is not required to use urgent and critical needs criteria. Individuals and families are forced to go through the lengthy and arduous process of submitting an appeal and appearing months later before a panel, in order to experience PDD the way elected legislators had intended it.

57% of respondents were never advised of the right to appeal a PDD program decision. Some respondents reported being given incorrect information about what decisions were appealable. Even among individuals and families who are denied supports and know of the right to appeal, a large majority never attempt an appeal because they do not understand the process, or cannot spare the hours required for the complex task of preparing documentation for an appeal.

43 respondents had participated in an appeal, 74% of whom were successful in their appeal. 41.5% of individuals who participated in an appeal found the process to be unfair.

Families reported that the appeal process was stressful, and they did not receive adequate information about how to proceed through the appeal process.

- “It was completely overwhelming, no one told me what it would be like. I felt like there was no one on my side...I was ill prepared because I didn’t know how the process went. I felt like a lamb led to slaughter.”

PDD was established to support individuals to have opportunities to exercise self-determination and to be fully included in community life. At present, PDD is only fulfilling its legislated intent for individuals whose needs are not urgent or critical when those requests are carried with

persistence and skill through to an administrative review and possibly to an appeal, or for individuals whose supports were approved years before the program was administered according to a tight urgent and critical needs criteria.

Inequitable access

Families with low incomes have fewer internal and external resources that support them in navigating complex systems. Some families experience compounding disadvantages due to intersecting factors. For instance, a significant proportion of families headed by parents with disabilities experience poverty, and parents with disabilities who experience poverty may find it doubly difficult to navigate and negotiate PDD for a child who will be turning 18 and requiring PDD supports. While some families have positive experiences with caseworkers who have helped them access support, many respondents described being denied the support they needed.

Survey results provide information about four additional populations that face access barriers: families in rural areas, Indigenous families, newcomer families, and families with English as an Additional Language. Many families from these communities require additional navigational support, flexibility, or cultural responsiveness that is not available from PDD.

Racialized and/or English as Additional Language communities

Among respondents who answered the survey question about race, 20% identified with a racialized identity. Respondents reported that accessing PDD seemed an unsurmountable challenge because they were not presented with accessible and clear information and options about how to access services. Inclusion Alberta has direct experience with those who face slow response times and additional barriers beyond what is typical in PDD.

- “I tried so hard to advocate for my daughter but my English is very limited, sometimes I feel like my concern or request was not understood. Maybe that’s why I didn’t have the service or help.”

Indigenous communities

Service gaps exist in Métis settlements and on reserves, with some communities unserved by any disability service providers. PDD does not intentionally invest in supporting the development of culturally responsive services to Indigenous communities. Even in urban centres there may be no service provider with policies, staff training and cultural knowledge to support the delivery of services that are culturally relevant.

- “Indigenous individuals don’t have a strong enough advocacy network to ensure this population gets adequate PDD support. It’s also not fair that if an Indigenous individual lives on reserve, they don’t qualify for PDD services.”

Indigenous adults can qualify for PDD, but First Nations adults who ordinarily live on reserve are not eligible due to the federal and provincial governments being at loggerheads over who should pay. This continues to force adults to leave their First Nations communities to obtain services.

- “The adult waited at least 8 months for a group home placement; she is from [First Nation community name] and had to move from her home community to [another community 45 minutes away]. Even though there were two vacancies [in a closer community] which would allow her to remain within 15 minutes of her home community . . . and allow for family to easily come to see her as well as engage and participate in Indigenous activities. PDD would not negotiate or fund the vacancies close to her home. There was no appeal option provided as a service option was presented, it was either take it or leave it. . . . She was moved to a home/agency that has no Indigenous individuals or experience. . . . PDD did not take into account a positive peer match, appropriate Indigenous support as well as placement to support connection to her culture and family. She could not remain in hospital waiting for a group home opening.”

Rural communities

19% of survey respondents from rural areas were eligible for PDD but received no services; this is higher than the 10% of respondents from Calgary and Edmonton metropolitan regions, and 5% of respondents from other five major cities. Respondents from rural areas with services from a service provider were less likely than respondents from the seven largest urban regions to indicate that the services met their needs (48% vs. 55%). This disparity also existed for families with FMS, with 54% in rural areas saying their FMS funding met their needs vs 66% in the seven largest urban regions. The results suggest that in addition to individuals and families in rural communities not receiving adequate PDD funding, availability of services also contribute to them having less access to support. Many rural communities have few options for service providers offering PDD supports, and for families who choose to hire their own staff, the limited recruitment pool is a challenge.

- “We cannot find support workers in the rural area where we live.”

Not the right supports, or not enough

410 survey respondents currently receive some PDD support, and among these, 41% said they are not getting the services they require.

Among respondents who described how PDD was not meeting their needs,

46% reported not getting the type of support required.

Among respondents who indicated that they required a type of support other than what was offered,

- 21% lacked support to enable a parent to work
- 20% lacked employment support for the individual
- 19% lacked respite support they needed
- 15% lacked a needed Support Home/Supportive Roommate
- 11% lacked Supported Independent Living (SIL) support
- 7% lacked a group home
- 6% lacked community access support
- 5% lacked counselling or other consultations such as with a behavioural specialist

Among respondents who described how PDD was not meeting their needs,

39% reported having less funding or hours of support than needed.

Respondents described not having been allocated enough hours to begin with, or not being able to increase supports when circumstances changed.

- “Require extra hours to care for my son that keeps taking off because he wants more independence.”
- “My family members require complex and increasing over time care needs and funding requirements. PDD’s model assumes that people become increasingly more independent over time.”

Among respondents who described how PDD was not meeting their needs,

10% said PDD supports did not meet their needs due to limitations/conditions on use of supports.

Respondents described PDD as not providing the flexibility families need. Conditions and limitations on how supports could be used presented barriers to families in recruiting and retaining staff, responding to changing needs or to new employment opportunities.

- “If a contract is for particular amount of money in total based on the needs assessed, then that money should be available to use however the family deems appropriate, for overnight respite, community access, and respite, [rather] than having dollar amounts tagged to each of these categories.”
- “PDD . . . have lost their ability to be flexible. My sons have accessed these services for over 30 years and it is sad for me to see this vital service so wrapped up in policies, procedures and protocol that it’s effectiveness is lost. The whole of PDD needs to be revamped to put the focus back on the individual”
- “PDD is NOT flexible and does not listen to the needs of their families”

Among respondents who described how PDD was not meeting their needs,

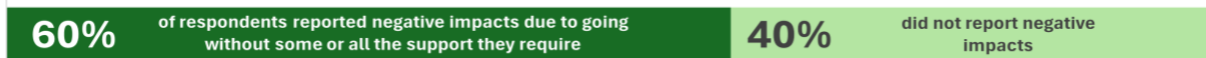
7% identified rates of pay as too low to hire and retain staff required skills.

Respondents described not receiving services because the service provider was unable to fill positions with the wages funded by PDD. Families with FMS agreements describe how uncompetitive rates of pay make it nearly impossible to recruit staff, and then when hours are not billed, caseworkers threaten to reduce the hours in the agreement.

Impact of going without needed supports

60% of respondents reported negative impacts due to going without required supports (Figure 3). This includes respondents who were waiting for an eligibility decision, eligible but waiting for services, or having PDD services that do not meet what they require.

Figure 3: Percentage of respondents reporting negative impacts



Among respondents who reported negative impacts due to going without required supports, **41% reported impacts on family wellness.**

This includes physical or mental health challenges, burn-out, family relationship problems/conflict, and being unable to meet the needs of other family members. Aging parents mentioned being unable to obtain supports needed from PDD that would allow them to meet their own health needs. Multiple respondents mentioned having to postpone surgeries because PDD support was not available.

- “I am living in severe physical pain, I need more [FMS hours] so when I finally can have surgery my sons are not affected.”
- “I don't have enough hours to cover my needs, especially when I have to have a major surgery soon (hip replacement)”

Parents described experiencing burnout, social isolation, severe anxiety and depression, because of having to provide around-the-clock support for a family member who is not receiving needed PDD supports.

- “My husband and I have been watching over our son every night for the past year—not one day of respite. Both of us are close to 80 years old and are finding it impossible to respond to our needs as well as our sons.”
- “Our other adult child has moved out as the care was becoming too much of a burden. Parents are absolutely exhausted working the night shift and weekends. Working outside of the home has become exasperating with constant interruptions regarding the level of care that is required.”

Among respondents who reported negative impacts due to going without required supports, **38% reported impacts on the individual's wellness.**

Though only 38% of respondents explicitly mentioned impacts in this area, it can be assumed that nearly all respondents who lacked needed PDD supports saw impacts in this area. This includes negative effects on physical or mental health, stalled progress on life goals, and decreased opportunities to exercise choice and independence.

A range of negative health outcomes were identified as resulting from not having PDD supports:

- having to recurrently call ambulances due to not receiving support to follow medication schedule
- the death of an individual at home, which could have been avoided had support been provided to address safety issues
- depression and suicidal ideation arising due to social isolation and limited opportunity for meaningful activities

- “My son does not get the social inclusion that he requires. Instead he sleeps for long periods of time with nothing to do. This causes depression and he sleeps even more.”

The negative health outcomes described by respondents are not only tragic for the individual and their family, but many times they also caused significant costs in emergency medical services that could have been avoided. Multiple families also mentioned the risk of losing mobility or requiring a wheelchair if PDD supports are not provided to support physical activity. Unmet physical and mental health needs lead to individuals becoming more costly to support in the future.

Three respondents mentioned hospitalizations that spanned months or years because PDD support was not available. One described how their family member has languished in a psychiatric unit for over 7 years “getting more isolated, depressed, hopeless, forgotten, left to rust and needing more medication upon medication to avoid outbursts”. They described having lost independence and friends, missing out on favourite activities, grad ceremonies, meeting new babies, and “bubbling over with sadness from being ignored. . . forgotten.” In this instance, PDD has not put in place housing and a service provider to transition the family member into the community, even though staying in hospital is far more expensive for Alberta Health Services than supports in the community would be for PDD.

Among respondents who reported negative impacts due to going without required supports, **9% reported impacts on the individual’s community inclusion.**

This includes missed opportunities to participate in community, isolation, and lack of social support.

- “He sits in his room all day, every day He is such a smart, amazing young man who has so much to offer the world. He can be a part of the community and working world with friends and a positive outlook on life if only he had help from PDD.”
- “My daughter has not moved forward in life since finishing grade 12 She is very smart and has some incredible talents Currently, she is receiving assistance from A.I.S.H. spending approximately 90 percent of her time in her dark basement room, playing video games and socializing online rather than living in the real world. Without support, I do not expect that to change”

Among respondents who reported negative impacts due to going without required supports, **27% reported financial hardship.**

Respondents faced financial hardship due to having to pay privately for supports, being unable to work full-time, and having to relocate to another community to access supports.

- “I cannot leave my family member alone, I cannot go to work, I have to pay a lot of money for support worker, I cannot sleep well, 24hrs/7 days/365 days a year”
- “without my income my family cannot survive, so I must ask for my family member to go live in group care or go homeless. both unsatisfactory options”
- “We have absolutely no respite care as no one is willing to do it for free. We are on a fixed income and can't afford to pay for care. Our daughter requires 24/7 care. We are exhausted and broke and depressed. “

Among respondents who reported negative impacts due to going without required supports, **15% reported impacts on parent's employment.**

Parents described having to quit their job or switch from full-time to part-time so that they could provide support for their adult family member:

- “We first met with pdd in June of 2019 and only asked for a few hours a week. . . . we have been waiting to access services for over 5 years. . . . back at end of 2019 I left my job to care for my son as it was quickly apparent that we would not be receiving assistance any time soon.”
- “was told [by caseworker] to quit my job to care for my family member”
- “Was told [by caseworker] I need to find a different job with shorter hours so I can look after my kid”
- “I cannot work full time, financial disadvantages for my family, severe stress on guardian mental health, severe stress for guardian (parents) relationship”
- “I lost my job because [family member] was home with me and there was no help.”

Among respondents who reported negative impacts due to going without required supports, **16% reported the individual being unable to work.**

Individuals were unable to work because employment support was not provided.

- “at my last review, I was told that because our son is working part time (6 hours per week) and receives a pay cheque, that he should not be using PDD paid supports to assist him at his work. The supervisor. . . said that our son should be paying his support worker himself, out of his pay cheque. Our son has worked at his position for over ten years and his employer and co-workers love him there. He cannot continue to work without his support person and it seems ridiculous that he should have to pay his support person himself.”
- “If there were more hours my son could have someone help him find a job and job shadow him until we were sure he understood the job and also liked it.”
- “He is experiencing tremendous difficulty obtaining employment which will allow him to live independently. He has applied to over 60 jobs or places of employment, with little success. He has approached a number of agencies seeking support, with little success.”

Among respondents who reported negative impacts due to going without required supports, **10% reported impacts on housing.**

A few individuals experienced homelessness, a few experienced prolonged hospitalizations due to lack of community supports, and many were unable to leave the family home to pursue a home of their own.

Among respondents who reported negative impacts due to going without required supports, **7% reported impacts on safety.**

Individuals lacked behavioural support they would need to ensure safety for themselves and for others.

Services that fall short on outcomes

The sole performance indicator for PDD in the SCSS Business Plan is a biannual parent survey.^{ix} In 2024, the survey had been postponed and the Minister expressed a commitment to engaging in transformative changes.^x Without Open Data and the results of a biannual parent survey, there are limited performance indicators.^{xi}

Concerns were raised by many survey respondents regarding PDD services not achieving their intended outcomes. In some instances, the services PDD was prepared to pay for did not align with the individual's desired goals. For example, one respondent felt pressured to accept group home placement rather than the individualized and independent housing support they had requested. This was also the case for another respondent who sought assistance in finding and maintaining employment but was instead funded to attend an employment preparation program. Upon completing this program, they were placed in a day program instead of receiving support to find a job. Several respondents mentioned day programs in which adults waste their days.

- “I do wish, however, there were better programs that encouraged neurodiverse adults to be active participants in society rather than sitting around playing games. It feels wasteful for the government to be paying programs that 'babysit' the adults when I could have my son sit at home playing games for free.”

Some respondents pointed to PDD's failure to keep service providers more accountable for outcomes, but others wrote that inadequate PDD funding is to blame for poor quality services. For example, respondents raised the problem of service providers delivering fewer hours of support for an individual than what is stipulated in their Individual Support Plan.

Many respondents mentioned the challenge of retaining skilled staff within the rates paid by PDD, and how low wages undermines the quality of services. Most respondents were appreciative of staff who provide direct support, but staff turnover and lack of training does lead to instances of negligence that were identified:

- “he is sleeping in a soiled bed- with no clean laundry left, with dried feces in his shower and the walls.. with his room smelling of stale urine...That is not acceptable.”

Positive outcomes of PDD supports

Although, 41% of respondents who receive PDD services are not getting services that adequately meet their needs, the PDD services they do receive have positive outcomes for nearly all recipients. 47% of respondents with PDD services wrote about one or more outcomes that PDD allows them to achieve for themselves or their family. The positive outcomes they mentioned were coded into categories, and some responses mentioned multiple outcomes. Survey responses show that while many individuals and families are experiencing negative impacts due to going without needed supports, PDD is still playing a significant positive role for those who have services.

Among respondents who reported positive outcomes from PDD supports,

43% reported positive outcomes related to self-determination.

These outcomes include having support to achieve goals, exercise choice and independence, maintain relationships, build skills, and pursue education and training.

- “the support PDD provides assists my son with learning skills at home, supports his interests in community and his inclusion in activities/events and provides the necessary job coaching support. Without this essential support from PDD, my son and our family would not be able to survive.”
- “It has helped with inclusion, independence, respect, and opened opportunities to be a productive member of society.”

Among respondents who reported positive outcomes from PDD supports,

37% reported outcomes of community inclusion.

This includes maintaining social relationships and engaging in community in ways that multiply relationships and facilitate access to natural support. Community inclusion could involve belonging in recreation, sports, clubs, arts, cultural community, faith community or other community activities/groups. Improved mental health is a well-established benefit of community inclusion.

Among respondents who reported positive outcomes from PDD supports, **19% reported outcomes of obtaining and maintaining employment.**

This includes:

- adults with intellectual disabilities supported to maintain employment, possibly reducing the amount of AISH they receive
- parents who were able to maintain employment while their family member received PDD supports, rather than the parent being on Income Support while unable to work due to the full-time requirements of supporting their family member

Adults with intellectual disabilities who work receive a range of benefits of employment in addition to wages, including relationships and a supportive network, and extended health benefits. For parents and for adults with intellectual disabilities, employment income supports housing and food security, and thereby reduces the incidence of dependence on homeless shelters, food banks, emergency rooms, and police and health first responders.

- “This funding is critical to our family member leading a rich, full life. He is able to gain support for employment opportunities, he is very active in the community with this support, he is learning to be more independent”
- “It is the only way my son can live and have an active outside life and I can work. I don’t have to worry about his care.”
- “Our agreement enables my husband and I to work and provides for care for our son during that time. It enables us to keep him at home as long as possible.”

Among respondents who reported positive outcomes from PDD supports, **14% reported positive health outcomes.**

Positive health outcomes include being able to access primary and specialist care, addictions and mental health services, being able to meet nutritional needs, following medication or treatment schedules, and staying physically active.

Among respondents who reported positive outcomes from PDD supports, **13% reported positive housing outcomes.**

This includes avoiding homelessness, avoiding institutionalization, and pursuing a home of one's own.

- "Without PDD, a group home would be the only choice"

Among respondents who reported positive outcomes from PDD supports, **8% reported outcomes of financial stability.**

This includes not having finances overstretched by paying privately for disability supports and being able to meet monthly expenses.

- "Without PDD services to our family our health and material well being would be in rapid decline as we age"

Among respondents who reported positive outcomes from PDD supports, **6% reported positive safety outcomes.**

This includes mitigating safety risks (including wandering and starting fires), and receiving any behavioural support needed to maintain safety for self and others.

Recommendations

The following recommendations arise from the issues and solutions offered by survey respondents. While these three recommendations do not encompass all the challenges, additional ones will be addressed in future engagement with government and the community about renewing the PDD program. Inclusion Alberta is committed to highlighting the experiences and needs of individuals with intellectual disabilities and their families.

The failure to provide adequate PDD supports undermines the wellness and employment of the families of adults with intellectual disabilities, however it is essential to recognize that PDD is not merely a program that provides day programs so parents can work, nor is it only a program to address urgent safety concerns for adults with intellectual disabilities. Albertans expect the government to advance the rights of adults with intellectual disabilities to live as valued and contributing members of our communities. The PDD Services Act outlines PDD's role in supporting those outcomes but the program has strayed from its legislation.^{xii} Valuable years of life are being squandered for adults who sit alone at home, their skills deteriorating, dreams fading, and health ebbing. It is imperative that PDD be renewed to ensure it consistently supports adults with intellectual disabilities in pursuing inclusion in employment and community life, and to exercise self-determination in where and with whom to live.

1. Remove the urgent and critical needs criteria.

This will require ending the application of urgent and critical needs screen for which services are approved, and a refocusing on services that support outcomes of community inclusion, self-determination, inclusive housing and inclusive employment.

2. Restore transparency and accountability to PDD.

This will begin with committing to:

- a. Publicly report the number of individuals who are PDD eligible who do not receive services, and how long they have waited without services.
- b. Follow up yearly with all individuals waiting for PDD services to update their Outcome Plan, ensuring that vulnerable individuals do not lose contact with PDD while waiting and that PDD's wait list remains accurate.
- c. Establish and report on performance indicators that measure whether PDD is achieving its legislated mandate.
- d. Introduce robust accountability and performance measurement for all contracts.^{xiii}

3. Increase PDD funding to fully account for inflation and population growth and ensure sufficient funding to appropriately serve eligible Albertans as the legislation intended.

The 3.87% increase to the Persons with Developmental Disabilities (PDD) program budget last year was not sufficient to serve the growing number of Albertans on the waitlist requiring support from PDD, as Alberta's population grew by 4.4% in FY2023. Population growth is projected to be 4.6% in census year 2024. Inflation in Alberta was 2.9% from December 2023 to November 2024.

Since Budget 2024, Alberta's unprecedented population growth has added pressure to the PDD program. Each week, individuals with intellectual disabilities and their families contact Inclusion Alberta for assistance as they struggle without services or with insufficient services. These adults with intellectual disabilities could be developing the skills and relationships to enable their inclusion in community and ultimately reduce their need for paid support in the future. Many could be working if appropriate employment support was available, something that should be a priority given the finding by Alberta Treasury Board and Finance that fully employing the potential labour force with disabilities would add \$18.7 billion to Alberta's GDP.^{xiv}

Planning for Alberta's ongoing economic growth requires that housing and schools be built to provide for the growing population. As a critical component of Alberta's social and economic infrastructure, PDD services also must expand to address the growing population and continuing high rate of inflation. The Government of Alberta must plan future increases to the PDD budget to equal inflation plus caseload growth.

Conclusion

Inclusion Alberta hopes that the survey data and this summary report highlights that the challenges individuals and families are facing are unfortunately, not unique to an individual, but rather the reflection of an approach that has been taken to the administration of the program. The recommendations within the report are intended to ensure those the legislation was built for can realize the outcomes for which it was intended.

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- ⁱ Appendix B provides background information on the gaps in publicly available information about PDD and Inclusion Alberta's requests that information be released.
- ⁱⁱ Canada. Statistics Canada. "Table 98-10-0057-01 Household income statistics by household type: Canada, provinces and territories, census divisions and census subdivisions," (2022). <https://doi.org/10.25318/9810005701-eng>
- ⁱⁱⁱ Canada. Statistics Canada. "Table 98-10-0657-01 Household type of person by visible minority, religion and selected characteristics: Canada, provinces and territories and census metropolitan areas with parts," (2024). <https://doi.org/10.25318/9810065701-eng>
- ^{iv} Alberta. Seniors, Community and Social Services. "PDD Policy Manual," (Nov 18, 2024). <https://manuals.alberta.ca/pdd-policy-manual/service-design-and-planning/>
- ^v Alberta Council of Disability Services. "Sector Scanner 2024: Cascading Challenges," (2025), 10. https://acds.ca/files/Resources/SectorScanner_2024_FullReport.pdf; Alberta. Legislative Assembly of Alberta. Standing Committee on Families and Communities. "Ministry of Community and Social Services: Consideration of Main Estimates. The 30th Legislature, Second Session." Transcript No. 30-2-3. (2020), 279. https://docs.assembly.ab.ca/LADDAR_files/docs/committees/fc/legislature_30/session_2/20200303_1530_01_fc.pdf
- ^{vi} Alberta. Community and Social Services. "Minister's disability advisory forum: Program challenges & opportunities," (2020), 2. <https://open.alberta.ca/dataset/9d85cf88-5703-4126-9c7a-9e188b02d274/resource/9bc5f69d-993f-4a22-b3e5-3985fd88112d/download/css-ministers-disability-advisory-forum-2020-02.pdf>
- ^{vii} Alberta. Community and Social Services. "Views of the Persons with Developmental Disabilities (PDD) program: Successes, challenges and opportunities. Report of the PDD review panel," (2019), 13. <https://open.alberta.ca/dataset/5c626c03-6a66-4162-a07f-e8d0aca31571/resource/98ca15b5-2ff4-41fa-9b79-e46744e92d7c/download/pdd-review-engagement-report-standard-language-july-2019.pdf>
- ^{viii} Persons with Developmental Disabilities Services Act, RSA 2000, c P-9.5, <https://canlii.ca/t/565ng>
- ^{ix} Alberta. Seniors, Community and Social Services. "Seniors, Community and Social Services: Ministry Business Plan," (2024): 123-24. <https://open.alberta.ca/dataset/07018f4e-1d10-499a-96d0-1d7c869134a0/resource/c3ab4560-d123-4ce7-a309-4da76f79afa1/download/seniors-community-and-social-services-business-plan-2024-27.pdf>
- ^x Alberta. Legislative Assembly of Alberta. Standing Committee on Families and Communities. "Ministry of Seniors, Community and Social Services: Consideration of Main Estimates. The 31st Legislature, Second Session." Transcript No. 31-1-11. (2024), 205-206. https://docs.assembly.ab.ca/LADDAR_files/docs/committees/fc/legislature_31/session_1/20240320_1530_01_fc.pdf
- ^{xi} Alberta. OpenData. <https://open.alberta.ca/opendata?q=pdd&sort=score+desc>
- ^{xii} Persons with Developmental Disabilities Services Act, RSA 2000, c P-9.5, <https://canlii.ca/t/565ng>
- ^{xiii} Alberta. "Minister's disability advisory forum," 3. <https://open.alberta.ca/dataset/9d85cf88-5703-4126-9c7a-9e188b02d274/resource/9bc5f69d-993f-4a22-b3e5-3985fd88112d/download/css-ministers-disability-advisory-forum-2020-02.pdf>; Alberta. Community and Social Services. "Persons with developmental disabilities (PDD) steering committee report," (2021), 13. <https://open.alberta.ca/dataset/5f10465b-36c3-42e0-b7f4-f795543fc8dd/resource/0ff172f9-38aa-4940-b5a9-07f9ce228916/download/css-pdd-steering-committee-report-2021-12.pdf>; When the Minister of Seniors, Community and Social Services addressed this in March 2024, he acknowledged that the survey had been postponed and expressed the ministry's commitment to engaging in transformative changes. Inclusion Alberta has actively sought to provide input on developing meaningful performance indicators but has not yet been consulted. Yet it remains true that SCSS has not yet established robust data collection to ensure PDD funding achieves its intended outcomes. PDD does not precisely define the outcomes its contracts should achieve but instead requires extensive reporting from contracted service providers on outputs.
- ^{xiv} Alberta. Treasury Board and Finance. "Contribution of persons with disabilities to Alberta's economy – 2022," (2024), 4. <https://open.alberta.ca/dataset/43886a20-cba3-4f5b-837c->

[056a575edfc9/resource/512c7329-2d90-4366-be97-a944b04290e5/download/tbf-contribution-persons-with-disabilities-albertas-economy-2022.pdf](https://open.alberta.ca/dataset/056a575edfc9/resource/512c7329-2d90-4366-be97-a944b04290e5/download/tbf-contribution-persons-with-disabilities-albertas-economy-2022.pdf)

^{xiv} Alberta. OpenData. <https://open.alberta.ca/opendata?q=pdd&sort=score+desc>

^{xiv} Alberta. Seniors, Community and Social Services. "Annual report 2023 – 2024, (2024), 22.

<https://open.alberta.ca/dataset/3a6b50d8-c1f2-4e9a-94ec-62f1e0a34e59/resource/552b6d31-c765-46b6-917a-10b24a7d97c4/download/scss-annual-report-2023-2024.pdf>

Appendix A: Definitions

Persons with Developmental Disabilities (PDD): The PDD program supports over 13,000 adults with intellectual disabilities with residential support, and support to pursue employment or participate in community.

Ministry of Seniors, Community and Social Services (SCSS): The Ministry of the Government of Alberta that delivers Disability Services, including PDD.

Family: Two or more people, living together or apart, related by blood, marriage, adoption or by a commitment to love and support one another.

Family Managed Supports (FMS): FMS is a funding option available through PDD that enables families to hire and direct their own staff to support a family member with intellectual disabilities to live a full life in community. When approved for FMS, families are accountable for the proper use of the funds and the provision of supports to their family member.

Critical and urgent needs: While neither the word ‘urgent’ nor ‘critical’ appear in the [The Persons with Developmental Disabilities Services Act](#), these criteria are now used to determine who receives PDD support. Funding is currently withheld from eligible families who do not meet this ‘critical and urgent criteria,’ which PDD defines as imminent risk of homelessness, incarceration, hospitalization, or risk of physical harm, contrary to the preamble to the PDD Act.

Caseworker: Staff representing PDD who are responsible for assessing the support needs and understanding the goals of individuals eligible for PDD, and planning with them and their families what PDD services or funding to put in place.

Appendix B: Public information about how PDD is operating

The provincial government previously published OpenData on the PDD caseload and individuals waiting for PDD (referred to as ‘Waiting for Services’) but the most recent data is from December 2021.ⁱ SCSS’s 2023-24 annual report states that 813 individuals were on the waitlist on April 1, 2023, and that none of those individuals remained on the waitlist 12 months later due to PDD’s efforts to address the waitlist.ⁱⁱ Inclusion Alberta has heard from some of these individuals that the services they were offered to get them off the waitlist were not actually what they required. Even though PDD never offered these individuals the services they needed and the individuals may never have received services, PDD considers them to not be on the waitlist. We also know that PDD was unable to contact a large number of those 813 individuals, so they are cleared from the waitlist although they may have a significant unmet need for support. It is unknown how many people were added to the waitlist since April 1, 2023, but many individuals and families have contacted Inclusion Alberta who are now on the waitlist. Budget 2023 included funding to offer services to individuals already on the waitlist, but only for individuals on the waitlist as of April 1, 2023.

ⁱ Alberta. OpenData. <https://open.alberta.ca/opendata?q=pdd&sort=score+desc>

ⁱⁱ Alberta. Seniors, Community and Social Services. "Annual report 2023 – 2024, (2024), 22.

<https://open.alberta.ca/dataset/3a6b50d8-c1f2-4e9a-94ec-62f1e0a34e59/resource/552b6d31-c765-46b6-917a-10b24a7d97c4/download/scss-annual-report-2023-2024.pdf>

Appendix C: Survey Questions

Survey on PDD

Who can fill out this survey:

- Adults who are eligible for PDD can fill it out from their own perspective.
- Family members, guardians, supporters and 'chosen family' are also invited to complete the survey

Submitting this survey will not lead to Inclusion Alberta responding to your individual circumstances. No personal information of any kind will be collected.

The survey will take no longer than 15 minutes to complete. Please share the survey within your network. **Please complete the survey by November 14, 2024.**

* Indicates required question

1. How old is your family member with a disability? *

If you are an adult eligible for PDD, completing the survey for yourself, enter your age.

Mark only one oval.

- 18-25
- 25-65
- 65 and over

2. What is your family member's/your current PDD status? *

Note: The following section refers to FMS. Family Managed Supports (FMS) is a funding option for families who want to take a primary role in organizing the supports and services for their adult family member with intellectual disabilities. With FMS, funds typically go directly to the family to hire and manage their own staff.

Mark only one oval.

- I applied and was deemed not to be eligible for PDD *Skip to question 3*
- I have applied and am waiting to have eligibility determined *Skip to question 5*
- I am eligible, but have not yet received PDD services *Skip to question 6*
- I have an FMS Agreement *Skip to question 13*
- I have both an FMS Agreement and services from a PDD contracted service provider
Skip to question 19
- I have services from a contracted PDD service provider *Skip to question 25*
- My PDD services ended *Skip to question 32*

Not eligible for PDD

3. Please share the reason(s) given for the decision that you (or your family member) are not eligible for PDD.

4. Describe the impact on you/your family of not receiving the funding, services or support you require from PDD. This could include specific effects on you or your family member's inclusion the community, home living, employment, and wellbeing.

Skip to question 41

Waiting for eligibility decision

5. On what date did you submit your PDD application?
Provide your best guess. If you are not certain you can select the 15th of the month. This provides us w the number of days families have been waiting.

Example: January 7, 2019

Skip to question 12

Eligible and waiting

6. On what date did you receive the decision that you are eligible for PDD?
Provide your best guess. If you are not certain you can select the 15th of the month. This provides us w the number of days families have been waiting.

Example: January 7, 2019

7. How long had you been waiting after applying to PDD when you received an eligibility decision

Mark only one oval.

- 3 months or less
- 4-6 months
- 7-9 months
- 10-12 months
- 12-18 months
- Longer than 18 months

8. If you have met with PDD staff since receiving the decision you are eligible, when did the last meeting or phone call happen?

Example: January 7, 2019

9. Have PDD staff worked with you to create an Outcome Plan?

Before PDD can make a referral to a service provider or approve an FMS agreement, PDD must create a [Outcome Plan](#) documenting the individual's vision and the outcomes they intend to achieve.

Mark only one oval.

- Yes
- No

10. Are you still wanting to meet with PDD staff about your need for support or have you given up trying to access PDD?

Mark only one oval.

- I am still trying to get PDD supports *Skip to question 12*
- I have given up trying to get PDD supports *Skip to question 11*

Skip to question 12

Given up on PDD

11. What led you to give up trying to access PDD?

Skip to question 12

Impact of going without needed funding, services or support

12. Describe the impact on you/your family of not receiving the funding, services or support you require from PDD. This could include specific effects on you or your family member's inclusion in the community, home living, employment, and wellbeing.

Skip to question 46

FMS funding

13. How many years is your FMS agreement for?

Mark only one oval.

1 year

2 years

3 years

14. Did your FMS funding increase or decrease when your agreement was last renewed? *

Mark only one oval.

- funding increased *Skip to question 16*
- funding decreased *Skip to question 15*
- funding stayed the same *Skip to question 15*
- This was my first FMS agreement *Skip to question 16*

Skip to question 16

Did you request an increase?

15. Did you request an increase and it was denied?

Mark only one oval.

- yes
- no

Skip to question 16

FMS supports and Services Provided

The statement of PDD is to work with others to support adults with developmental disabilities to be included in community life and to be as independent as possible. PDD can provide [supports for complex service needs](#), [home living supports](#), [employment supports](#), and [community access supports](#).

16. Does your FMS Agreement provide the funding, supports and services you require? *

Mark only one oval.

- yes *Skip to question 18*
- no *Skip to question 17*

Skip to question 17

How does your FMS funding differ from what you require?

17. Please describe how the FMS funding you receive differs from what you require.

Skip to question 36

Positive outcomes from FMS services

18. Please describe the importance of FMS to you/your family, and positive outcomes it supports

Skip to question 37

FMS funding

19. How many years is your FMS agreement for?

Mark only one oval.

1 year

2 years

3 years

20. Did your FMS funding increase or decrease when your agreement was last renewed? *

Mark only one oval.

- funding increased *Skip to question 22*
- funding decreased *Skip to question 21*
- funding stayed the same *Skip to question 21*
- This was my first FMS agreement *Skip to question 22*

Skip to question 22

Did you request an increase?

21. Did you request an increase and it was denied?

Mark only one oval.

- yes
- no

Skip to question 22

FMS supports and Services Provided

The mission statement of PDD is to work with others to support adults with developmental disabilities to be included in community life and to be as independent as possible. PDD can provide [supports for complex service needs](#), [home living supports](#), [employment supports](#), and [community access supports](#).

22. Does your FMS Agreement provide the funding, supports and services you require? *

Mark only one oval.

- yes *Skip to question 24*
- no *Skip to question 23*

Skip to question 24

How does FMS funding differ from what you require?

23. Please describe how the FMS funding you receive differs from what you require.

Skip to question 27

Positive outcomes from FMS services

24. Please describe the importance of FMS to you/your family, and positive outcomes it supports

Skip to question 27

Have you requested FMS?

25. Have you requested FMS?

Mark only one oval.

- No *Skip to question 27*
- I am still waiting to for a decision on my request for FMS *Skip to question 27*
- I requested FMS and received a denial *Skip to question 26*

Skip to question 27

Denied FMS

26. What reason was given for denying your request for FMS?

Skip to question 27

Changes in services from a PDD contracted service provider

This section is about services received from a contracted service provider, not FMS.

27. Has the amount of support you receive from a PDD service provider increased or decreased in the past one year?

Mark only one oval.

- increased services *Skip to question 29*
- decreased services *Skip to question 28*
- services stayed the same *Skip to question 28*
- this was our first year with a PDD contracted service provider *Skip to question 29*

Skip to question 29

Did you request an increase?

28. Did you request increased services and have the request denied?

Mark only one oval.

yes

no

Skip to question 29

PDD service provision

The mission statement of PDD is to work with others to support adults with developmental disabilities to be included in community life and to be as independent as possible. PDD can provide [supports for complex service needs](#), [home living supports](#), [employment supports](#), and [community access supports](#).

29. Does the level of support received from your PDD service provider meet what you require? *

Mark only one oval.

yes *Skip to question 30*

no *Skip to question 31*

Skip to question 31

Positive outcomes from PDD service provider supports

30. Please describe the importance of PDD services to you/your family member, and positive outcomes it supports.

Skip to question 36

How do the level of PDD service provider supports received differ from what you require?

31. Please describe how the level of PDD service provider supports you family member receives differ from what you require.

We are not asking for specifics of negative experiences with service provider staff or policies, but also how what PDD funds the service provider to offer differs from what your family member requires.

Skip to question 36

Services have ended

32. Why did you stop receiving PDD services?

Mark only one oval.

- I ended my use of PDD services *Skip to question 33*
- PDD terminated my services (either FMS or from a service provider) *Skip to question 35*
- A service provider terminated my services *Skip to question 35*

Skip to question 35

Chose to stop PDD services

33. What led you to stop accessing PDD services?

34. Would you choose to access funding, services or support from PDD if you could get what you required, or do you not have any need of PDD?

Mark only one oval.

I still have an unmet need for PDD funding, services or support *Skip to question 36*

I don't require anything from PDD *Skip to question 46*

Skip to question 36

Services terminated

35. Please share the reasons given for termination, if any were offered

Skip to question 36

Impact of going without needed funding, services or support

Skip this question if you have all the supports, either from FMS or a service provider, you require

36. Describe the impact on you/your family of not receiving the funding, services or support you require from PDD. This could include specific effects on you or your family member's inclusion in the community, home living, employment, and wellbeing.

Skip to question 37

Administrative review

37. Have you participated in an administrative review?

An administrative review involves a meeting between the individual, their guardian, supporter or co-decision maker and a senior PDD staff whose area of responsibility is different from that of the PDD caseworker who made the initial decision.

Mark only one oval.

yes *Skip to question 38*

no *Skip to question 41*

Skip to question 41

Administrative review

38. Were you successful in your administrative review?

Mark only one oval.

yes

no

39. Did you find the administrative review process to be fair?

Mark only one oval.

yes

no

40. Any comments you'd like to share regarding your administrative review?

Appeal Panel

An individual or their guardian can request to have a decision reviewed by a committee that is independent and separate from the PDD program to ensure an objective appeal process.

41. Were you advised of your right to appeal a PDD decision?

Mark only one oval.

yes

no

42. Did you participate in an Appeal?

Mark only one oval.

Yes

No *Skip to question 46*

Appeal process

43. Were you successful in your Appeal?

Mark only one oval.

yes

no

44. Did you find the Appeal process to be fair?

Mark only one oval.

yes

no

45. Any comments you would like to share regarding your Appeal process?

Skip to question 46

Additional comments

46. Please share any additional comments that would help us understand your PDD experience and how you feel PDD could be improved:

47. Which provincial electoral district do you live in? *

This information enables us to communicate with MLAs in the provincial government how PDD impact families in their own district. Look up your electoral district [by address](#), by [postal code](#), or [by map](#).

Mark only one oval.

- Airdrie-Cochrane
- Airdrie-East
- Athabasca-Barrhead-Westlock
- Banff-Kananaskis
- Bonnyville-Cold Lake-St. Paul
- Brooks-Medicine Hat
- Calgary-Acadia
- Calgary-Beddington
- Calgary-Bhullar-McCall
- Calgary-Bow
- Calgary-Buffalo
- Calgary-Cross
- Calgary-Currie
- Calgary-East
- Calgary-Edgemont
- Calgary-Elbow
- Calgary-Falconridge
- Calgary-Fish Creek
- Calgary-Foothills
- Calgary-Glenmore
- Calgary-Hays
- Calgary-Klein
- Calgary-Lougheed
- Calgary-Mountain View
- Calgary-North
- Calgary-North East
- Calgary-North West

- Calgary-Peigan
- Calgary-Shaw
- Calgary-South East
- Calgary-Varsity
- Calgary-West
- Camrose
- Cardston-Siksika
- Central Peace-Notley
- Chestermere-Strathmore
- Cypress-Medicine Hat
- Drayton Valley-Devon
- Drumheller-Stettler
- Edmonton-Beverly-Clareview
- Edmonton-Castle Downs
- Edmonton-City Centre
- Edmonton-Decore
- Edmonton-Ellerslie
- Edmonton-Glenora
- Edmonton-Gold Bar
- Edmonton-Highlands-Norwood
- Edmonton-Manning
- Edmonton-McClung
- Edmonton-Meadows
- Edmonton-Mill Woods
- Edmonton-North West
- Edmonton-Riverview
- Edmonton-Rutherford
- Edmonton-South
- Edmonton-South West
- Edmonton-Strathcona
- Edmonton-West Henday
- Edmonton-Whitemud

- Fort McMurray-Lac La Biche
- Fort McMurray-Wood Buffalo
- Fort Saskatchewan-Vegreville
- Grande Prairie
- Grande Prairie-Wapiti
- Highwood
- Innisfail-Sylvan Lake
- Lac Ste. Anne-Parkland
- Lacombe-Ponoka
- Leduc-Beaumont
- Lesser Slave Lake
- Lethbridge-East
- Lethbridge-West
- Livingstone-Macleod
- Maskwacis-Wetaskiwin
- Morinville-St. Albert
- Olds-Didsbury-Three Hills
- Peace River
- Red Deer-North
- Red Deer-South
- Rimbey-Rocky Mountain House-Sundre
- Sherwood Park
- Spruce Grove-Stony Plain
- St. Albert
- Strathcona-Sherwood Park
- Taber-Warner
- Vermilion-Lloydminster-Wainwright
- West Yellowhead
- I don't know

48. Which category best describes you? Check all that apply:

Though not based in science, [these terms](#) may influence the way we are treated by individuals and institutions. We are trying to understand how access to PDD varies across the population.

Check all that apply.

- Black
- East Asian
- Indigenous (First Nations, Inuk/Inuit, Métis)
- Latin American
- South Asian
- Southeast Asian
- White
- Do not know
- Prefer not to answer
- Other: _____

49. What is your total household income?

We are trying to understand how access to PDD varies across the population.

Mark only one oval.

- Less than \$25,000
- \$25,000 to \$50,000
- \$50,000 to \$75,000
- \$75,000 to \$100,000
- \$125,000 to \$150,000
- Over \$150,000
- Prefer not to answer

50. I consent to receive more information from Inclusion Alberta about work being done to ensure government understands how PDD is working for individuals and families, and where improvements can be made.

Mark only one oval.

Yes

No

51. I am providing my email address so that Inclusion Alberta can contact me about my story. Inclusion Alberta is collecting stories to raise awareness about how PDD can better support individuals and families. Before using your story, Inclusion Alberta will contact you and get your explicit consent.
-

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