

Social Development

Annual Report
2017–2018

**Social Development
Annual Report 2017-2018**

Province of New Brunswick
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Transmittal letters

From the Minister of Social Development to the Lieutenant-Governor

The Honourable Jocelyne Roy Vienneau

Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the annual report of Department of Social Development, Province of New Brunswick, for the fiscal year April 1, 2017, to March 31, 2018.

Respectfully submitted,



Honourable Dorothy Shephard

Minister

From the Deputy Minister to the Minister of Social Development

Honourable Dorothy Shephard

Minister of Social Development

Madame:

I am pleased to be able to present the annual report describing operations of the Department of Social Development for the fiscal year April 1, 2017, to March 31, 2018.

Respectfully submitted,



Eric Beaulieu

Deputy Minister

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Minister's message

Every year, the Department of Social Development works to improve the quality of life for New Brunswick's most vulnerable citizens. Our focus is ensuring that our province's families, children and seniors receive the services they need, when they need them.

It is my pleasure to present the 2017-2018 annual report for the Department of Social Development.

I am proud of the accomplishments of our department and the positive impact those actions have on the people of New Brunswick – and I am incredibly grateful to the hard-working and dedicated staff of Social Development, who are wholeheartedly committed to helping others, for making those accomplishments possible.

In addition, legislation was amended in May 2017 to allow for the opening of previously sealed adoption records. These amendments allow adult adoptees and birth parents to apply for access to available identifying information, as well as the opportunity to obtain various documents related to their birth or adoption while also protecting the rights of those who prefer that the information remain confidential.

As well, the department hosted extensive consultation sessions throughout the year to begin informing and developing the 10-year Provincial Housing Strategy. In addition to these sessions, an online survey for the general public captured significant insight on the housing needs that exist within New Brunswick.

The initiatives mentioned above are only a few of the many significant milestones achieved over the past year. The Department of Social Development continues to work to make our province the best place to live, work and raise a family, and I look forward to seeing the successes the future holds.

A handwritten signature in blue ink, appearing to read 'D. Shephard', enclosed within a light blue oval shape.

Hon. Dorothy Shephard
Minister of Social Development

Deputy Minister's message

On behalf of the Department of Social Development, I am pleased to present this year's annual report for 2017-2018, which highlights our results, activities and outcomes for the fiscal year ending March 31, 2018. This report celebrates our achievements and showcases the broad range of activities that we conduct each day to promote the well-being of children, families, persons with disabilities and seniors in New Brunswick.

This past year has been one filled with activity for the department as we've continued to work hard to move New Brunswick forward in several meaningful areas. During 2017-2018, our department made a number of positive enhancements that provided direct support to the people of our province, including:

Fostering healthy aging and support for seniors:

- On September 12, 2017, the government accepted the recommendations set forth in *We are all in this together: An Aging Strategy for New Brunswick*. This Aging Strategy was developed earlier in the year by the Council on Aging and GNB indicated it would move forward to implement the 77 actions in the strategy. The Premier further announced government's plan to establish an aging secretariat and to create a provincial roundtable on aging to participate in the execution of the strategy.
- In February 2018, a new five-year nursing home plan was unveiled. The *2018-2023 Nursing Home Plan* which will be carried out in three phases, involves building ten 60-bed nursing homes around the province and adding 19 new beds to existing homes. When complete, the additional 619 new nursing home beds will help the province meet the increasing demands for this level of care in association with our aging population. The plan also calls for an additional 407 beds for people living with Alzheimer's disease and other forms of dementia and these beds will be provided through special care homes provincewide.

Supporting individuals, families and children:

- On May 5, 2017, *An Act Respecting the Opening of Sealed Adoption Records* received Royal Assent. This legislation amended the *Family Services Act* and the *Vital Statistics Act* to allow adoptees and birth parents to apply for access to available identifying information and the opportunity to obtain various documents depending on which party they were to the adoption.
- In May 2017, the Adult Development Activities, Programs and Training (ADAPT) Access to Employment Project, Phase 1 was completed. This three-year initiative began in June 2014 to develop, test and evaluate a change process and service delivery model for ADAPT agencies that was designed to lead to community employment outcomes for real wages for adults with an intellectual or developmental disability.
- In September 2017, the Integrated Service Delivery (ISD) framework was fully implemented throughout the province. The framework is based on a partnership between the Departments of Education and Early Childhood Development (EECD), Social Development (SD), Health, Justice and Public Safety (JPS), as well as the regional health authorities (RHAs) and school districts. Its objective is to provide early intervention and timely programs through an interdisciplinary team-based approach offering services directly within the school, community and family contexts for children and youth aged 0-21 with multiple needs. The teams provide a coordinated mechanism among various departments and agencies to develop common plans to work more efficiently and effectively with children and families.

- In 2016-2017, the Departments of Social Development and Post-Secondary Education, Training and Labour launched the Experiential Learning and Employment (ELE) Continuum. This nine-month program was specifically designed to address some of the unique needs of clients currently in receipt of Social Assistance, as they receive both classroom and on the job training. The project aims to serve a total 400 clients and is expected to result in an estimated reduction of up to \$3.2 million over three years to Social Assistance expenditures. During the 2017-2018 fiscal periods, sixteen classes were delivered and 193 clients were served.

As a department, we constantly strive to be more effective and efficient – improving how we do business. Our department remains deeply committed to a sustainable social service system that promotes the independence, self-reliance, and security of the people we serve. Our achievements throughout the last reporting period are indicative of our dedication to making life better for all New Brunswick citizens.

I want to thank my colleagues for their incredible efforts over the last year to bring about some significant improvements to the way we do business. This was achieved in large part through excellence in service delivery, leadership and collaboration with our partners. In the coming year, we will continue transforming our programs and services to make them even more effective and to ensure long term sustainability – so that when help is needed, it will be available.



Eric Beaulieu
Deputy Minister

Strategic priorities

Strategy Management

The Government of New Brunswick (GNB) uses a Formal Management system built on leading business practices to develop, communicate and review strategy. This process provides the Public Service with a proven methodology to execute strategy, increase accountability and continuously drive improvement.

The development of the strategy, using the Formal Management system, starts with a strategic vision to move New Brunswick forward. This vision is anchored in five priority areas:

- 1. Jobs** – Creating the best environment for jobs to be generated by New Brunswickers, by businesses, by their ideas, by their entrepreneurial spirit, and by their hard work. Growth efforts will be guided by the *New Brunswick Economic Growth Plan*, which focuses on strengthening the workforce; expanding innovation capacity; increasing the agility of government; fostering public and private investment in strategic infrastructure; and growing capital investment from the private sector.
- 2. Education** – Improving education as guided by two 10-year plans, *Everyone at Their Best* for the anglophone sector and *Donnons à nos enfants une longueur d'avance* for the francophone sector, that identify objectives for the early learning and education system and establish clear expectations for standards and performance. The areas of focus are: ensuring children and other learners develop the competencies they need to be successful in school and life; improving both literacy and numeracy skills for all learners; and working to make post-secondary education more accessible and affordable.
- 3. Families** – Creating a healthier and stronger New Brunswick by focusing on seven key areas: improving access to primary and acute care; promoting wellness; supporting those with mental health challenges; fostering healthy aging and support for seniors; advancing women's equality; reducing poverty; and providing support for persons living with a disability.
- 4. Federal and Aboriginal Relations** – Building stronger relationships with First Nations; strengthening action on climate change; and working with the federal government to maximize federal funding, including optimizing infrastructure funding and growing the workforce through immigration.
- 5. Smart Province** – Providing taxpayers with better value for their money by transforming the culture of government by eliminating duplication; adopting new innovations in technology to improve services and savings; and ensuring GNB has a ready workforce that has the skills, training, support, leadership and working environments it needs to thrive

Highlights

The Department of Social Development is predominantly involved in the area of Family priorities; however, the department also supports the priority areas of Jobs, Federal and Aboriginal Relations and Smart Province.

During the 2017-2018 fiscal year, the department focused on the following strategic priorities:

- In February 2018, the Federal government announced that it would provide \$75 million to support the *Healthy Seniors Pilot Project* in New Brunswick. The project is jointly managed by the provincial Departments of Social Development and Health. Over the next three years, the project will support a range of research initiatives to examine how governments can better support seniors in their home, communities and care facilities. This project will help us better understand the impacts of an aging population, improve the quality of life for our senior citizens, and help us lay the groundwork for the dissemination of best practices in supporting healthy aging for all Canadians.
- On March 16, 2018, the new *Healthy Aging and Long-Term Care Act* received Royal Assent. The act legislated the Aging Strategy; established and outlined the duties of the Provincial Roundtable and established the Aging Secretariat as a unit within the Department of Social Development.
- Post Ice Storm 2017, the department along with other GNB departments and non-governmental organizations continued working on *After Action Review* items to support the Minister's mandate for Emergency Social Services.
- The *Customer Contact Efficiencies Project* continued its work in the development of service delivery options in support of our screening service and applicants to Social Development. The anticipated implementation of a virtual telephony system in 2019 will improve the service provided to New Brunswick citizens.
- The department continued its efforts on the *Positive Workplace Initiative* that was launched in 2016. The emphasis for year two of this three-year initiative focused on building resiliency practices to enhance employee well-being and performance.
- In November 2017, the Senior Executive Team engaged front line staff in a "*Share Your Voice*" session where participants discussed their thoughts and ideas on opportunities to enhance the client and employee experience. Going forward, this event will take place annually and will focus on identifying client-centric improvements in the delivery of services at Social Development.
- A team-based initiative called *Performance Excellence and Innovation (PEI)* continued its work across five major program areas. The PEI teams aim to achieve several comprehensive goals, including - sharing best practices by program areas, standardizing service delivery across regions, enhancing process improvement channels between central and regional offices, as well as generating new and innovative ideas that can benefit the department as a whole.

Performance measures

These are some of the department's performance measures implemented as part of the performance excellence process and consistent with government's priorities.

Families	Measures
Reduce hospitalization.	Increase percentage of seniors receiving services in their homes.
Reduce hospitalization.	Reduce time for client assessment and case plan development to 60 days by 2018.
Reduce number of children living in poverty.	Increase the number of clients served through the Experiential Learning and Employment (ELE) continuum from zero to 300 by 2018.
Smart Province	Measures
Fiscal responsibility.	Ratio of actual to budgeted expenses.
Fiscal responsibility.	Ratio of actual to budgeted revenue.

Families

Objective of the measure

Reduce hospitalization.

Measure

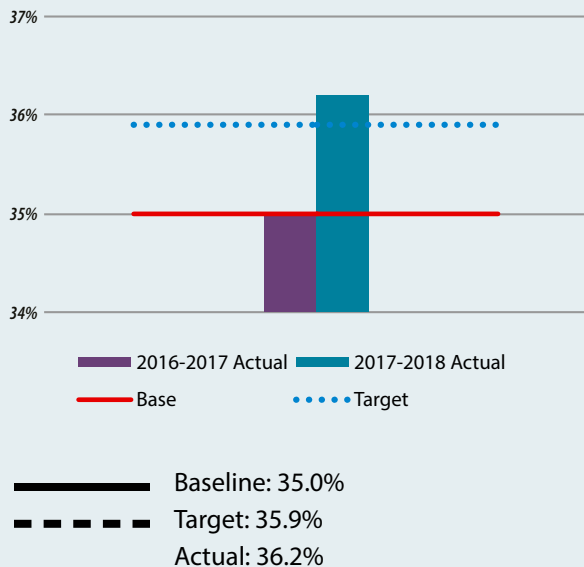
Increase percentage of seniors receiving services in their homes.

Description of measure

Percentage of seniors supported by the Long-Term Care program receiving community-based home supports to the entire Long-Term Care program caseload and Nursing Homes.

Overall Performance

This measure exceeded its target for 2017-2018.



Why do we measure this?

This indicator focuses on providing Long-Term Care services to eligible seniors in their home and community as opposed to residential placements. Services at home are both preferable to clients and their families.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

In 2017-2018, Home First initiatives continued to be implemented provincially. The Rapid Rehabilitation and Reablement was rolled out to the final zones in the province, and is now available provincially. The Long-Term Care Process Improvement Project was implemented in all Social Development regions. In addition to making the process more efficient, interim hours were introduced which allows social workers to provide home support to some seniors while they wait for the assessment process to be completed, therefore allowing some seniors to be discharged from hospital and assessed at home. Additionally, initiatives like the Alzheimer Society's First Link program and the Seniors Health, Well-Being and Home Safety Review serve to inform seniors and caregivers on available programs and services relevant to their needs. Providing seniors and caregivers information sooner enables them to proactively address their needs and avoid crisis which can lead to accessing more costly forms of services such as nursing homes.

Families

Objective of the measure

Reduce hospitalization.

Measure

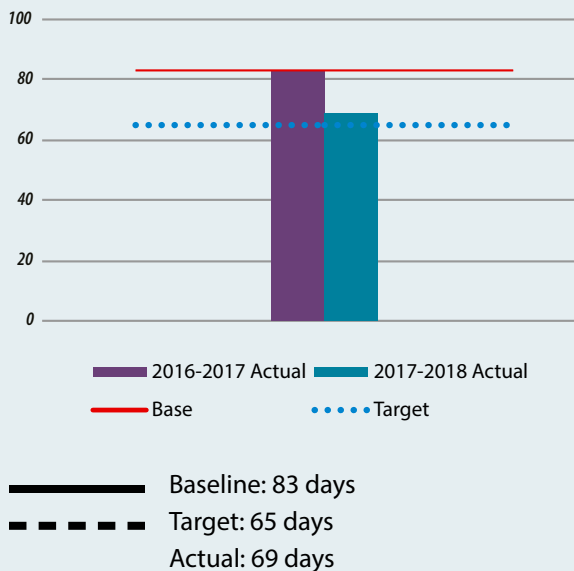
Reduce time for client assessment and case plan development to 60 days by 2018.

Description of measure

The number of days it takes to complete the assessment for the Long-Term Care program, calculated from the point of contact to completion. This is a Families Priority Delivery Unit priority.

Overall Performance

This measure was below its target for 2017-2018.



Why do we measure this?

Decreasing the cycle time for a Long-Term Care assessment will provide a timely service to seniors; may reduce the time seniors remain in hospital; and will help prevent or delay admission to nursing homes or adult residential facilities.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

Through the Long-Term Care Process Improvement Project, several action items were implemented to focus on early contact with clients and their caregivers as well as ensuring the appropriate scope of practice for the professionals involved. As of September 2017, all Long-Term Care Assessments are completed by Long-Term Care social workers with Mental Health and Extra Mural staff available for complimentary assessments as required. Caseloads were redistributed so that social workers are doing both initial assessments as well as on-going case management. All regions have a plan in place for assessments that take place in hospital to allow for quick response to these clients as we aim to have people discharged home, with appropriate services, as soon as possible. An initial prioritization call was introduced whereby the social worker who will be working with the client and their family initiates contact within five business days. During this call, the social worker may prioritize the urgency of the situation and/or offer interim hours to prevent hospitalization or emergency placements.

Families

Objective of the measure

Reduce number of children living in poverty.

Measure

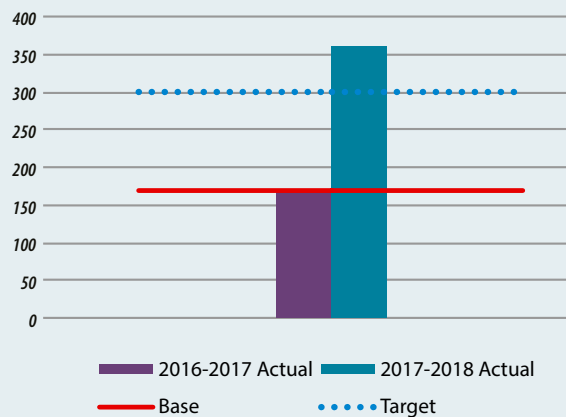
Increase the number of clients served through the Experiential Learning and Employment (ELE) Continuum from zero to 300 by 2018.

Description of measure

The Department of Social Development, in partnership with the Department of Post-Secondary Education, Training and Labour, implemented the Experiential Learning and Employment (ELE) Continuum. This investment was made to assist social assistance clients acquire classroom and on-the-job training through employment placement.

Overall Performance

This measure exceeded the fiscal year target due to the Department of Social Development and the Department of Post-Secondary Education, Training and Labour opting to approve a higher number of classes in year two, hence serving a higher number of clients served than the original target.



— Baseline: 169 clients
- - - Target: 300 clients
Actual: 362 clients

Why do we measure this?

Improving workforce readiness of clients is done through case planning and by providing the right services at the right time. Measuring the number of cases served through the ELE Continuum is an indicator of client engagement and support provided by departments as clients prepare to enter the workforce.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

The Departments of Social Development and Post-Secondary Education, Training and Labour continue to strengthen their client-focused partnership, which supports clients engaged in the ELE Continuum of pre-employability services, job preparation skills and knowledge, workplace essential skills training and work experience. Both departments opted to approve a higher number of classes in 2017-2018, hence serving a higher number of clients than the original target.

Smart Province

Objective of the measure

Fiscal responsibility.

Measure

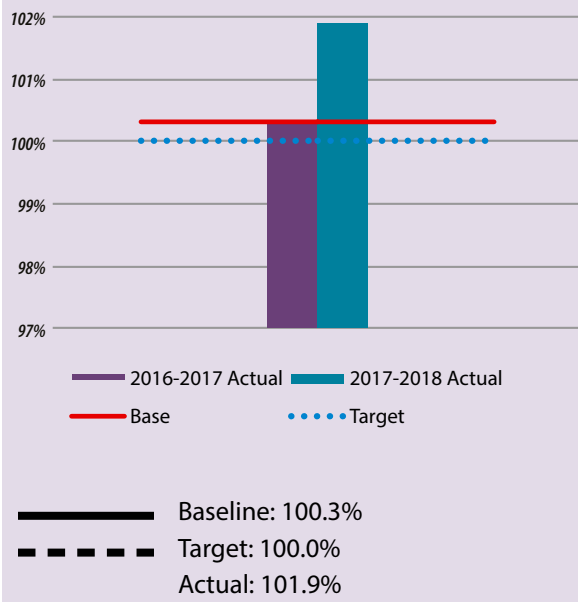
Ratio of actual to budgeted expenses.

Description of measure

The ratio of actual to budgeted expenses measures whether the department is over-budget or under-budget. The ratio will exceed 100 per cent when spending is over-budget and be less than 100 per cent when spending is under-budget.

Overall performance

This measure did not meet the fiscal year target. Historically, the expenditures have been trending up due to an aging population, higher caseloads in some programs, and more complex cases. In 2016-2017 we were slightly less than one per cent over budget and in 2017-2018, slightly less than two per cent over.



Why do we measure this?

This indicator measures the ability of the department to manage its overall expenses as compared to budget. GNB must ensure expenses are managed in accordance with the budget and be prepared to take corrective action if expenses are projected to be over-budget during the year.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

The department conducted several Continuous Improvement projects. Working toward this target, the department completed various initiatives and Lean Six Sigma projects.

Smart Province

Objective of the measure

Fiscal responsibility.

Measure

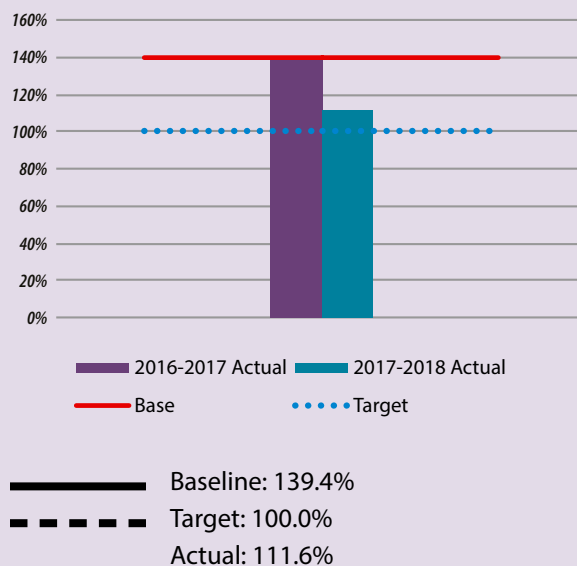
Ratio of actual to budgeted revenue.

Description of measure

The ratio of actual to budgeted revenue measures whether the department is over-budget or under-budget. The ratio will exceed 100 per cent when revenue is over-budget and be less than 100 per cent when revenue is under-budget.

Overall performance

This measure exceeded the fiscal year target. We are higher than budgeted in relation to federal recoveries for housing in 2017-2018.



Why do we measure this?

This indicator measures the ability of the department to manage its overall revenue as compared to budget. GNB must ensure revenues are managed in accordance with the budget and be prepared to take corrective action if revenue is projected to be under-budget during the year.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

Several factors influenced this metric, most notably a recovery of \$675,000 from the Labour Market Agreement for Persons with a Disability.

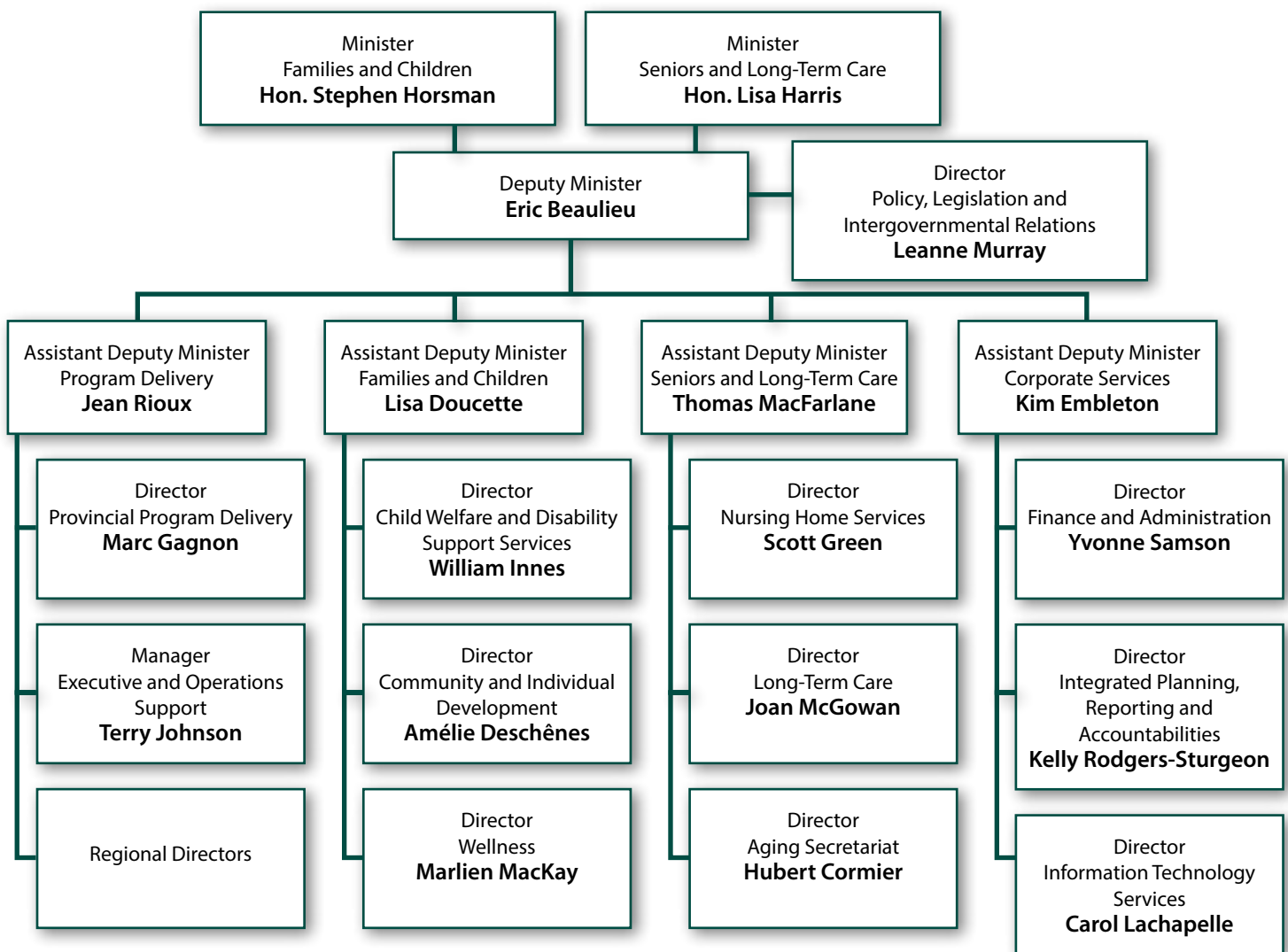
Overview of departmental operations

The Department of Social Development offers programs and services to provide greater independence, an improved quality of life and protection to New Brunswickers in need.

The department is composed of four divisions as seen on the following organizational chart that integrates in a team-based approach to support six core business areas.

High-level organizational chart

As of March 31, 2018



Division overview and highlights

The Department of Social Development is responsible for the delivery of essential programs and services that support some of New Brunswick's most vulnerable citizens. The department's Central Office is responsible for the design and development of programs and services, and establishing standards, monitoring, evaluating, and auditing the delivery of these programs and services. Central Office also supports programs with information technology (IT), finance, regulations, laws, and policy development. In 2017-2018, the department had an overall budget of \$1,171,724,400.

Social Development's major programs and services are delivered via the department's eight Regional Offices located throughout the province. The annual budgeted expenditures for Regional Offices was \$722,070,149, which is funded through the following departmental program areas:

Child Welfare and Disability Support Services improves personal and social functioning through the provision of Child Welfare Services and Disability Support Services.

Income Security provides individuals and families in need with financial benefits and, where appropriate, with self-sufficiency program services to enhance their potential for employment. This program includes the Transitional Assistance Program, Extended Benefits Program, and Support Services (including basic health services).

Housing Services assists households in need to obtain affordable, suitable and adequate housing through several programs such as property management, subsidized rental assistance, repair assistance to rehabilitate or improve their dwellings and provide financial assistance to existing homeowner clients.

Wellness improves population health by increasing physical activity levels, promotes mental fitness and resilience, and promotes tobacco-free living.

Seniors and Long-Term Care improves personal and social functioning, and supports independent living through a range of community-based services. The

program is responsible for the provision of residential long-term care, and the province's Nursing Home Program.

Corporate and Other Services provides strategic leadership and support in the areas of planning, design, monitoring and evaluating, auditing, IT and policy development for departmental programs.

Other Benefits provides financial assistance for low-income seniors, low-income families with children under 18 years and low-income households to help offset energy costs. Programs include the Low-Income Senior's Benefit, Home Energy Assistance Program, Child Tax Benefit and Working Income Supplement, New Brunswick Seniors' Home Renovation Tax Credit, and the Low-Income Efficiency Program.

For further details regarding the actual and budgeted expenditures of each program area, please see the Financial Information section on page 21.

Program Delivery Division

The **Program Delivery Division** is responsible for delivering programs and services to clients of the department. The division consists of eight regional offices, one branch and one unit.

The **Regional Offices** are responsible for the delivery of programs and services in core business areas to individuals and families. The core business areas include Community and Individual Development, Child Welfare and Disability Support Services, Long-Term Care and Nursing Home services, and Wellness services.

The **Provincial Program Delivery Branch** is responsible for delivering programs and services in core business areas to individuals and families through single entry province-wide service delivery models. Programs and services include: Centralized Intake for Child and Adult Protection; Birth Parent Services and Youth Enhancement Services referrals; After Hours Emergency Social Services; Family Group Conference; Immediate Response Conference;

Child Protection Mediation Services; Post-Adoption Disclosure Services; and Centralized Social Development Record Checks and Exemptions.

The **Executive and Operations Support Unit** is responsible for providing a range of key supports and direct services, in collaboration with the department's management team and other departments, to achieve effective program delivery service in core business areas to individuals and families. This includes service delivery support for Integrated Front End, Ministerial Correspondence, Medical Advisory Board and Emergency Social Services.

HIGHLIGHTS

Provincial Program Delivery Branch

- ◆ Work was completed on the *Family Services Act* legislative changes related to the opening of adoption records. This work included creating an internal process for the registration of Vetoes and Contact Preferences, and collaborating with Service New Brunswick on the establishment of a joint service delivery model for preparing Statements of Original Registration of Births and copies of Adoption Orders, as well as required updates to the Post-Adoption Disclosure Services System.

Executive and Operations Support Unit

- ◆ In support of the Minister's mandate under the *Emergency Measures Act* to provide Emergency Social Services such as food and lodging to New Brunswickers, the branch (in co-operation with the Emergency Measures Organization (EMO) and Social Development central and regional offices) worked on recommendations from the Ice Storm After Action Report.
- ◆ Planning the work to update existing Departmental Emergency Plans began as an action item from the two-day conference held in September 2017, with regional managers responsible for Emergency Social Services.

- ◆ The Customer Contact Efficiencies Project mapped all the steps and supporting information required by a screener during an assessment call with an applicant. This will be a key piece in support of a provincial standard as a model for virtual telephony screening anticipated for 2019 is developed.

Families and Children Division

The **Families and Children Division** is responsible for planning, designing and monitoring department programs related to child welfare, disability support, social assistance, housing, homelessness and wellness. This includes the interpretation of program guidelines, procedures, policies, standards, regulations and legislation. The division is focusing its efforts on changing how it delivers services to improve efficiency and sustainability while maintaining quality.

The division consists of the Child Welfare and Disability Support Services Branch, the Community and Individual Development Branch, and the Wellness Branch.

The **Child Welfare and Disability Support Services Branch** is responsible for planning, designing and monitoring child welfare, youth and disability support programs and services. The branch is responsible for the ongoing development and monitoring of the Competency Based Child Welfare Training System, as well as the delivery of training to child welfare social workers and social workers' supervisors; including First Nations staff, program delivery managers and provincial consultants. This branch includes: Family Supports for Children with Disabilities, the Adoption program, Access and Assessment, Children's Residential Services, Child Protection, Child in Care, Family Enhancement Services, Birth Parent Services, Youth Engagement Services, *Youth Criminal Justice Act*, Disability Support and Adult Development Activities program and training.

The **Community and Individual Development Branch** is responsible for planning, designing and monitoring programs and services to support individuals and families, and to achieve and maintain self-reliance. This branch includes: the Transitional Assistance Program, Case Management Services for Social Assistance Clients, Career Development Options for Social Assistance Clients, the Extended Benefits program, Special Needs

Benefits, Family Support Orders Services, Homelessness, Transition Houses, the Public Housing program, the Rural and Native Housing program, the Rural and Native Homeowner program, the Non-profit Social Housing program, the Portable Rent Supplement program, the Rent Supplement program, the Affordable Rental Housing program, Community Partnership Initiatives, the Rental and Rooming House program, the Rental Conversion program, the Shelter Enhancement program, the Homeownership Assistance/Home Completion program, the Community Involvement program, the Home Orientation and Management program, the Federal/Provincial Repair program and the Emergency Repair program.

The **Wellness Branch** is responsible for promoting action on population wellness in the province. This includes the design and implementation of initiatives that focus on mental fitness and resilience, healthy eating and food security, tobacco-free living, physical activity and healthy aging to create supportive environments in schools, communities, workplaces and homes. This involves working with local and provincial partners; supporting asset-based development; using tools and providing resources to promote wellness; developing or influencing healthy public policy; and enabling evidence informed action through collecting and sharing data and best practices. The branch's work is informed by, and contributes to *New Brunswick's Wellness Strategy 2014-2021*.

HIGHLIGHTS

Child Welfare and Disability Support Services Branch

- ◆ Amendments to the *Family Services Act* were proclaimed in May 2017 to emphasize that continuing and fostering healthy relationships with grandparents or other family members is in the best interest of the child when dealing with private access. The amendments to the act require the courts, when considering whether to grant an order for access, to also consider the willingness of the parent or guardian to facilitate the access with the grandparents or other immediate family members.

- ◆ On May 5, 2017, *An Act Respecting the Opening of Sealed Adoption Records* received Royal Assent. This legislation amended the *Family Services Act* and the *Vital Statistics Act* to allow adoptees and birth parents to apply for access to available identifying information, and the opportunity to obtain various documents depending on which party they were to the adoption. It was announced in March 2018 that the provincial government would be able to provide basic and adoption information starting on April 1 through the Department of Social Development's Post-Adoption Disclosure Services branch. Information will only be released if the youngest adoptee in a sibling group is 19 years old. The government recognizes that some people do not want their information released and encourages those who wish to remain anonymous to file disclosure vetoes.

Community and Individual Development Branch

- ◆ The department, in partnership with the Department of Post-Secondary Education, Training and Labour, continued offering the Experiential Learning and Employment (ELE) Continuum. The nine-month ELE Continuum includes pre-employability services, job preparation skills and knowledge, workplace essential skills training, and a 16 week-work experience component. This initiative is targeting 400 clients over three years with the goal of improving labour market outcomes of social assistance recipients. A total of 169 clients have participated, and an additional 193 clients participated in 2017-18, for a total of 362 clients served since 2016-17.
- ◆ Motivational Interviewing (MI) was integrated into the Career Development Opportunities (CDO) program, and has provided staff with the ability to enhance client readiness for change and engage clients in 'self-improvement/career development' that will have long-term results for the people of New Brunswick, and help align CDO with the department's vision. The MI initiative is an example of our career development leadership, as New Brunswick is currently a leader in the world of MI implementation within Social Assistance and Career Development programming.

- ◆ To enhance case management services for persons with disabilities receiving social assistance, the department offered Mental Health First Aid basic training to over 300 front-line staff. The department also offered Employability and Needs Assessment training to ensure persons with disabilities with potential for employment receive case management services through the Career Development Opportunities Program (CDO) to improve their level of education and work-related skills.
- ◆ Extensive consultation sessions were held throughout 2017-2018 to begin the process of developing the 10-year Provincial Housing Strategy. The province was strategic in this undertaking by engaging cross governmental and cross sectoral partners, key community stakeholders, as well as housing clients/tenants and individuals with lived experience. In addition, an on-line survey geared towards the public provided insight on the various housing needs that exist across the province.
- ◆ 2017-2018 saw provincial investments made under the Social Infrastructure Fund Agreement. A total of \$6.5 million in investments were made to increase the number of Rent Supplement units for 20 years, to support the construction, repair and adaptation of affordable housing for seniors, and to support the construction and renovation of shelters and transition houses for women and children that were victims of intimate partner violence.
- ◆ In partnership with the Wellness Branch, the department included a focus on supporting healthy behaviours (physical activity, nutrition and tobacco-free living) through the renewed Snapshot to Self-client assessment tool used with social assistance clients, and provided wellness-specific knowledge to case managers.

Wellness Branch

- ◆ The Wellness Branch provides annual funding for the School Wellness Grant Program to help schools advance student wellness. In 2017-2018, 98 per cent of schools received School Wellness Grants to advance their wellness priorities for all students in their school, with almost half of all schools (42 per cent) choosing to focus on Mental Fitness and Resilience. 30 per cent of schools chose Physical Activity, 27 per cent of schools chose Healthy Eating and one per cent of schools chose Tobacco Free Living. Schools reported various improved outcomes including increased consumption of fruit and vegetables and increased school connectedness.
- ◆ Cocagne, Moncton, and Tracadie were the first communities to be recognized as Age-Friendly Communities in New Brunswick. The Age-Friendly Communities Recognition Program acknowledges the efforts of New Brunswick communities in establishing policies and services to promote healthy aging and wellness. Educational sessions were provided to municipalities and municipal groups. Promotional initiatives included the launch of a promotional video, inclusion of a recognition map, and success stories on the Wellness NB website during Wellness Week. By the end of the year, an additional 42 communities had either expressed interest in or were taking steps towards becoming age-friendly.

Seniors and Long-Term Care Division

The **Seniors and Long-Term Care Division** is responsible for the planning, design and monitoring of Social Development programs related to long-term care and seniors. This includes the interpretation of program guidelines, procedures, policies, standards, regulations and provincial legislation. The division has focused its efforts on changing how it delivers services to improve efficiency and sustainability while maintaining quality. The division consists of the Nursing Home Services Branch, the Long-Term Care Branch, and the Aging Secretariat.

The **Nursing Home Services Branch** is responsible for the planning, designing, monitoring and delivery of all departmental services provided to the nursing home sector. The department's objectives for the nursing home sector are to improve nursing home resident's quality of life, to help safeguard their dignity and to ensure that appropriate, quality residential services are provided as efficiently as possible within available resources. The department ensures the provision of high quality services through funding and advisory support for operations, the licensing and inspection process, and advisory support and management of capital repairs, renovation and replacement projects for nursing homes. The direct provision of nursing home services to residents is the responsibility of each nursing home.

The **Long-Term Care Branch** is responsible for planning, designing and monitoring programs and services provided to seniors. This branch includes: Adult Protection Program; Long-Term Care Services; Home Support Services; Adult Residential Services; Day Activities for Adults; and the Standard Family Contribution Policy. This branch delivers training for senior services and programs throughout the province.

The **Ageing Secretariat** is responsible to develop an implementation framework for the Aging Strategy and monitor progress towards execution of the actions in the strategy. This includes establishing and supporting the governance structure that will oversee the implementation of the strategy. The branch is also responsible to enable research and innovation in the aging space by describing, designing, and facilitating a research and innovation network. The Aging Secretariat serves as a focal point regarding seniors and aging; fosters collaborative relationships both with internal and external stakeholders; and strives to increase situational awareness and information sharing across the sector.

HIGHLIGHTS

Nursing Home Services Branch

- ◆ A Service Agreement to replace the two nursing homes in Miramichi with two new homes, totalling 240 beds was signed.

- ◆ On Feb. 1, 2018, the *2018-2023 Nursing Home Plan* was unveiled. It will be carried out in three phases, adding 619 nursing home beds over the next five years.
- ◆ The Capital Improvements Plan was released, investing \$108 million over five years to make improvements in existing nursing homes across the province.

Long-Term Care Branch

- ◆ The first phase of the Seniors Navigator initiative was launched in June 2017, with the Seniors Health, Well-Being and Home Safety Review subsequently rolled out across the province. The review provides in-home visits to identify a senior's needs for personal wellness, health, social support, home safety, caregiver support, and assistance in navigating the health-care and long-term care systems. The visit is a first step in helping the senior and/or his/her caregiver "navigate the system" to ensure they know how to access the services/supports they may need in the future.
- ◆ Implementation of a standardized functional assessment process, along with program improvements such as interim home support hours, were implemented in 2017-18 to improve the process for long-term care assessments.

Ageing Secretariat

- ◆ On May 16, 2017, The AGE-WELL Network of Centres of Excellence (NCE) announced the launch of a national innovation hub to advance policies, practices and services in the field of technology and aging. The hub, located in Fredericton, will be a national resource for policymakers, researchers, clinicians and others working to implement novel technologies that will improve the health and wellbeing of older Canadians, and their caregivers.
- ◆ On Nov. 8, 2017, the Provincial Roundtable on Healthy Aging met to start work on the implementation of *We are all in this together - An Aging Strategy for New Brunswick*.
- ◆ In February 2018, the Aging Secretariat became fully operational.

- ◆ In March 2018, the Aging Secretariat worked collaboratively with the Department of Health to negotiate with the Public Health Agency of Canada the terms and conditions for moving forward with the Healthy Seniors Pilot project.

Corporate Services Division

The **Corporate Services Division** is responsible for providing a range of key supports and direct services to the department's employees. It works in partnership with other divisions of the department to assist in the success of the organization's finances, staffing, information management and technology, research, evaluation and planning. The division consists of the Finance and Administration Branch, the Integrated Planning, Reporting and Accountabilities Branch, and the Information Technology Services Branch. In February 2018, responsibility for the Policy, Legislation and Intergovernmental Relations Branch moved to the Deputy Minister of Social Development.

The **Finance and Administration Branch** is responsible for working with management to ensure the department's financial resources are spent within GNB's fiscal framework. The branch provides information and advice to ensure consistency in budgeting, contract administration, financial reporting and administration. It performs internal audits for the department's programs and services. It provides Records Management for central office and Facilities Management services for the department. The branch also administers the Health Services Program.

The **Integrated Planning, Reporting and Accountabilities Branch** is responsible for leading the strategic planning process and the department's annual planning and reporting cycle. The branch provides advice and guidance to the department by undertaking research and evaluation of programs and services, and by providing statistical analysis for policy and program development. It is responsible for corporate data analytics, monitoring and reporting on the performance of departmental programs and services. It is responsible for initiative management of departmental priorities, as well as internal communications, and represents the department in interdepartmental initiatives in support of overall government goals. The branch is responsible for

developing, facilitating and implementing Performance Excellence, including Continuous Improvement, Innovation and Daily Management.

The **Information Technology Services Branch** provides leadership and guidance in the provisioning, maintenance, risk management, support and oversight of appropriate Information Technology (IT) tools and solutions for all program areas. The branch's services include IT strategy and planning, IT service coordination, Information Security services and Client Systems Business Support services for the department's line of business applications.

HIGHLIGHTS

Integrated Planning, Reporting and Accountabilities Branch

- ◆ Introduced enterprise value stream mapping across major program areas to help document key processes, develop performance metrics, and drive improvement and collaboration.
- ◆ Introduced a new process for AD-HOC reporting, resulting in better documentation and more efficient reporting.

Information Technology Services Branch

- ◆ The first phase of the new Housing NB System, with the release of Provincial Wait List functionality was implemented in May 2017.
- ◆ Significant changes to NBFamilies assessment tools in the areas of Child Protection, Family Support for Children with Disabilities and Long-Term Care were completed.
- ◆ Multiple rate changes for special care homes / foster homes / family and home support workers in the NBFamilies system were implemented.
- ◆ NBCase upgrades were accomplished to support the Department of Education and Early Childhood Development's policy changes of setting preschool and school-age rates separately, based on school attendance.

- ◆ A new Community Transportation Benefit was added to NBCase to support social assistance clients using this means of transportation for medical and case planning related needs.

Other

The **Policy, Legislation and Intergovernmental Relations Branch** is responsible for developing departmental policy and legislative proposals, and providing ongoing support and advice on the interpretation of departmental legislation. The branch is the departmental lead on several interdepartmental tables, and represents GNB on intergovernmental forums related to seniors, housing, social services and First Nations matters. The branch is the departmental lead on legal and litigation matters and on the department's response to inquiries and investigations by the Ombud, the Integrity Commissioner, the Commissioner of Official Languages, the Child and Youth Advocate, the Senior's Advocate and the New Brunswick Human Rights Commission. The branch is the departmental lead for discussions and consultation with the provincial Aboriginal Affairs Secretariat and with Indigenous Services Canada (ISC) on issues related to child and family services in First Nations communities. As of February 2018, responsibility for the Policy, Legislation and Intergovernmental Relations Branch moved from the Corporate Services Division to the Deputy Minister of Social Development.

Human Resources Services Branch

As of Oct. 1, 2016, the delivery of operational and transactional human resources services was transferred to Service New Brunswick from Part 1 departments and agencies.

HIGHLIGHTS

Policy, Legislation and Intergovernmental Relations Branch

- ◆ An act respecting the opening of sealed adoption records received Royal Assent in May 2017. This legislation amended the *Family Services Act* and the *Vital Statistics Act* to allow adoptees and birth parents to apply for access to available identifying information and the opportunity to obtain various documents depending on which party they are to the adoption. It also allowed for the creation of original registration of birth, which will include the names of the birth parents and the adoptee's name at birth.
- ◆ The *Healthy Aging and Long-Term Care Act* received Royal Assent in March 2018. This act established in law: 1) the Aging Strategy as an enduring Provincial Strategy; and 2) a Provincial Healthy Aging Roundtable to recommend priorities to the Minister, and oversee the implementation of the Aging Strategy. It also established a durable structure for collaboration on issues related to aging and long-term care, as well as the requirement for annual reporting on the progress of implementing the Aging Strategy.

Financial information

This financial overview was prepared based on the best available information at the time of publication, and therefore, may not correspond exactly with the figures that were subsequently published in the public accounts.

Expenditures	Budget	Actual	Variance Over (Under)	% Over (Under)	Note
Child Welfare and Disability Support Services	275,148.2	296,548.2	21,400.0	7.8	1
Income Security – Service Delivery Costs	20,831.3	21,666.9	835.6	4.0	2
Income Security – Benefits	219,136.0	216,137.9	(2,998.1)	(1.4)	3
Housing	91,773.5	106,956.5	15,183.0	16.5	4
Wellness	7,054.4	6,572.5	(481.9)	(6.8)	
Seniors and Long-Term Care	512,713.8	500,988.2	(11,725.6)	(2.3)	5
Corporate and Other Services	9,867.2	10,708.1	840.9	8.5	6
Other Benefits	35,200.0	33,777.0	(1,423.0)	(4.0)	7
Total	\$1,171,724.4	\$1,193,355.3	\$21,630.9	1.8	

Numbers are expressed in thousands.

Special Purpose Account Expenditure	Budget	Actual	Variance Over (Under)	% Over (Under)	Note
CMHC Funding Account	\$14,654.0	\$6,599.6	\$(8,054.4)	(55.0)	8

Numbers are expressed in thousands.

Capital	Budget	Actual	Variance Over (Under)	% Over (Under)	Note
Nursing Home – Capital Program	\$5,200.0	\$2,913.5	\$(2,286.5)	(44.0)	9

Numbers are expressed in thousands.

Revenues	Budget	Actual	Variance Over (Under)	% Over (Under)	Note
Return on Investment	2,200.0	1,607.4	(592.6)	(26.9)	10
Licences and Permits	33.0	29.2	(3.8)	(11.5)	
Sale of Goods and Services	17,690.0	17,912.1	222.1	1.2	
Miscellaneous	9,375.0	9,531.6	156.6	1.7	
Conditional Grants – Canada	36,843.0	44,728.1	7,885.1	21.4	11
Total	\$66,141.0	\$73,808.4	\$7,667.4	11.6	

Numbers are expressed in thousands.

Special Purpose Account Revenue	Budget	Actual	Variance Over (Under)	% Over (Under)	Note
CMHC Funding Account	\$6,526.0	\$1,327.7	\$(5,198.3)	(79.6)	12

Numbers are expressed in thousands.

Notes on significant variances:

1. Over budget due to increasing costs for Complex Cases, Children's Residential Facilities, Child Protection, and Disability Support Program Residential Facilities and In-Home Care services.
2. Under budget due to lower than anticipated overhead costs.
3. Under budget due to average caseload and average cost per case in Transitional Assistance Program being lower than expected.
4. Over budget due to the additional cost associated with the Social Infrastructure Fund Agreement and a change in accounting policy.
5. Under budget due to savings in Adult Residential Facilities and Home First.
6. Over budget due to salaries and overhead.
7. Under budget due to lower participation than anticipated in NB Seniors Home Renovation Tax Credit Program.
8. Under budget due to a change in accounting policy.
9. Under budget mainly due to approval delays related to the 2018-23 Nursing Home Plan.
10. Under budget due to decreases in the number of loans outstanding.
11. Over budget due to Social Infrastructure Fund Agreement revenues and higher than anticipated recoveries.
12. Under budget due to a change in accounting policy.

Summary of staffing activity

Pursuant to section 4 of the Civil Service Act, the Deputy Minister of the Department of Human Resources delegates staffing to each Deputy Head for his or her respective department(s). Please find below a summary of the staffing activity for 2017-2018 for the Department of Social Development.

Number of permanent and temporary employees as of Dec. 31 of each year		
Employee type	2017	2016
Permanent	1,240	1,226
Temporary	310	283
Total	1,550	1,509

The department advertised 92 competitions, including 43 open (public) competitions and 49 closed (internal) competitions.

Pursuant to sections 15 and 16 of the *Civil Service Act*, the department made the following appointments using processes to establish merit other than the competitive process:

Appointment type	Appointment description	Section of the Civil Service Act	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> • a high degree of expertise and training • a high degree of technical skill • recognized experts in their field 	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	1
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	0
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school boards) and 3 (hospital corporations) of the Public Service.	16(1) or 16(1)(c)	8
Regular appointment of casual/temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)(d)(i)	0
Regular appointment of students/apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the Department of Social Development and no complaints were submitted to the Ombud.

Summary of legislation and legislative activity

Bill #	Name of legislation	Date of Royal Assent	Summary of changes
34	<i>Healthy Aging and Long-Term Care Act</i> http://laws.gnb.ca/en/ShowPdf/cs/2018-c.8.pdf	Mar. 16, 2018	<p>The <i>Healthy Aging and Long-Term Care Act</i> aligns with the 2014 Platform commitment to bring forward legislation “to ensure clear and consistent expectations for seniors in nursing homes and special care homes, and those receiving home care.” It also affirms the important work done by the Aging Council.</p> <p>This act:</p> <ul style="list-style-type: none"> • establishes in law the Aging Strategy as an enduring Provincial Strategy; • establishes in law a Provincial Healthy Aging Roundtable to recommend priorities to the Minister, and oversee the implementation of the Aging Strategy; • establishes an enduring structure for collaboration on issues related to aging and long-term care; and • creates a requirement for annual reporting on the progress of implementation of the Aging Strategy. <p>The act ensures a continued partnership with stakeholders in the implementation and evaluation of a long-term provincial plan on healthy aging, so that seniors and stakeholders are consistently consulted on matters that affect them. It also reinforces the positive role and contributions of seniors, and demonstrates a commitment to a multi-year transformation of aging and long-term care in New Brunswick.</p>

The acts and regulations for which the Department of Social Development is responsible in 2017-2018 may be found at the following:

- For the Minister of Families and Children: <http://laws.gnb.ca/en/deplinks?subjectnumber=8>
- For the Minister of Seniors and Long-Term Care: <http://laws.gnb.ca/en/deplinks?subjectnumber=14>

Summary of Official Languages activities

Introduction

The department has developed an action plan for 2015-2020 that includes strategic activities for each of the four sectors of activity found in GNB's *Plan on Official Languages – Official Bilingualism: A Fundamental Value*.

Focus 1

Equality of Service. To ensure access to service of equal quality in English and French throughout the province, the following activities were completed:

- The annual review and update of linguistic profiles. Human Resource Services consults with senior management to discuss team linguistic capacity and address any gaps; and ensures a short-term plan for “cover off” and long-term plan for improving the linguistic team capacity (i.e., hiring, second-language training).
- A departmental review of the linguistic capacity of more than 800 employees to ensure that the linguistic capacity in their other Official Language is maintained.
- All employees were asked to complete a refresher of the modules on Language of Service and Language of Work when the new GNB Knowledge Centre Platform was launched.

Focus 2

Use of Official Languages in the workplace. To ensure an environment and climate that encourages the employee's use of the Official Language of choice in the workplace, the following activities were completed:

- As part of the annual Employee Performance Management process, employees must confirm the preferred language of communication at the onset, in addition to reviewing the policy.
- The implementation of revisions to the offer letter which now requires a new employee to identify the preferred language of work at the time of hire.
- Human Resource Services consults with senior management to discuss team linguistic capacity and address any gaps; and ensures a short-term plan for “cover off” and long-term plan for improving the linguistic team capacity (i.e., hiring, second-language training).
- There is a section on the Intranet including information on second-language training and links to tools and resources to help employees practise their second Official Language. The topic of Chairing bilingual meetings was featured in the June newsletter.

Focus 3

Official bilingualism remains a fundamental value conveyed by GNB and its employees. The following activities were completed:

- The department gathered information and compiled status updates through its established accountability and monitoring mechanisms to complete the section in the department's annual report dealing with Official Languages.
- The department continued to use the Memorandum to Executive Council (MEC) writing guide for discussing the impact of program or policy on the linguistic communities.
- New employees were informed of the mandatory modules as part of orientation.

Focus 4

Public Service employees have a thorough knowledge and understanding of the *Official Languages Act*, relevant policies, regulations and GNB's obligations. With respect to Official Languages, the following activity was completed:

- The department regularly distributed information regarding Official Languages policies and guidelines to staff through the quarterly newsletter or other communication tools.

Conclusion

Implementation of the department's *Official Languages Action Plan* has heightened employees' awareness of the responsibilities of the *Official Languages Act* in day-to-day work, and in the quality of programs and services provided to the public. The department continues to promote the Language of Work policy through its newsletter.

Summary of recommendations from the Office of the Auditor General

Section 1

Name and year of audit area	Recommendations
	Total
Advisory Services Contract – 2017 Vol. 1 http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2017V1/Chap2e.pdf	16

Adopted Recommendations	Actions Taken
<p>2.50 We recommend Service New Brunswick:</p> <ul style="list-style-type: none"> – ensure emergency and urgent exemptions are not used inappropriately by departments to bypass the competitive tendering process; – require that departments provide sufficient rationale and documentation to support requested exemptions; and – maintain a record of why the decision to approve the emergency and urgent exemption was made. 	Response to be provided by Service New Brunswick.
<p>2.58 We recommend the Department of Social Development apply a cool down period between the end of existing contracts with potential future proponents to avoid undue influence and conflict of interest.</p>	The Department of Social Development has implemented this recommendation for professional services contracts. The agreement template for professional services now includes a “conflict of interest” clause that prohibits a contractor who is acting as a project manager from submitting proposals to RFP’s concerning the same project.
<p>2.59 We recommend the Department of Social Development communicate to Service New Brunswick rationale for not following Service New Brunswick procurement procedures and advice.</p>	The Department of Social Development agrees with this recommendation.
<p>2.89 We recommend the Department of Social Development structure contracts containing performance compensation only on actual, measurable results.</p>	The Department of Social Development agrees with this recommendation.
<p>2.94 We recommend the Department of Social Development develop a framework to govern significant aspects of contract management such as procurement, administration, evaluation and reporting.</p>	The Department of Social Development has implemented this recommendation. In September 2016, the department established a Contract Management unit to initiate a contract management framework. The department has also implemented a new standardized purchase of service agreement template developed in partnership with Service New Brunswick and the Office of the Attorney General.
<p>2.103 We recommend the Department of Social Development design and develop agreements that provide for performance measurement by including objectives and clear, well defined deliverables.</p>	The Department of Social Development has implemented a new standardized purchase of service agreement template, developed in partnership with Service New Brunswick and the Office of the Attorney General.
<p>2.117 We recommend the Department of Social Development:</p> <ul style="list-style-type: none"> – independently evaluate the performance of contractors against well-defined contract goals, objectives and deliverables; and – submit written feedback to Service New Brunswick on the contractor’s performance for significant contracts. 	The Department of Social Development agrees with this recommendation. As part of the contract management framework, the department will establish a process to evaluate contractor performance and will submit written feedback to Service New Brunswick for significant contracts.
<p>2.118 We recommend Service New Brunswick require contractor performance reports be submitted by procuring entities for all significant agreements.</p>	Response to be provided by Service New Brunswick.

2.129 We recommend the Department of Social Development track actual savings as they accumulate over time supported by relevant data.	The Department of Social Development agrees with this recommendation.
2.132 We recommend the Department of Social Development measure and report the impact to quality of client service delivery resulting from implemented performance improvement initiatives.	The Department of Social Development agrees with this recommendation. The department currently measures and reports on many client service indicators.
2.146 We recommend Service New Brunswick ensure that service contracts include a 'not to exceed' clause in the amount matching the purchase order value.	Response to be provided by Service New Brunswick.
2.169 We recommend the Department of Social Development develop a monitoring strategy for implementation targets, milestones, deliverables, and service quality for significant departmental initiatives.	The Department of Social Development agrees with this recommendation.
2.180 We recommend the Department of Social Development not include clauses in contracts for consulting services that allow out of scope work to be undertaken.	The Department of Social Development agrees with this recommendation.
2.199 We recommend the Department of Social Development include clear contract terms stipulating billing requirements such as a maximum timeframe for submission of invoices.	The Department of Social Development agrees with this recommendation.
2.228 We recommend the Department of Social Development design and implement controls to ensure: <ul style="list-style-type: none"> – compliance with government policies governing travel expenses (AD-2801) and approval of payments (AD-6402); and – significant contract terms such as billing discounts and caps are adhered to. 	The Department of Social Development has implemented this recommendation. In contracts that include caps and discounts, the department will ensure these are adhered to.
2.259 We recommend the Department of Social Development not include consultants on procurement evaluation committees if compensation to the consultant is impacted by the procurement award.	The Department of Social Development agrees with this recommendation.

Name and year of audit area	Recommendations
	Total
Nursing Homes – 2016 Vol. 1 http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2016V1/Chap2e.pdf	3

Adopted Recommendations	Actions Taken
2.33 We recommend the Department of Social Development evaluate whether there is an economic benefit to providing nursing home beds under the public-private model versus the traditional model.	The department has piloted the public-private model for a total of three nursing home facilities in which a 240-bed nursing home in Miramichi was awarded in 2017-18, and two 60-bed nursing homes will be awarded in Moncton and Fredericton in 2018-19.
2.70 We recommend the Department of Social Development, in consultation with the Department of Health, develop a comprehensive long-term plan to ensure the Province can continue to provide sustainable services to New Brunswick seniors.	In January 2017, a comprehensive 10-year strategy titled <i>We are all in this together: An Aging Strategy for New Brunswick</i> was launched. As a result, an Aging Secretariat and provincial round table were established to oversee the implementation of this strategy. The department is also participating with the Department of Health in the evaluation of proposals submitted for the NB Dementia Strategy and Action Plan for the Department of Health.
2.71 We also recommend the department report publicly on the measures and outcomes of current and future initiatives as part of the comprehensive long-term plan.	As per the new legislation, the Healthy Aging and Long-Term Care Act, the Minister of Seniors and Long-Term Care will prepare an annual progress report on progress made in relation to the Strategy. This will allow for provincial and national comparison of Quality Indicators across many areas.

Section 2

Name and year of audit area	Recommendations	
	Total	Adopted
Foster Homes – 2013 Vol. 2 http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2013V2/Chap2e.pdf	11	11

Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The Department of Social Development did not receive any disclosure(s) of wrongdoing in the 2017-2018 fiscal year.