



**Annual Accountability
Report for the Fiscal Year
2013-2014**

Nova Scotia Department of Seniors
1894 Barrington Street, 15th Floor
Halifax, Nova Scotia
B3J 2A8
Email: seniors@gov.ns.ca
Website: <http://novascotia.ca/seniors/>

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Accountability Statement

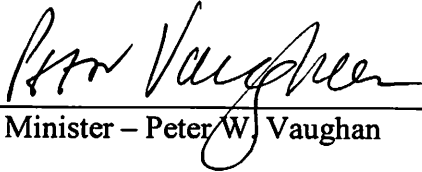
This accountability report of the Department of Seniors for the year ended March 31, 2014 is prepared pursuant to the Finance Act and government policies and guidelines. These authorities require the reporting of outcomes against the Department of Seniors' Statement of Mandate for the fiscal year 2013-2014. The reporting of the Department of Seniors' outcomes necessarily includes estimates, judgements, and opinions by the Department of Seniors management.

We acknowledge that this accountability report is the responsibility of the Department of Seniors management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the Department of Seniors' 2013-2014 Statement of Mandate.

Signatures



Minister – Honourable Leo A. Glavine



Deputy Minister – Peter W. Vaughan

Accountability Report: 2013-2014

Message from the Minister and Deputy Minister

As the new Minister of Seniors, I am pleased to present the 2013-2014 Accountability Report for the Department of Seniors.

Throughout 2013-2014, the Department's work continued to be guided by the *Strategy for Positive Aging in Nova Scotia*. Through this strategy, the Department focuses on improving collaborative opportunities, increasing the age-friendliness of communities; improving the financial literacy of seniors, increasing awareness of the value of older workers in the labour force, and enabling seniors to live in safe and supportive living environments.

The Department regularly consults with seniors, seniors' organizations and senior-serving agencies to provide advice on public policy issues and thereby increase their awareness about the policies, programs and services available to seniors in Nova Scotia.

We continue to partner with municipalities across the province to help ensure that policies, services and structures related to seniors' physical and social environment are *Age Friendly*. In 2013-2014, the design of the Age Friendly Program was revised to incorporate lesson learned from pilot projects and to better meet the needs of municipalities. Program changes will be introduced in 2014-2015.

The Department has been involved in a number of national and local senior abuse projects including the development of an awareness initiative to help healthcare professionals recognize and respond to senior abuse concerns. We have also been working collaboratively to develop comprehensive restorative approach to senior abuse and senior safety in Nova Scotia.

Certainly, a highlight of the year was hosting the Silver Economy Summit last May. The summit brought together business and community leaders, academics and the public sector and focused on ways to help seniors stay in their homes and communities longer while harnessing the skills of older workers in a new economy. Participants left the summit feeling inspired to take on the challenges and opportunities of our aging population.

The Department of Seniors resolves to continuously learn, change and evolve as we prepare to meet the challenges associated with an aging demographic. At the same time we will continue to engage with seniors and other stakeholders through thoughtful information sharing and consultation to ensure the work is responsive to the diverse needs of seniors.

Respectfully submitted,



Leo A. Glavine
Minister of Seniors



Peter W. Vaughan
Deputy Minister, Department of Seniors

Financial Results

In 2013–2014, the Nova Scotia Department of Seniors had an approved budget allocation of \$1,859,000. Actual 2013–2014 expenditures totaled \$1,881,100.

The following table provides a breakdown of estimates versus actual expenditures of the Department of Seniors.

Budget Context Chart **Nova Scotia Department of Seniors**

	2013-2014 Estimate	2013-2014 Actual
	<u>\$ Thousands</u>	<u>\$ Thousands</u>
Program Expenses	<u>1,117.3</u>	<u>1,160.9</u>
Salaries and Benefits	<u>741.7</u>	<u>720.2</u>
Total Operating Costs	<u>1,859.0</u>	<u>1,881.1</u>
Funded Staff (FTE's)	<u>9.0</u>	<u>9.0</u>

Variance Analysis

Please note that the total expenditure of \$1,881,100 does not reflect recoveries in the amount of \$67,700. Therefore the actual net total operating costs including recoveries is: \$1,813,400.00

The primary variance between the actual and the estimate is savings in operating costs and reduction in professional services.

Introduction

The content of this accountability report is based on the performance measures described in the 2013-2014 Statement of Mandate of the Department of Seniors. The report describes the accomplishments and progress the Department has made in meeting those performance measures. This report is intended to update the public and members of the legislative assembly on the Department's activities.

It is suggested that the Department's 2013-2014 Statement of Mandate and this accountability report be read together in order to provide a full picture of the Department's progress in key performance areas. Click here for an electronic link to Department of Seniors' website - <http://www.gov.ns.ca/seniors/> then; click *Business Plans and Accountability Reports* to find the 2013-2014 Statement of Mandate.

Overall, the Department of Seniors' goal is to advance implementation of its strategic framework – the *Strategy for Positive Aging in Nova Scotia*. The Department of Seniors has identified four Strategic Objectives to be undertaken to advance implementation of the *Strategy for Positive Aging*:

- To improve innovation and collaboration to ensure the diverse needs of seniors are met;
- To increase the age-friendliness of communities and promote active, healthy aging;
- To increase awareness of the value of older workers and the economic benefits of older worker participation in the labour force;
- To enable seniors to live in safe and supportive living environments, free from danger, fear and exploitation;

Performance measurement is an important component of the business planning and accountability reporting cycle. Performance measures indicate how well we are meeting our goals, objectives, or key areas of work. Therefore, in addition to its four Strategic Objectives, the Department has also identified four Core Business Areas which speak to key areas of work; these are:

- Intergovernmental, Interdepartmental and Government-Wide Collaboration and Policy Development;
- Stakeholder Consultation and Collaboration;
- Planning, Coordinating and Delivering Programs and Services;
- Communications and Information Sharing.

Measuring our Performance 2013-2014

Policy agencies within government have recognized the challenges associated with developing robust measures to accurately assess societal impacts. The Department is currently developing its performance measures and evaluation capacity to more accurately report the value and societal impact of its work. The following measures were outlined in the Department's 2013-2014 Statement of Mandate.

A. Consultations with Seniors and Nova Scotia Seniors' Networks.

Outcomes description:

- * Seniors, seniors' organizations and senior-serving agencies have opportunities to provide advice on public policy issues.
- * Increased awareness and knowledge of the policies, programs and services available to seniors in Nova Scotia.

Measure

Satisfaction level of seniors' organizations with information provided by the department on the policies, programs, and services available to seniors and the mechanisms in place for bringing issues of concern to the attention of the Nova Scotia government.

What Does This Measure Tell Us?

It tells us to what degree our stakeholders are satisfied with the opportunities they have to provide advice on policy issues. High rates of satisfaction would indicate these stakeholders feel they have such opportunities. This measure is based on self-reports through a survey administered to members of the *Group of IX Seniors' Advisory Council of Nova Scotia* and through evaluation forms distributed to participants whenever the Department consults with seniors.

Where Are We Now:

- *Seniors, seniors' organizations and senior-serving agencies have opportunities to provide advice on public policy issues.*

The target for this measure for 2013-2014 was 70% "high overall satisfaction" of *Group of IX* members' with opportunities to provide advice on public policy issues. For the 2012-2013 year, 10 responses were received from the *Group of IX* regarding their level of satisfaction with the opportunities to provide advice on public policy issues as follows: 7 (70%) reported a 'high' level of satisfaction; 3 (30%) reported a 'medium' level of satisfaction and; 0 members reported a 'low' level of satisfaction.

- *Increased awareness and knowledge of the policies, programs and services available to seniors in Nova Scotia.*

All *Group of IX* respondents indicated that they had a high level of satisfaction with information provided by the Department of Seniors on the policies, programs, and services available to seniors.

The Department did not hold its annual Spring and Fall consultations this fiscal year to allow the Department to work on other priorities such as the Silver Economy Summit.

Where Do We Want To Be?

The Department has met the target to provide the *Group of IX* with an opportunity to provide advice on public policy issues. The Department will continue to meet with the Group of IX in the coming year and will continue its consultation efforts.

B. Number and type of initiatives the Department’s staff provides consultation and policy advice on.

Outcomes description:

- * Increased collaboration with government departments and non-government organizations in the exploration and development of policies, programs and services that address the needs of seniors.
- * Increased profile among provincial government peers about the Department’s role and function, and how we can benefit their planning efforts that relate to older Nova Scotians,

Measure

Number and type of initiatives the Department’s staff provides consultation and policy advice on.

What Does This Measure Tell Us?

‘Initiatives’ may include work on program initiatives, projects, or publications (often, but not necessarily, completed through committee work). This measure speaks more directly to the Department’s capacity to provide advice and consultation which is a more accurate measure of the Department’s ability to impact policy.

Where Are We Now

The target for this measure was estimated at 40 initiatives per year which directly impact seniors, their families and communities. The actual result for 2013-2014 is 26 key initiatives.

	2013-2014	2012-2013
Number of Initiatives	26	33
Target	40	30

Types of Initiatives:

In 2013-2014 Department of Seniors staff worked with partner organizations to advance work in the following areas:

- Senior's Mental Health
- Intergovernmental Policy Development
- Senior's Housing and Community Supports
- Community Transit
- Road Safety
- Senior's Navigator Program
- Restorative Approach to Senior Safety
- *Age Friendly Communities*
- Falls Prevention
- Financial Abuse legislation
- Bayers Lake Accessibility Initiative
- LGBT issues and continuing care
- FPT Aging in Place
- Geriatric framework planning
- Seniors Literacy
- Silver Economy Summit
- Senior Safety/Domestic/Family Violence

Highlights of this work include:

- Age Friendly Program criteria revised to better meet the needs of municipalities
- Coordinated the development of a restorative approach to senior abuse and senior safety.
- Instrumental in the number of national and local age friendly projects funded both provincially and federally.
- Hosted a symposium at the Canadian Association of Gerontology Conference in October.
- Instrumental in the number of national and local senior abuse projects funded through the federal government.
- Supported Seniors' Helping Seniors request for federal funding.
- Hosted Silver Economy Summit to create discussions on ways to help seniors stay in their homes/communities and participate in the labour force.
- Created brochures: Power of Attorney and Joint Bank Accounts
- Developed a senior abuse awareness initiative for healthcare providers: workshop, handouts, and web-site.

Where Do We Want To Be?

The target for this measure for 2013-2014 has increased to 40 initiatives from 30 initiatives in 2012-2013. The Department is currently reviewing its performance indicators to ensure a stronger outcome focus.

C. Communication with Seniors and Nova Scotia's Seniors' Networks

Outcomes description:

- * Information on programs and services for seniors is communicated in a senior-friendly format or other audience-specific format.
- * Greater public awareness of the Department and its role and function.

Measures:

Specific measures include: number of speaking engagements, number of calls received on the Seniors Information Line (i.e. the Department’s toll-free line), number of Positive Aging Directories distributed.

What Do These Measure Tell Us?

Overall, these measures are intended to inform us how senior-friendly the Department’s communications vehicles are (e.g. readability, layout and design). These measure also speaks to the ability of the Department to increase government and public awareness about its role and function, and the importance of planning strategically in order to seize the opportunities inherent in population aging. Specific performance measures for communication activities are:

- **Number of Speaking Engagements:**
This measure speaks to the Department’s capacity to deliver key messages, on a range of topics and issues related to population aging, in order to inform its partners (other government departments, stakeholders and community members).
- **Number of Calls on the Seniors’ Information Line**
This measure tells us how many members of the public, particularly seniors, their family members, caregivers and care providers, seek information about programs and services for seniors. This helps inform us about which programs and services are most critical to seniors
- **Number of Positive Aging Directories**
This measure identifies how many copies of the *Positive Age Friendly Directory* have been distributed to seniors and to organizations that regularly connect with seniors. The demand for this publication is an indicator of the need seniors have for information on programs and services that promote healthy physical, mental and financial outcomes communicated in an age friendly format.

Where Are We Now?

- **Number of Speaking Engagements:**
Our target was set at 75 speaking engagements for 2013-2014. The number of speaking engagements in 2013-2014 was 39.

	2013-2014	2012-2013	2011-2012
Number of Speaking Engagements	39	72	70
Target	75	75	75