

## September 2016 Reorganization Update - Mandates

### **Senior Operating Officer (Lori Cooper)**

Under the Delivery Services Portfolio, the Senior Operating Officer (SOO) has overall responsibility for Human Services direct delivery functions and has statutory and delivery responsibility for disability, financial and employment supports for Albertans. The Program Delivery Officer reports to the SOO and is responsible for integrated service delivery such as the Alberta Supports Call Centre. The regional executive directors also report to the SOO and lead service delivery within each of Human Services' seven regions.

### **Community Services and Supports (Susan Taylor)**

The Community Services and Supports division provides centrally delivered services that support the inclusion, safety and well-being of Albertans. Services include women's emergency and second-stage shelters, adult homeless shelters, community based organizations supporting housing stability, and programs and services for the prevention of bullying, sexual assault and abuse. The division fosters collaborative partnerships with the federal government, municipalities, community partners, and families.

### **Child and Youth Services (Mark Hattori)**

The Child and Youth Services division provides oversight in practice, supports and services for an integrated, evidence-informed and culturally-sensitive approach in serving the children, youth and families of Alberta. The division also oversees early childhood development, early learning, early intervention, child care and child and family interventions.

### **Strategic Planning, Policy and Quality Assurance (TBD)**

The Strategic Policy and Quality Assurance division develops strategic planning and policy directions for program development that help Human Services meet Albertans' social service needs. The division is also responsible for ensuring Albertans are receiving relevant, effective and quality services. It does so through information management reporting and measurement strategies.

### **Corporate Services (CarolAnn Kushlyk)**

The Corporate Services division is responsible for the ministry's financial management, corporate procurement, emergency social services and the Freedom of Information and Protection of Privacy (FOIP) services. Corporate Services also supports the financial planning and fiscal development of the annual budget and year-end financial reporting. In addition, it provides expertise for financial processes, policies, client payments/revenues, and fraud investigation.

### **Indigenous and Community Connections (Gloria Iatridis)**

Indigenous and Community Connections (ICC) plays a leadership role in identifying social-based challenges and opportunities related to Indigenous people and other communities. The division brings together Human Services divisions, other ministries, Indigenous leaders and community stakeholders to develop innovative and sustainable solutions. ICC improves outcomes for Indigenous people and other communities through cultural understanding, meaningful engagement, relationship building and strategic leadership.

### **Communications (Kathy Telfer)**

Human Services' Communications Branch ensures the programs, integrated services and achievements of

Human Services are communicated to external and internal audiences in a clear and effective manner. It achieves this goal by helping create high quality, well-coordinated and effectively managed communications that are responsive to the information needs of Albertans and ministry staff.

**Human Resources (Lynn Cook)**

Human Resources provides strategic advice and operational programs and services to enable staff to achieve the goals of the Ministry. The Human Resources team works closely with department leadership and staff to attract, develop and engage the workforce. The division supports the Government of Alberta's Human Resources Policy Framework, and participates in and supports Alberta Public Service initiatives.

**Legal Services Mandate (Marie Strauss)**

The Legal Services Division provides legal and related strategic advice that assists Human Services in achieving its objectives while effectively managing legal risk. Key responsibilities include advice on contract, grant and procurement procedures, statutory interpretation, and supporting or conducting Ministry litigation including civil lawsuits, human rights and ombudsman complaints, fatality inquiries and administrative law appeals."