



asebp

# Collaboration, Connection, Community

2019 Annual Report



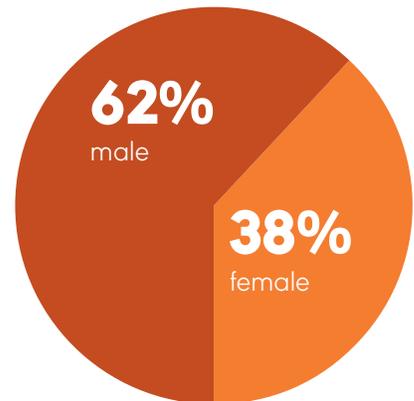
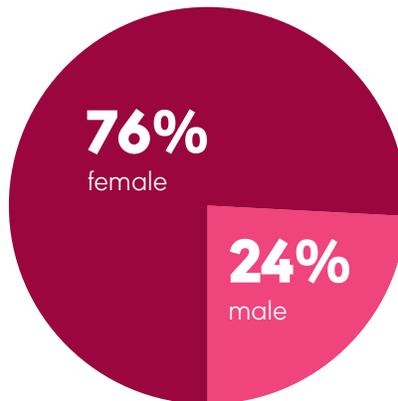
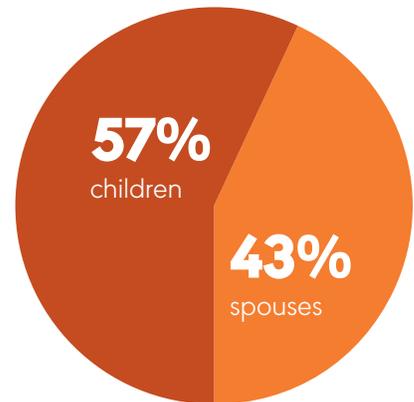
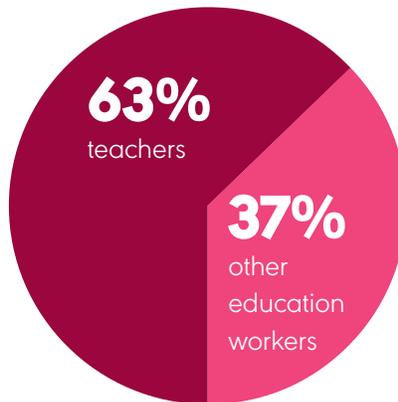
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# Who We Serve\*

**64,456**  
covered members

**83,142**  
dependants



## 2018-19 Claims at-a-Glance

### CLAIMS



2.1 million      535,065

### CLAIMS TOTALS



\$181.3 million      \$21.5 million

- General Health Benefits†
- Health and Wellness Spending Accounts

\* Total enrolment figures above as at June 1, 2019; claim expenses are based on service date

† Includes Extended Health Care, Dental Care and Vision Care



# Chair's Message

Another year's in the books—and what a year it's been! We covered a lot of ground at ASEBP, pursuing strategic changes and initiatives to improve how we collaborate, connect with covered members and employer groups and promote well-being across Alberta's public education sector.

As an ASEBP Trustee since 2009, I've seen a lot of change over the years both at ASEBP and across Alberta's school community—and 2018-19 was no exception. From legislative changes to ongoing innovations, we've continued to adapt to ensure we're staying relevant for those who depend on us most.

To meet changing legislation, we began the process of transitioning ASEBP's trust arrangement from a Health and Welfare Trust to an Employee Life and Health Trust, governed by the federal *Income Tax Act* rather than the Canada Revenue Agency's administrative policy. By the end of 2020, we'll have completed the transition to this new trust structure.

We also wanted to ensure we've been keeping pace with the ongoing evolution of the needs of our covered members and employer groups and how the plan has changed over time. So, in 2019, we engaged an advisory firm to conduct a review of our internal governance framework. This review resulted in recommendations we've since prioritized into an action plan that will help us enhance our governance practices going forward.

Of course, this past year was also about continuing to explore innovative ways to promote well-being among our covered members and employer groups. From refining services to engaging meaningfully with those we serve and partner with, our proactive and responsive approach continued to set us apart as wellness leaders in the education sector.

On behalf of the ASEBP Trustees, I invite you to read through our 2019 Annual Report: *Collaboration, Connection, Community* to learn a bit more about just what we've been up to for the past year. We've accomplished a lot—and I'm excited for where we go next.

**Drew Chipman**

## 2019 ASEBP TRUSTEES

**Drew Chipman**  
CHAIR

**Fred Kreiner**  
VICE-CHAIR

**Holly Bilton**

**Chad Bowie**

**Evelyn Chan**

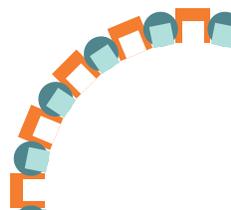
**Maddy Daniels**

**Doug Lerke**

**Shirene Napier**

**Kim Pasula**

**Daryl Scott**



# CEO's Message

It's hard to believe 2018-19 has already come and gone, isn't it? The time really did fly, and I'd like to think that was largely due to the many successful initiatives and changes we undertook during that time.

As I reflect on the year, what captures the spirit most for me is collaboration. It's been so fundamental to everything we've done—a central pillar of how we approach the work we do and the services we provide. It's left me feeling truly inspired as we look toward the future.

So what made 2018-19 so memorable here at ASEBP? For one, we undertook strategic changes to our internal organizational structure, realigning it to better encourage collaboration, empowerment and communication across ASEBP. With the addition of new roles and the alignment of key internal functions, these changes have helped improve our ability to provide the adaptable, agile service our covered members and employer groups have come to expect from us.

Our collaborative approach was a key driver behind many of our external initiatives and services, as well—from insight sessions with employer groups and new pilot programs to how we went about connecting and fostering relationships with our community partners. This year's report offers a broad overview of these and other highlights, and I'm eager to share what this collaboration has looked like for us over the past year.

In the end, collaboration is really about something simple: how we connect and build a sense of community with each other. With our many employees, covered members and employer groups working together, I'm excited by what we're building.

**Kelli Littlechilds**



## 2019 ASEBP EXECUTIVE

**Kelli Littlechilds**  
CHIEF EXECUTIVE OFFICER

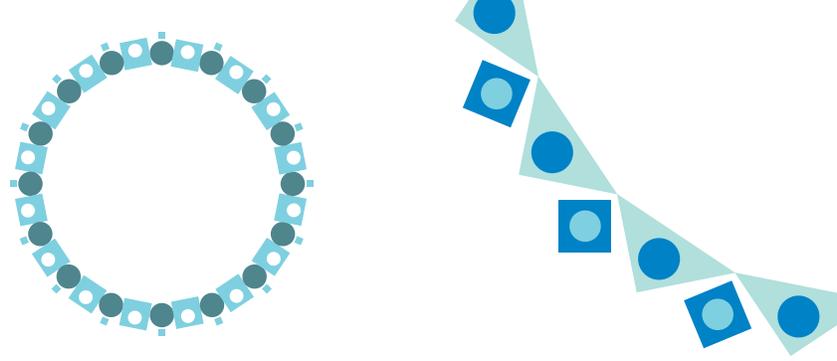
**Jocelyn Plakas-Lock**  
CHIEF OPERATING OFFICER

**Lucian Schulte**  
STRATEGIC ADVISOR,  
ACTUARIAL SERVICES

**Dr. Carlyn Volume-Smith**  
STRATEGIC ADVISOR,  
STAKEHOLDER RELATIONS



# Strengthening Services



**MEETING THE DYNAMIC NEEDS** of covered members and employer groups means constantly evolving what we do and adapting in ways both big and small. After all, not all changes have to be grand—they're often just about improving upon what you're already doing well.

In 2018-19, we continued to enhance services in meaningful ways, including:

- new pilot programs to support our strategic directions and ensure we're providing covered members with the benefits they need—when they need them;
- soliciting feedback from our employer groups and making improvements to our Rehabilitation and Accommodation Employment programs;
- improving the experience for covered members coming onto Extended Disability Benefits (EDB);
- updating our Health Profile to better support the wellness goals of our employer groups;
- employer insight sessions to explore and understand their concerns and challenges; and
- administrative and operational support to make life just a little easier for those we serve.

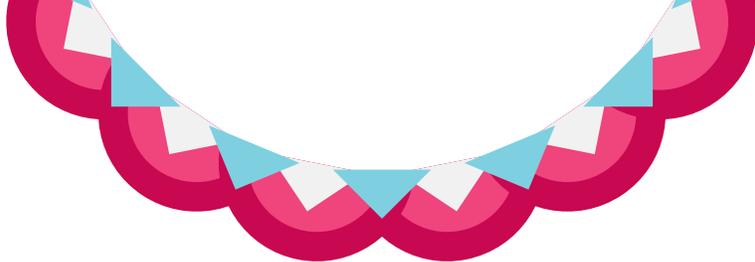
## DELIVERING BY DESIGN

Protecting the sustainability of the plan and ensuring that our benefits and services continue supporting the health and wellness of covered members and their families is always a top priority of ours. Here are just a few examples of how we've moved the needle in this area:

- In January 2019, we began piloting a new oral health exception process for those in need of additional oral health support—because we recognize how important oral health is to overall well-being. The program is available to covered members and dependants who have been diagnosed with cancer or a non-cancerous soft tissue tumour, as well as over-age dependants who live with a permanent disability, and offers them access to extra support if they need it.
- We also launched a new pharmacogenetics screening pilot in early 2019. By combining genetic and non-genetic information to build customized profiles for participating covered members, the pilot is aimed at supporting medication prescribing for health care providers and improving health outcomes for covered members who may be affected by one or more of three common health conditions—mental health conditions, cardiovascular disease and chronic pain. Ultimately, it's designed to help reduce the trial and error required in establishing an effective medication and dosage regimen.
- 2019 officially marked the end of our Wellness Spending Account (WSA) pilot—but it wasn't farewell for the program. Our Trustees decided to make WSAs a regular offering, providing another flexible spending account option for our covered members.

Through new programs and offerings, we've continued to proactively support health and well-being in the education sector.





## PROGRAM PROGRESS

In the fall of 2018, we wanted to assess the effectiveness of two of our disability programs—Rehabilitation Employment and Accommodation Employment, both of which are designed to support covered members living with varying degrees of disability.

The two programs apply to different groups of covered members. Rehabilitation Employment is for those able to return to work gradually, and in a modified capacity, after recovering from a total disability, while Accommodation Employment is for those diagnosed with a progressively debilitating condition that’s eventually anticipated to result in total disability.

Through a series of ASEBP-led consultations that included the Alberta Teachers’ Association (ATA) and several employer groups, we wanted to understand what the employer experience had been with these programs, and where we might be able to make improvements. The consultations covered everything from staffing implications and medical documentation issues to eligibility criteria and even the names of the programs themselves.

Based on the feedback we received, several recommendations were brought forward to the Trustees, who approved changes to how these programs will operate. Set to take effect in 2020, the changes include renaming the Accommodation Employment Program as the Progressive Disability Program—to minimize confusion with an employer’s legal duty to accommodate—as well as clarifications and changes to specific program parameters.

Through an active engagement and consultation process, we’ve aimed to improve our disability programs in ways tailored to the specific challenges our employer groups face.

## EDB ENHANCED

Streamlining the experience for those coming onto EDB was another focus in 2019. With so much already on these covered members’ plates, we wanted to simplify and improve their experience wherever we could.

For starters, we introduced an improved income verification process to prevent overpayments, reducing the frustration that often results when a covered member is required to repay excess amounts. We also developed a comprehensive EDB overview that we now provide to everyone who comes onto EDB. This overview outlines everything covered members can expect—from their own responsibilities to the income verification process and our plan policies.

Keeping things simple is a fundamental part of our holistic, people-centric approach—and our EDB program is no exception.

## POWERFUL PROFILES

In 2019, we also completely revamped our Health Profile Report, one of the many employer group resources we have available by request.

Beyond simply updating its look and feel, we expanded its content to cover far more than just health risk factors and their prevalence among specific employer groups. Now, it provides a more expansive view of well-being, including an overview of the role workplaces play in supporting overall well-being, Employee and Family Assistance Program (EFAP) utilization information and population health data at the employer, provincial and national levels (where it’s available).

Since the profile’s revamp, employer group requests for the new-and-improved report are up significantly in 2019—meaning more and more employers are better equipped to develop targeted wellness strategies for their workplaces.



## EAGER FOR INSIGHT

Underlying our holistic approach to well-being is the notion that we need to understand not just what we're doing well, but where we can continue to improve.

With that in mind, in the fall of 2018, our school jurisdiction liaisons connected with employer group leadership for several insight sessions. Aimed at facilitating conversation around where our employer groups are looking to us for more support, these sessions explored several key areas. These included protecting and promoting the health and well-being of their employees, how we can better collaborate with them around health-related absences and how we can continue to enhance our reporting and communications support.

The insights gained from these sessions have been invaluable, informing much of the work we've recently undertaken—from new onboarding communication support to the ongoing redevelopment of our Employer Services Portal (ESP). You'll see these and other initiatives highlighted throughout this year's report.

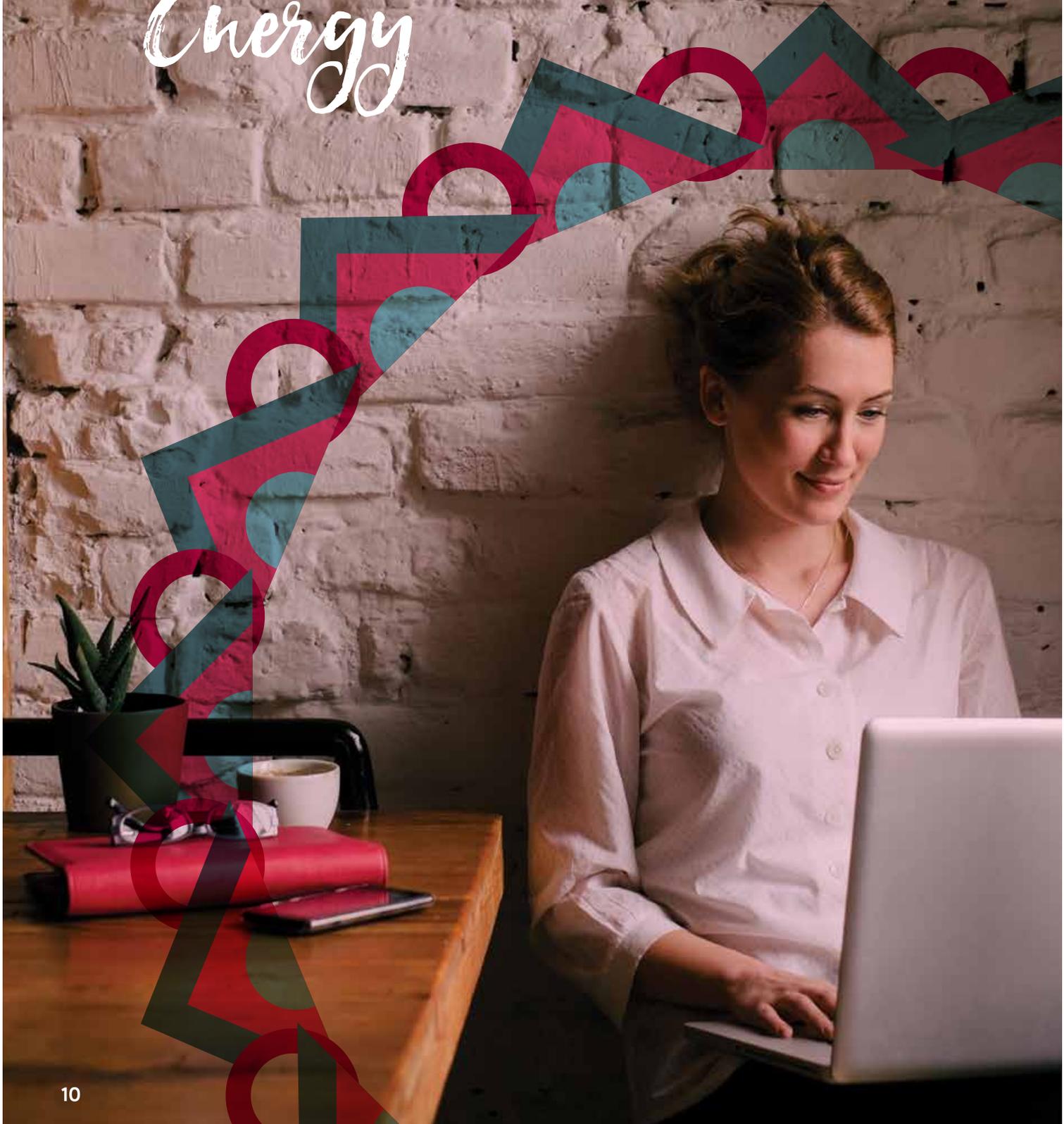
## SUPPORT ON STANDBY

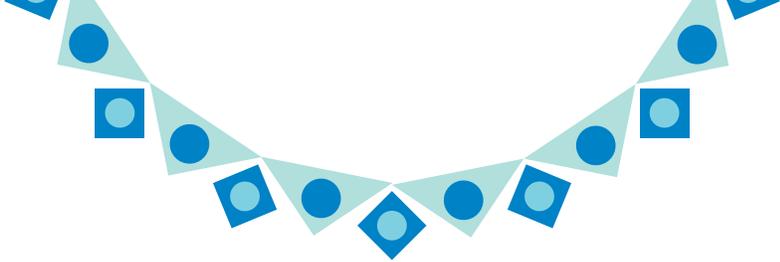
Strengthening services often simply means being responsive to when and how our employer groups and covered members need us. That's something we've embedded within our operations.

Over the past year, we've made a concerted effort to support them in different ways. For example:

- In September 2018, the Alberta Workers' Compensation Board introduced new legislation requiring that employers continue paying for the health benefits of their injured employees (those who are either absent from work or unable to perform their regular duties due to a work-related injury or illness) for up to one year from the date of their injury. To support our employer groups with this change, we added new system rules and alerts to ESP—helping to ensure they're staying compliant with the new legislation without having to worry.
- For covered members impacted by the northern Alberta wildfires, we offered immediate support by assisting them with their medication requests, coverage and applications, wherever possible, to ensure they didn't experience any delays or lapses.
- With the ratification of a new agreement between the Teachers' Employer Bargaining Association and the ATA, we also made administrative updates to support those impacted by changes to how monthly benefit premiums are paid for maternity and parental leaves (as of May 2019). By helping both our employer groups and covered members navigate these changes, we've continued to reinforce the proactive and collaborative approach we pride ourselves on.

# Innovation Energy





**WE'RE ALWAYS LOOKING FOR INNOVATIVE WAYS** to support our covered members and employer groups. In fact, whether it's improving our communication tools, offering newer and better digital experiences or streamlining our processes, how we innovate is an essential part of our success.

Over the past year, that's taken a lot of forms, including:

- launching a brand new My ASEBP, as well as the addition of new features both to My ASEBP and the My ASEBP Mobile App;
- piloting a new ESP with a small number of employer groups;
- refinements to our process for onboarding new groups and covered members;
- completely overhauling our Admin Bulletin;
- officially launching our social media presence; and
- a centralized new phone system.

## BETTER AND BETTER

In November 2018, we said goodbye to the classic My ASEBP and hello to a much improved, completely overhauled version! Featuring a modern look and feel, and a simplified user experience, the new benefits portal makes submitting claims easier than ever (and, honestly, a little fun).

Following its launch, we heard plenty of good things about the site, but we didn't want to rest on our laurels. Based on ongoing feedback we've received, we've continued adding new features to improve the covered member experience, including:

- a new search bar;
- a contact page that lets covered members easily submit feedback and questions;
- a documents section to view and download most-used documents;
- the ability to submit dental claims online;
- new claim filter functionality; and
- to top it all off, a "What's New" drop-down that—you guessed it—keeps covered members up to date on what features have recently been added.

# my asebp magic

We received a total of **206,045\*** claims directly from covered members during the 2018-19 fiscal year. Here's a quick snapshot of how My ASEBP and the My ASEBP Mobile App helped us handle more of them than ever online!

**51,574**  
active My ASEBP accounts

**2 months**  
from account setup to first online claim submission (on average)

**3 months**  
quicker than 2017-18 average

**162,235**  
claims submitted online

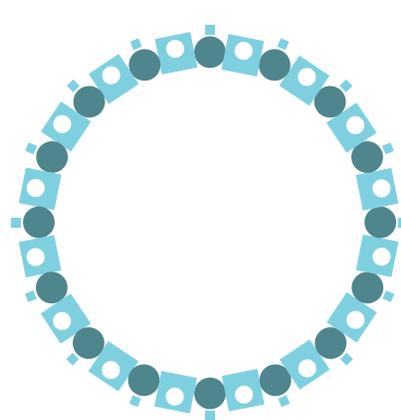
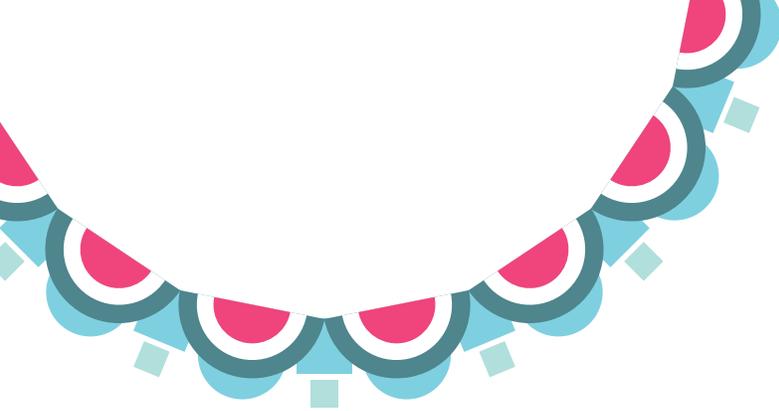


**28,027**  
increase in online claims from 2017-18



**MAR** busiest month for online claims

*\*Excluding spending account claims and claims paid directly to a provider*



We didn't forget about the My ASEBP Mobile App, either. Over the year, it received a few touch-ups to help make it more versatile and user friendly. Among other things, these included:

- an enhanced ID card that clearly displays the things covered members need for direct billing at their health care providers;
- a faster, easier way to submit claims and transfer unpaid amounts over to a Health Spending Account (HSA);
- the ability to submit dental claims;
- a new screen that displays more claim details, plus a new filter for recent claims; and
- a more in-depth claims history.

Submitting claims should be easy for covered members—with these improvements to My ASEBP and the My ASEBP Mobile App, it's only gotten easier.

## ESP-ECIALLY EXCITING

What about ESP, you say? Well, in 2019, we decided it was also due for a revamp and began work on its redevelopment. As the central hub for administrative staff to update and administer their employees' benefits, ESP's an essential everyday tool for our employer groups.

Of course, modernizing a site as complex as ESP is no easy task, and we want to make sure we're getting it right. So, in the summer of 2019, we shared a pilot version of the site with a small number of employer groups to get their feedback. Much like My ASEBP, the pilot site features a new look and feel and an intuitive, user-friendly dashboard. Pilot users have also been able to test out some basic functionality on the site—things like adaptive search and the ability to complete employee terminations, for instance.

The pilot is still underway, but we've been collecting feedback and adding new features as we go. There's work left to do, but we think you're going to like what you see when it's ready to roll!

## ALL ABOUT ONBOARDING

After piloting a new onboarding process for new groups and covered members in 2017-18, we've been hard at work over the past year refining this process even further.

Rendering complex transitions simple—and effectively managing all kinds of information in the process—is easier said than done. But one of the ways we did this in 2019 was by automating processes for data validation and group setups, reducing the risk of manual error. And as we prepared to onboard a couple of new employer groups, we also formalized many of the computer scripts and templates we use to help make the process more seamless than ever.

Our new employer groups and covered members both have plenty on their plates. By streamlining their onboarding experience, we've tried to take just a little bit off.

## A BRAND NEW BULLETIN

Our Admin Bulletin is a key communications vehicle that lets us regularly share benefit changes and updates with our employer groups. To help us do that more effectively, we wholly redesigned it in late 2018, giving it a sleek new format and look.



Updated to be more in line with our current brand, it's now delivered in a friendlier email format making navigation as simple as possible. With updates colour-coded by subject matter and helpful teasers outlining what's been included, employer group staff can now more easily identify and share the information that's important to them and their teams.

After all, health is a shared responsibility. Making important benefits information clear and accessible for employer groups is just one of the ways we try to do our part.

## STOKED FOR SOCIAL

In late 2018, we took another step toward changing how we're communicating with our covered members, partners and stakeholders: we made our first foray into the world of social media, launching our very own Facebook account and stepping it up on LinkedIn. (Better late than never, as they say.)

While our public website remains our primary communication vehicle, having an active social media presence offers another flexible and responsive way for us to interact with different groups. Over the past year, being active on these platforms has helped improve how we promote wellness initiatives, share benefits information and extend our reach online.

We're still navigating what social media is going to look like for us in the long term—who isn't, really?—but we're excited to have taken the leap. For anyone who's been looking for more ways to connect with us, there really is no time like the present!

## LOUD AND CLEAR

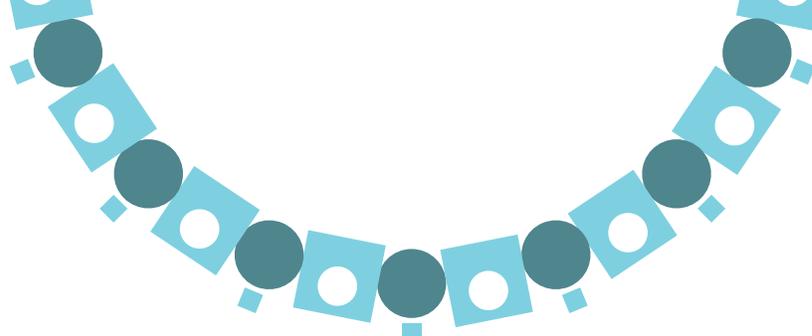
Amidst all these changes, even our phone system got an overhaul. In August 2019, we replaced our existing one with a centralized system that's helped significantly improve how we handle the calls we receive. With clearer sound quality, and things like georedundancy to help protect the system from service disruptions or failures, it's just another way of ensuring we're always available to provide high-quality service for our covered members and employer groups.

It may not sound like much, but we're excited about the modern new system we've now got in place. In fact, we think it's, well...off the hook.



A group of diverse people, including a woman in a blue dress, a woman in a yellow top, a man in a blue patterned shirt, and a man in a purple patterned shirt, are celebrating on a bridge. They have their hands raised in the air, and some are shouting or laughing. The background shows a city skyline with tall buildings. The image is overlaid with a decorative border of colorful geometric shapes, including circles, squares, and triangles in shades of orange, pink, and purple.

# *A Connected Collective*



**AS A WELLNESS LEADER** in Alberta's education sector, we offer more than just benefits. Don't get us wrong: the health benefits and supports we do provide will always be essential to our mission, but we're also constantly exploring other opportunities to foster well-being across the sector. Over the past year, we've continued to support and partner with like-minded school, community and systems-level partners to extend that influence.

## A BRIGHT FUTURE

Each year, Ever Active Schools (EAS) hosts its Shaping the Future conference, a multi-day event bringing together school staff, researchers and health stakeholders to discuss strategies and challenges around comprehensive school health. It's a unique opportunity to connect and collaborate with experts in the field on how we can improve the future of school well-being.

In 2019, we once again partnered with EAS for the event. Alongside three employer groups, we hosted a workshop geared towards supporting wellness in the workplace, sharing strategies and ideas for incorporating it into school environments. We also hosted a concurrent session highlighting The Sandbox, our online space offering resources to help promote healthy school workplaces.

As a forum for sharing stories, strategies and support with those equally passionate about well-being, Shaping the Future is a key avenue to continue promoting a more holistic approach to well-being. It's helped us build

meaningful connections with employer groups, partners and school-system leaders so that, collectively, we can keep moving the field forward.

## BIG IDEA BREAKTHROUGHS

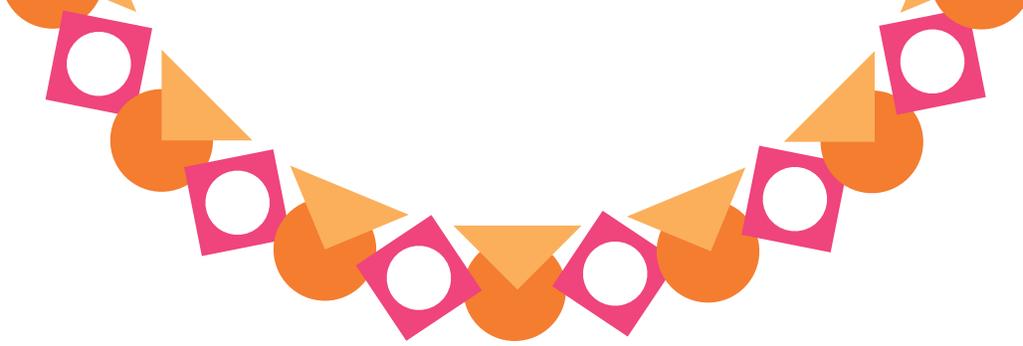
Promoting effective workplace wellness ideas and supporting their implementation is no small part of the work we do.

The Idea Readiness Tool (IRT) is an important resource that helps us do it. Developed in partnership with the University of Alberta's PLACE Research Lab, and specifically for the school community, the IRT is a comprehensive, evidence-based tool that supports employer groups by:

- establishing a common language around change;
- helping them assess their workplace's stage of readiness;
- encouraging a diversity of perspectives; and
- providing strategies and resources to help them get their wellness ideas off the ground.

Over the past year, we've leveraged the IRT to help support a variety of employer groups and community partners. For example:

- At the Canadian Mental Health Association's (CMHA) Working Stronger Conference in September 2018, we co-facilitated—along with one of our employer groups—a workshop for conference attendees. The session helped participants specifically explore how the IRT can be adapted to support mental health within school communities.
- In October 2018, we co-led another IRT workshop for leaders from the education, recreation and public sectors at the EAS Live Active Summit, a celebration of sport, active living and physical literacy in Edmonton. The workshop allowed us to showcase how the IRT can be applied in different scenarios to promote physical activity.



- In May 2019, we also sponsored the Alberta School Boards Association's two-day Provincial Youth Mental Health Summit, which brought together education sector leaders, trustees and student leaders from across the province. Our involvement at the event was multifaceted, including several breakout sessions, which we co-led with PLACE Research Lab, highlighting how the IRT can help move ideas from concept to reality in our school communities.

By pursuing collaborative opportunities to support new wellness ideas and initiatives, we've continued to promote workplace well-being in a way that's, ultimately, much more than the sum of its parts.

## INTENTIONAL INVOLVEMENT

How we connect with our partners isn't something we take lightly. We do it intentionally, aligning ourselves with initiatives that will help us better support healthy school communities. That might vary from one initiative to the next, so here are a few examples of what we mean:

- In January 2019, we attended an open space conversation—a collaborative, participant-directed forum for discussion—with several of our comprehensive school health partners, including Alberta Health Services, EAS, Be Fit for Life and the Alberta Healthy School Community Wellness Fund. The conversation centred around how we can better align the work we do to promote a more comprehensive view of school health and identify additional opportunities for collaboration in support of that goal.
- We also participated in the University of Calgary's Werklund School of Education resource fair in January. The event was a great opportunity for us to promote well-being among post-secondary students by introducing them to wellness resources and concepts before they enter the workforce. By proactively equipping future education leaders with tools to support their own well-being, we continued to demonstrate our holistic approach to promoting well-being across the sector.

- In May 2019, we participated in a panel geared towards building intentional connections at the Zone 4 and Friends Healthy Schools Conversation. The event, attended by school division leaders, focused on the importance and benefit of building social connections into the workplace, which can help support both individual and organizational health. After all, social connection has been shown to improve psychological and physical well-being, enhance cognitive functioning and even help people live longer.

We're passionate about well-being—by taking an intentional approach to our partnerships, we're putting that passion to work in support of a healthier school community.

## REALLY RESILIENT

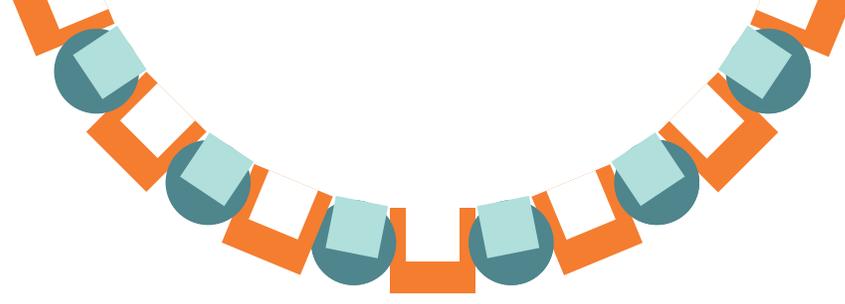
We've been working closely with the College of Alberta School Superintendents (CASS) for a while now to help promote and protect resilience among education leadership, developing and offering tailored resources and supports to do just that. After all, resilience—adapting and thriving in the face of adversity—plays a fundamental role in well-being at all levels.

That work continued in 2019. We recognize that resilience isn't just important for education system leaders for their own sake, but also because of the significant influence they can have on well-being across the education sector. Over the past year, we supported CASS's fall and spring conferences by helping to arrange keynote speakers and leading sessions both on self-care for individuals and building social connections into the workday.

By supporting resilience at a leadership level, our aim is to help further how it's promoted at all levels—from the individual to the workplace and beyond.

# People First





**NEARLY EVERYTHING WE DO** boils down to one thing: people. For us, putting people first means making a broad commitment to supporting and promoting the well-being of everyone we connect with, whether they're our employees, covered members, employer groups or the community at large.

Through work such as Mental Health First Aid (MHFA) training for all our staff, enhancements to—and promotion of—the EFAP and our community and charitable giving initiatives, we've continued to expand the ways we support people.

## ACCESSIBLE ASSISTANCE

So much of fostering well-being involves simply ensuring that our covered members have access to the support they might need—and not just in emergencies.

With that goal in mind, our EFAP partner, Homewood Health, continued to expand their service offering over the past year, rolling out an entirely new cognitive behavioural therapy (CBT) program: iVolve.

Often used to help treat mental health issues like depression or anxiety, CBT relies on principles from behavioural and cognitive psychology to help people identify and change unhelpful or dysfunctional thoughts, emotions and behaviours.

Homewood Health's new iVolve program is designed specifically to make accessing CBT as easy and convenient as possible for covered members. Bilingual and web-based, it offers a combination of self-guided and coached therapy solutions, removing many of the perceived barriers that prevent people from seeking help in the first place. It's accessible anywhere with internet access and entirely confidential—meaning covered members can access the service at any time to take control of their treatment.

While iVolve's been a unique and meaningful addition to our EFAP, we also wanted to ensure that covered members were aware of the many other EFAP supports already in place. To do that more effectively, we launched a promotional brochure series tailored to the specific challenges that members of Alberta's school community face. The series was designed to highlight some of the services the EFAP has to offer, with individual brochures covering everything from mental health resources to support for new parents and those approaching retirement.

The result? By mid-2019, EFAP utilization had increased among more than 40 of our employer groups, with the overall utilization rate rising to more than 10 per cent—steady growth from 2018.

## MINDING MENTAL HEALTH

Way back in the 2017-18 fiscal year, we began offering MHFA training opportunities, led by our very own in-house facilitator, to both ASEBP staff and employer groups. Recognizing how critically important mental health is to overall well-being, we decided to extend that training even further within ASEBP this past year.

Through multi-day workshops, our entire staff explored various mental health conditions and scenarios, learning valuable skills to help them recognize and support anyone in their lives who might be dealing with a mental health issue—from colleagues to covered members.

By making MHFA training a priority for our employees, we've emphasized the importance of mental health supports, while continuing to confront the stigma that persists around mental health issues—in the workplace and beyond.

## CERTIFIABLY SAFE— PSYCHOLOGICALLY

To support our employer groups in creating psychologically safe workplaces for their employees, we've also continued to make Certified Psychological Health and Safety Advisor Training, offered by the CMHA, a core part of the training we provide our workplace wellness liaisons in their roles.

This training has allowed us to more comprehensively support our employer groups in promoting psychological health and safety and, more specifically, implementing the National Standard of Canada for Psychological Health and Safety in the Workplace.

Like so much of what we do, it helps us better support Alberta's school community—another example of our holistic, broad-based approach to promoting well-being.

## WELLNESS: FROM TOP TO BOTTOM

Last but certainly not least, we also recognize how important it is that we walk the talk ourselves. After all, wellness isn't just our focus—it's at the heart of what we do.

In 2019, we were once again recognized as one of Alberta's Top Employers. This award always puts some pretty big smiles on our faces, since it reflects so much of what we pride ourselves on at ASEBP. It's not just about the work we've done to foster a happy and healthy workplace environment—it's also truly a reflection of the collaboration, hard work and ingenuity of each and every employee who makes ASEBP such a great place to work.

It's always been our people who have helped us excel. We wouldn't have enjoyed the success we have without their endless contributions.

# Giving Generously

No less important than the care and consideration we extend to our employees, covered members and employer groups is how we've continued to support the communities around us. We're unwaveringly committed to the communities we serve—in fact, it's a huge part of who we are.

While we show our support in a variety of ways, here's a quick snapshot of what it looked like for ASEBP employees over the past year:



**259.5** volunteer hours spent supporting various charitable and community causes



**\$6,685** raised through the Big Bike ride for the Heart and Stroke Foundation of Canada



**\$773**, and a handful of backpacks filled with school supplies, for the United Way's Tools for School campaign



**\$7,656** donated to various charities through our Casual for a Cause program



**365** food items, plus cash donations, for Edmonton's Food Bank



**233** gifts donated to 630 CHED Santas Anonymous

We pride ourselves on the quality of the connections we foster—our commitment to charitable giving and community service helps us continually strengthen those connections across the province and beyond.

# Financial Overview



These financial statements present the financial position and results of plan performance in accordance with the Canadian Accounting Standards for Pension Plans. ASEBP has elected to apply International Financial Reporting Standards (IFRS) for its accounting.

ASEBP's financial statements are shown in thousands of Canadian dollars (CAD) except where otherwise stated. The Canadian dollar is the functional currency of ASEBP.

## STATEMENT OF FINANCIAL POSITION

As at August 31  
(Thousands of Canadian dollars)

	2019	2018
<b>ASSETS</b>		
Invested assets	\$ 622,680	\$ 624,506
Operating assets	43,941	44,922
<b>Total assets</b>	<b>\$ 666,621</b>	<b>\$ 669,428</b>
<b>LIABILITIES AND RESERVES</b>		
Insurance liabilities	\$ 525,692	\$ 481,461
Other liabilities	22,264	23,876
<b>Total liabilities</b>	<b>\$ 547,956</b>	<b>\$ 505,337</b>
<b>RESERVES</b>		
Net assets available for benefit initiatives	\$ 36,424	\$ 81,035
Capital adequacy reserve	82,241	83,056
<b>Total reserves</b>	<b>118,665</b>	<b>164,091</b>
<b>Total liabilities and reserves</b>	<b>\$ 666,621</b>	<b>\$ 669,428</b>

As at August 31, 2019, ASEBP maintained a strong capital position with total assets of \$667 million, a decrease of \$3 million from the previous year. The decrease was primarily due to the utilization of investments to fund operating cash flows during the year. With invested assets of \$623 million at August 31, 2019, ASEBP has prudently invested the Trust's investable assets with the primary objective of ensuring assets are available to fund all current and long-term liabilities for covered members and their beneficiaries.



Total liabilities of \$548 million increased by \$43 million from the previous year as a result of a number of factors. The discount rate used to value the reserves dropped from 3.17% to 2.38% due to the decrease in federal government bonds yield, accounting for \$21 million of the variance. Additionally, a disability experience study that was performed during the year, concluded that recent termination experience had improved compared to historical levels but was offset by an increase in disability terminations as there was a greater increase in new claimants resulting in a \$9 million liability increase. Finally, the premium subsidy resulted in a \$13 million increase to onerous contracts.

## STATEMENT OF CHANGES IN NET ASSETS AVAILABLE FOR BENEFIT INITIATIVES AND CAPITAL ADEQUACY RESERVE

For the Years Ended August 31  
(Thousands of Canadian dollars)

	2019	2018
<b>NET ASSETS AVAILABLE FOR BENEFIT INITIATIVES</b>		
<b>Beginning of year</b>	<b>\$ 81,035</b>	\$ 14,359
Net investment income	<b>36,549</b>	61,624
Interest income and other revenue	<b>6,237</b>	5,722
Net plan and member services	<b>(50,504)</b>	10,080
Operating expenses	<b>(37,708)</b>	(36,030)
Annual contribution	<b>(45,426)</b>	41,396
Transfer from (to) capital adequacy reserve	<b>815</b>	25,280
Subtotal	<b>(44,611)</b>	66,676
<b>End of year</b>	<b>\$ 36,424</b>	\$ 81,035
<b>CAPITAL ADEQUACY RESERVE</b>		
<b>Beginning of year</b>	<b>\$ 83,056</b>	\$ 108,336
Transfer (to) from net assets available for benefit initiatives	<b>(815)</b>	(25,280)
<b>End of year</b>	<b>\$ 82,241</b>	\$ 83,056

As at August 31, 2019, the net assets available for benefit initiatives totaled \$36 million. The \$45 million decrease in net assets available for benefit initiatives funded shortfalls of \$25 million in investment income, \$3 million in premiums, and \$65 million in expenses in 2019. Net assets available for benefit initiatives are maintained for future initiatives as directed by the Trustees, while ensuring premium rates have been moderated. Reserves are fully funded at year end.



ASEBP established a Capital Adequacy Reserve of \$82 million as at August 31, 2019, to sustain both the short- and long-term financial health of the plan. The Capital Adequacy Reserve is designed to retain a reasonable amount of capital in order to mitigate risks and variations in underlying assets and liabilities.

The investment portfolio exists to provide adequate reserves to fund current and future liabilities, and to provide protection against unexpected events. Gains in the investment portfolio are used to fund both premiums and plan operations.

## INVESTMENTS AND RESERVES



## STATEMENT OF COMPREHENSIVE INCOME

For the Years Ended August 31  
(Thousands of Canadian dollars)

	2019	2018
<b>REVENUE</b>		
Premiums	\$ 245,330	\$ 242,534
Investment income	36,549	61,624
Interest income and other revenues	6,237	5,722
<b>Total revenues</b>	<b>288,116</b>	<b>309,880</b>
<b>EXPENSES</b>		
Benefits for covered members and beneficiaries	295,834	232,454
Operating expenses	37,708	36,030
<b>Total expenses</b>	<b>333,542</b>	<b>268,484</b>
<b>Total comprehensive income (loss)</b>	<b>\$ (45,426)</b>	<b>\$ 41,396</b>

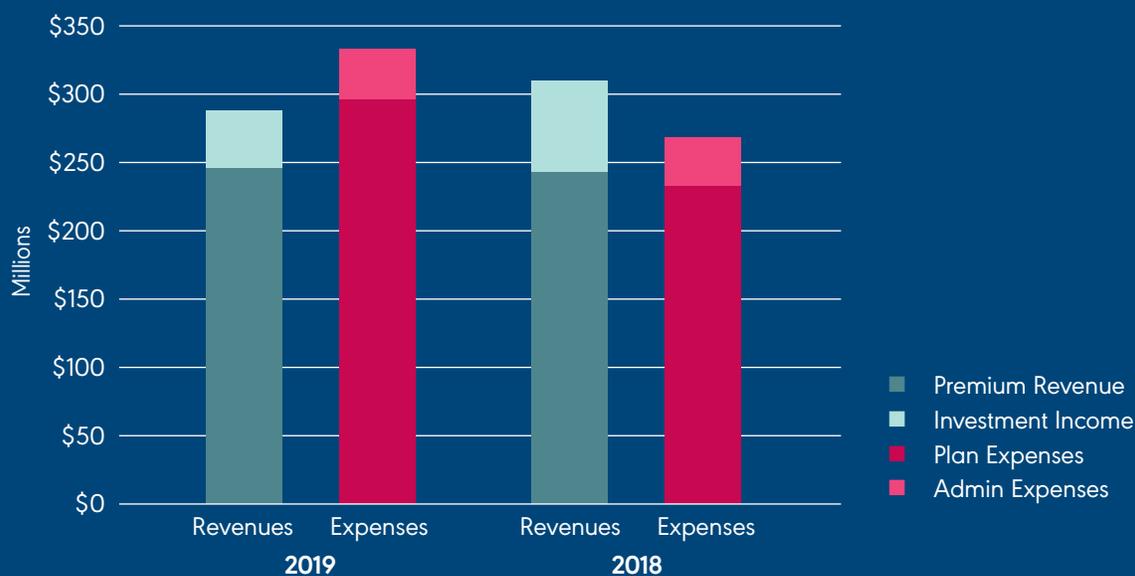
## REVENUES AND EXPENSES

Total premiums for the fiscal year were \$245 million, an increase of \$3 million due primarily to additional average enrolment. Total investment and interest income for the fiscal year was \$43 million, a decrease of \$25 million from the previous year, due to net decreases in unrealized gains and dividend income.

Total benefit expenses for the fiscal year were \$296 million, an increase of \$63 million over the previous year due primarily to reserve expenses increasing as a result of a change in the discount rate, increases in onerous contracts, and the number of disability claimants. Additionally, claims expenses were higher and were driven by increased membership and plan design changes. Operating expenses for the fiscal year increased by \$2 million, relating primarily to the discovery phase of future health initiative strategies.

Total comprehensive loss for the fiscal year was \$45 million, a decrease of \$87 million over the previous year, due primarily to increased reserve expenses, increased claims expenses, and decreased investment income.

### REVENUES VS. EXPENSES



## LOOKING AHEAD

Through our financial strategy, ASEBP will continue to provide the financial resources required to deliver on our mission of being a committed partner in promoting, protecting, improving and sustaining the health of our covered members and their dependants.



asebp

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