

PSSDC Information-Sharing Template – February 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

JURISDICTION: Veterans Affairs Canada		Contact
1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<p>Over the past 6-12 months, VAC has achieved the following major service delivery accomplishments:</p> <p>Issued retro-active Disability Award lump sum payments of which over 56,000 were automated.</p> <p>Took significant steps towards hiring more than 420 (full-time equivalent) employees to give Veterans access to the support they need.</p> <p>Continued to leverage the VAC online channel, helping registrations and use of My VAC Account continue to grow at a steady rate. As of January 2018, there were 67,000 users - a figure which has doubled in under two years.</p> <p>Has committed to implement a new Caregiver Recognition Benefit of \$1,000 a month paid directly to a Veteran's caregiver as of April 2018.</p> <p>Enrolled over 189 new Service Delivery staff in the National Orientation & Training Program bringing the total number of staff trained since 2015 to 628.</p>	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>VAC will continue to focus on the delivery of the service areas of Disability Benefits (including the newly announced Pension for Life), Case Management, Transition Services and Health Care Support Services as our top priorities. In addition, we will continue to implement the Government's mandated commitments and departmental priorities to: expand the Military Family Support Program; establish a Veteran and Family Well-Being Fund and a Veteran Emergency Fund; implement Career Transition Services, the Education and Training Benefit and a Mental Health Strategy; and establish a Centre of Excellence on post-traumatic stress disorder.</p> <p>VAC continues to move forward on Service Excellence initiatives identified through our Service Delivery Review process, including the establishment of new service standards, a cross-channel integration strategy, and continued collaborative work with partners. Becoming a Work Place of Choice and measuring our Veteran well-being outcomes continues to be a focus of our efforts.</p>	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	<p>VAC is currently partnering with the newly formed Canadian Digital Service (CDS) to develop a 'Benefits-at-a-Glance' online tool that will make it easy for Veterans to ensure they are accessing all of the VAC benefits they're eligible for. This work was highlighted by the Honorable Scott Brison, President of the Treasury Board of Canada, during his speech at the FWD50 conference held November 2017.</p> <p>VAC is also preparing to implement a new online self-service tool that will allow Veterans and others we serve to easily find current processing times for our main programs on our website. This aligns with TBS' Policy on Service as well as the Government of Canada's Open Government commitment.</p> <p>A demonstration of these online tools and My VAC Account may be useful for council members.</p>	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	<p>Good change management continues to be critical as VAC implements priorities identified in Budget 2017, our Service Delivery Review and Service Management Strategy. We are interested in learning from other Council members on their experiences with significant change over a short time frame and the impact on workplace culture.</p>	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808

	VAC continues to work on implementation of electronic signatures to drive efficiencies. We are interested in collaborating with and learning from other Council members on their experiences with implementation of digital signature.	BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
--	--	---