

PSSDC Information-Sharing Template – September 2018

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

JURISDICTION:	Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> <ul style="list-style-type: none"> On April 1, 2018, the following new initiatives announced in Budget 2017 came into effect: <ul style="list-style-type: none"> Caregiver Recognition Benefit supports caregivers with a tax-free, monthly benefit of \$1,000 provided directly to them. Career Transition Services program offers more access, service and support to help Veterans and spouses/common-law partners find the jobs they want after military service. Education and Training Benefit provides funding to support college, university or technical education, including covering tuition, books and some living expenses for Veterans. Veteran Emergency Fund provides Veterans and their families with quick access to financial help in unique or urgent situations that will help meet their immediate needs. Rehabilitation Services and Vocational Assistance Program eliminates the current one year application time limit for survivors and common-law/spouses for the Rehabilitation and Vocational Assistance program. The Department successfully digitized ten forms to support the implementation of the new initiatives. <p>As of August 2, 2018, My VAC Account had over 77,000 active users; a figure that has more than doubled over the past two years. Additionally, more programs and services can be applied for online.</p>	<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@canada.ca</p>
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p> <ul style="list-style-type: none"> VAC continues to implement the Government's mandate commitments and departmental priorities. For example: <ul style="list-style-type: none"> VAC continues to work towards an April 1, 2019, implementation for Pension for Life. Joint initiatives between DND and VAC to streamline the Veteran transition process are being discussed and planned for in anticipation of Budget 2019. Implement remaining Budget 2017 program commitments. The Department continues to expand online services consistent with the Government's Policy on Service and Digital First Strategy, focusing on the new benefits implemented through various budget commitments. 	<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@canada.ca</p>
<p>3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have</p>	<p>Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada</p>

<p>an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>		<p>Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@canada.ca</p>
<p>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>	<p>Good change management techniques and effective organizational design continues to be critical as VAC implements priorities identified in several budgets. We are interested in learning from other Council members on their experiences with an increased focus on digital delivery and the impact on workplace culture.</p>	<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@canada.ca</p>