

## **PSSDC Information-Sharing Template – September 2019**

*Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.*

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

<b>JURISDICTION:</b>	<b>Contact</b>
<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Accomplishments between February - August, 2019:</p> <ul style="list-style-type: none"> <li>• The April launch of Pension for Life (PFL) was an extraordinary achievement. The first use of the “Agile” project methodology along with the “Digital First” approach has attributed to the success of the launch.</li> <li>• A new Case Management screening tool was developed to ensure all Veterans are appropriately screened to identify potential risks and/or unmet needs. This tool is easier to use for clients, increases system automation, and reduces “response burden” for Veterans.</li> <li>• A new online “Find benefits and services” tool has been developed in partnership with the Canadian Digital Service. Available on <a href="http://www.veterans.gc.ca">www.veterans.gc.ca</a>, this tool allows Veterans and family members to learn what VAC can offer them.</li> <li>• The PTSD Coach Canada mobile app has been upgraded, in partnership with the Canadian Mental Health Association and the Department of National Defence. It allows the user to track and manage symptoms of PTSD and to find crisis support.</li> <li>• Enrollment for My VAC Account continues to grow, with approximately 100,000 users. This is an increase from 85,000 in January 2019.</li> <li>• The number of Product Listing Agreements (PLA) with pharmaceutical manufacturers have increased to 25, providing access to medications at a reduced price. Negotiations are underway to add 19 more PLAs.</li> </ul>
<p><b>2. Priorities:</b> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>VAC continues to implement the Government’s mandate commitments and departmental priorities. For example:</p> <ul style="list-style-type: none"> <li>• VAC continues to implement Pension for Life. Staff continues to support the evolution of PFL alongside previously mandated items such as Closing the Seam, Education Training Benefit, and Veterans Emergency Fund programs.</li> <li>• Closing the Seam between CAF and VAC to streamline the Veteran transition process.</li> </ul>

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<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>	<p>Implementing an Agile approach to designing and delivering Pension for Life has allowed the department to further develop innovative solutions while also leveraging its expertise and maintaining flexibility.</p>	<p>Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 <a href="mailto:elizabeth.douglas@canada.ca">elizabeth.douglas@canada.ca</a></p>
<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>VAC is interested in learning from other Council members about 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 <a href="mailto:elizabeth.douglas@canada.ca">elizabeth.douglas@canada.ca</a></p>