



Victoria
ICCS 2016 SEPTEMBER
SEPTEMBRE

PSSDC
Public Sector Service Delivery Council
CPSSP
Conseil de la prestation des services du secteur public



PSSDC Information-Sharing Template – September 2016

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>VAC has enhanced the functionality in My VAC Account. Enhancements include having forms available which represent over 70% of VAC business, an enhanced Benefits Navigator which explains eligibility, most common disability decision letters are viewable online, status tracking for 5 additional program applications, and ability to correspond by secure message has been expanded to include Case Managers, Veteran Service Agents, and other VAC staff. VAC also commenced user testing design with Veterans.</p> <p>VAC has undertaken a complete Service Delivery Review and will deliver the report in September, 2016.</p>	
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>The VAC Service Delivery Review is a top priority. This review will include a full assessment and recommendations for how VAC can change its model to provide more efficient, more effective services that are fully focused on the people we serve.</p>	
3. <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>VAC is working on implementation of electronic signature to drive efficiencies. VAC is interested in collaborating with and learning from other Council members on their experiences with implementation of digital signature.</p>	
4. <u>Planning for Council Meetings:</u> Please identify topics of particular interest to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i>		