



PSSDC Information-Sharing Template - February 2016

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>	<p>VAC developed a Service Management Strategy in 2015/16 that charts a path for providing exemplary service for Veterans and their families. It outlines the current state and next steps to design, implement, deliver, monitor and continuously improve services which produce high levels of client satisfaction.</p> <p>VAC has created a five-year plan for increasing online service through its online portal, My VAC Account. In the last year, My VAC Account has undergone a new look and feel which is much more user friendly for Veterans. My VAC Account also became mobile enabled so it is now accessible on mobile devices for most MVA functionality.</p> <p>VAC has prioritized service excellence, recently hiring additional staff to increase its capacity to make sure that Veterans and their families have the support and services they need, when they need them.</p> <p>VAC has made significant improvements in other areas of service delivery such as implementation of a VAC Quality Management Framework. VAC will continue to build on the framework by focussing on performance measurement.</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>	<p>VAC's top service delivery priorities/initiatives over the next 12 to 36 months are:</p> <ul style="list-style-type: none"> • To improve the current service delivery model with a goal to seamlessly provide services to Veterans that respond to their varying needs, when and in ways that work best for them. • To improve the way VAC monitors and measures performance, and utilize feedback from Veterans/stakeholder organizations to ensure VAC programs and services meet the objectives and needs of Veterans and their families. • To move forward on commitments in the ministerial mandate letter which support a Veteran centric approach, support service excellence, and support seamless transition for CAF members and their families. One of those key commitments is the re-opening of the nine area offices. • To undertake a comprehensive review of VAC business processes, guidelines, directives and administration tools (e.g., forms, questionnaires, systems, letters) to gain efficiencies and to better meet the needs of Veterans and their families. • To identify opportunities for collaborative partnerships for broader access to existing services which enable VAC to improve the quality and consistency of services to Veterans and their families. 	
<p>3. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>		