

PSSDC Information-Sharing Template – February 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.

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

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction: Veterans Affairs Canada	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p>Priorities:</p> <ul style="list-style-type: none"> To ensure Veterans are satisfied with our services, improvements are being made to Disability Benefits processes that will facilitate the establishment of attainable service standards and allow for more timely delivery of services to Veterans. Engagement with Veterans and their families will be key to the design of these improvements and project plans are currently being developed to iteratively improve and modernize the experience of applicants and streamline backend processes. To improve wait times for Disability Benefits, the Department is continuing to implement new initiatives aimed at streamlining processes. These include: <ul style="list-style-type: none"> Veteran Benefit Teams: This initiative will reorganize the way disability Benefit applications flow through the Department; Canadian Forces Health Information System (CFHIS): This initiative will provide the Department with faster access to medical information from the Canadian Armed Forces; and Hearing Loss and Tinnitus project: This initiative will streamline the decision making process for hearing loss and tinnitus applications. To continue to improve and streamline application and enhance transparency for Veterans and their families. Enhancements will continue to be made to My VAC Account and other online systems, to make accessing services easier and more transparent or Veterans. More user-friendly guided forms are being added to replace fillable PDF forms, as well as enhancing transparency around the status of applications and wait times. To work closely with DND and other partners to streamline and improve the client experience for Veterans as they transition to civilian life. Working partnerships are established with clear goals in various areas to improve, modernize and streamline experiences. Build core innovation expertise and activate a distributed innovation practice through ongoing, learn-by-doing projects with joined-up teams responsible for priority innovation initiatives <p>Accomplishments:</p> <ul style="list-style-type: none"> The Department has implemented a new process aimed at streamlining Disability Benefits application processes, including:

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	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ○ Evidence Informed Decision Model: This initiative simplifies the processes and practices used to adjudicate on conditions which historically have higher favourable rates; • Enrollment for My VAC Account continues to grow, with 105,000 registered users as of January 2020. This is an increase from 85,000 in January 2019. The use of My VAC Account to apply for benefits, track the status of applications, and communicate with the department continues to grow. For example, 94% of applications for the Education and Training Benefit are submitted via My VAC Account. • Strong working partnerships have been established between VAC and DND to specifically modernize and streamline the transition process. Progress is moving forward on various initiatives, including targeted efforts to leverage digitization and a pilot project for a new joint transition centre to streamline and simplify processes for transitioning members. • Two service design workshops have been held since the formation of the VAC Innovation Division in September 2019. The first workshop served as an ideation and planning session to help build the roadmap and vision of the Innovation Division. The second brought VAC staff and audiology experts together to focus on Hearing Loss, Tinnitus, and the Disability backlog – all key priorities for the Innovation team and VAC as a whole. 	
<p>2. Showcase Opportunity:</p> <ul style="list-style-type: none"> • List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. • Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<p>The Veterans Employment Unit was established in 2019-2020. The 2020-2021 focus will be on building relationships and connections between Veterans and Employers by establishing networks and partnerships with employers and third-party organizations.</p> <p>VAC has leveraged it's expertise and maintained flexibility by using an Agile approach to design and deliver Pension for Life.</p> <p>The service design methodologies, lessons learned, and advantages of a dedicated Innovation Division may be of interest to Council members who are considering implementing an Innovation team of their own.</p>	<p>Faith McIntyre Director General Service Delivery Program Management Veterans Affairs Canada Tel: (902) 566-8808 faith.mcintyre@canada.ca</p> <p>Jane Hicks Senior Director Pension for Life Service Delivery Modernization Tel. / Tél. : 902-370-8502 Jane.Hicks@canada.ca</p> <p>Libby Douglas Director General Innovation Veterans Affairs Canada Government of Canada Tel: (902) 370-4460 elizabeth.douglas@canada.ca</p>

3. **Issues / Needs:**

- Briefly describe **any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance** (e.g. pilot).
- If available, provide **details on problem statement, project scope and targeted outcomes/deliverables.**

VAC is interested in learning from other Council members about their experiences with an increased focus on innovation, digital delivery, and their impact on workplace culture.

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