

## PSSDC Information-Sharing Template – October 2017

<b>JURISDICTION: Veterans Affairs Canada</b>		<b>Contact</b>
<b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months</b> .	Over the past 6-12 months, VAC has achieved the following major service delivery accomplishments: As planned, completed the reopening of 9 VAC offices (and 1 new office) and expanded outreach to the North. Took significant steps towards hiring more than 400 (full-time equivalent) employees to give Veterans access to the support they need. Provided enhancements to My VAC Account resulting in a 57% increase in online users over the past year. Increased the Disability Award to a maximum of \$360,000 (April 1, 2017) and committed \$74.1 million over six years to enhance the Career Transition Program. Enrolled over 390 new Service Delivery staff in the National Orientation & Training Program.	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
<b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months</b> .	VAC will focus on the delivery of the service areas of Disability Benefits, Case Management, Transition Services and Health Care Support Services as our top priorities. In addition, we will continue to implement the Government's mandated commitments and departmental priorities to: expand the Military Family Support Program; establish a Veteran and Family Well-Being Fund and a Veteran Emergency Fund; implement a Mental Health Strategy; establish a Centre of Excellence on post-traumatic stress disorder; and develop options for a Veterans ID Card. Becoming a Work Place of Choice and measuring our Veteran well-being outcomes continues to be a focus of our efforts.	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
<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>	On April 1, 2017 VAC implemented the mandate commitment to increase to the Disability Award payment. The increase demonstrated the benefits of being registered for My VAC Account. Impacted Veterans were able to receive letters and learn of payment amounts on My VAC Account more quickly than via the mail channel. As well, those who were required to update their banking and address information could do so online which resulted in their payment being received much more quickly. The advantages of conducting business online, combined with some strategic online advertising just prior to this implementation, resulted in an increase of 12,000 new My VAC Account registrants in a two month period (compared with an average of approximately 1,000 new registrants per month prior to that time period).	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca
<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.	VAC continues to work on implementation of electronic signatures to drive efficiencies. We are interested in collaborating with and learning from other Council members on their experiences with implementation of digital signature.  Good change management continues to be critical as VAC implements priorities identified in Budget 2017, our Service Delivery Review and Service Management Strategy. We are interested in learning from other Council members on their experiences with significant change over a short time frame and the impact on workplace culture.	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@vac-acc.gc.ca