

IMPROVING SERVICE DELIVERY

By providing feedback to frontline staff, completing satisfaction surveys, posting on social media or attending face-to-face meetings, Veterans have consistently raised three issues about our department's service delivery.

They want:

1. **Clearer, more accurate and accessible information**
2. **Faster and efficient processing of benefit applications**
3. **More direct access to frontline staff**

We recognize that we have a lot of work to do to reach the standard of service delivery excellence that Veterans deserve. Fixing this is a priority. Here are specific changes we are making or will make soon to improve service delivery.

MINIMIZE PROGRAM CHANGE

We are confident that the new elements of Pension for Life enable us to offer the most comprehensive combination of recognition and income replacement benefits and well-being programs. Our full attention is on delivering those programs and services the way Veterans and their families need them.

THE GUIDED SUPPORT PROGRAM

Not everyone requires the services of a Case Manager. And not everyone's questions can be resolved with a phone call or a visit to an Area Office. But what about those whose needs fall in the middle ground? The Guided Support program bridges this gap.

In this program, a Veteran Service Agent (VSA) becomes the primary point of contact for a Veteran and their family. The VSA will analyze the Veteran's needs and help coordinate and navigate necessary services and programs, either by phone or in person. This program will start in four locations per year, beginning in 2018. Locations will be selected according to where they're most needed.

GREATER SUPPORT FOR FRONTLINE STAFF

A big part of improving service delivery is ensuring that our frontline staff have better access to the most accurate information. This will help Veterans receive a more consistent level of guidance and support, no matter how they access our services. Enhancements to frontline training and development will factor into all plans for improved service delivery.

DIRECT COMMUNICATION VIA MY VAC ACCOUNT

For those who do prefer online access to information, My VAC Account provides tools to improve a Veteran's independence as a client of VAC. The service is ideal for those Veterans who like to review and assess information independently, wish to conduct privacy-protected direct messaging with VAC staff (including their Case Manager), or appreciate submitting receipts, applications, supporting medical documentation online rather than by post.

We are making further investments in My VAC Account and other tools that help improve the delivery of programs and enable greater efficiencies.

