

Veterans Affairs Canada

Veterans Affairs Canada – Canadian Armed Forces Seamless Transition

October 2019

Goals of Transition

- Ensure all members of the Canadian Armed Forces (CAF) and their families are adequately prepared for civilian life prior to release from the CAF.
- That Veterans and their families have knowledge of and access to the range of services available to assist them with their transition from military to civilian life and ensure optimal well being.

Desired Outcomes

- **Overhaul Service Delivery**

- A single point of contact with available transition assistance (guided support) through the Transition Centre
- Expanded digital tools
- Increased awareness

- **Reduce Complexity**

- A simplified application process
- Improved information sharing
- Improved continuity of care

- **Enhance Well-Being**

- Early intervention with mandatory wellness screening assessment
- Increased employment opportunities
- Improved links to military service and community

Collaboration

- **Department of National Defence (DND)/CAF and Veterans Affairs Canada (VAC) collaboration to achieve our objective for seamless transition**
- **Other partners**
 - Stakeholder Advisory Groups
 - Other Government Departments (i.e, Employment and Social Development Canada, Public Service Commission)
 - Community Organizations
 - Contracted Service Providers

Joint CAF-VAC Accomplishments Supporting Transition

Transition Centres

- Creation of Canadian Armed Forces Transition Group
- Launched the Borden Transition Centre Trial

Education and Training

- Launched Enhanced Transition Training (short-term solution)
- Drafted learning objectives for My Transition 101 (mid to long term solution)

Employment

- Created the Military To National Occupation Equivalency Tool (MNET)
- Created “Veteran” friendly tabs for employment options on the National Job Bank

Accomplishments Continued

Health Support Initiatives

- Information sharing - VAC access to Canadian Armed Forces Health Information System
- Alignment of Benefits – joint working group established

Digitization and Online Tools

- Implementation of VAC screening tool
- Launch of My Transition Services App

Communications

- Launched an integrated transition website
- Launched a Seamless Transition Roadmap

Policy and Other Key Initiatives

- Veteran Family Program expanded access to enhanced information and referral services for medically released Veterans and their families
- Issuing of the Veteran Service Card

Still Improvements to Be Made: Challenges to the Way Forward

Unprepared:

- For transition and finding purposeful work after release

Gaps in Services:

- Continuity of treatment and benefits

Confusion:

- Applications are cumbersome and confusing; too many points of contact

Access to Benefits:

- Limited support for non-case managed Veterans and families; lack of knowledge of eligibility and entitlements

Still Improvements to Be Made: Solution for the Way Forward

Ready to Release:

- New screening tool, new member transition task list, new employment support, improved education and awareness

Alignment:

- Benefits, medical formularies, approval processes

Simplification:

- My VAC Account enhancements, guided web forms, moving towards one application, transition assistance, new transition process

Enhanced Access:

- Integrated case management, guided support, Veteran Family Program (MFRC access), education and awareness