



# Case Management

November  
2019



## ▼ Overview

---

- Provide a brief overview of Case Management, why its important, and what the department is doing to meet the challenge of high Case Manager/Veteran ratios
- Highlight recent Evaluation recommendations supporting the need to change and innovate the delivery of Case Management Services
- Provide an overview of current initiatives to improve Case Management services

## ▼ What is Case Management

---

- Case Management is an increased level of support available to all Veterans, releasing CAF members and their families, as well as releasing RCMP members who may be finding it difficult to navigate a transition or change in their lives.
- VAC case managers:
  - work collaboratively with Veterans and their families to identify any needs they may have;
  - coordinate and facilitate a case plan, and access to other VAC benefits and other services as required;
  - Are responsible for monitoring the situation to make sure that follow up is provided, for as long as needed; and
  - Facilitate access to other government programs and community organizations.

## ▼ Importance of Case Management

---

- Case Managed Veterans are those with some of the greatest and most complex needs.
- The quality of case management services and care provided by frontline staff are critical in helping those Veterans that need it most.
- For example, the Evaluation of Case Management Services found that:
  - Of the Veterans with considerable need for improvement in physical health, 76% saw improvement.
  - Of the Veterans with considerable need for improvement in mental health, 82% saw improvement.

## ▼ Current Challenges

---

- In 2016 The Government of Canada made a commitment that Case Manager to Veteran ratios would not exceed 25:1.
- Over the last number of years VAC has approximately doubled the number of Case managers in order to meet increasing demand; but that demand continues to grow.
- As of December 2018, the ratio of Veterans to Case Manager remained at 32:1.
- In 2018/2019, Audit and Evaluation conducted an Evaluation on VAC's Case Management services and made several recommendations.
- These recommendations are informing departmental work improve Case Management Services.

## ▼ Evaluation Recommendations for Improvements

---

- Key Evaluation recommendations include:
  - Improve the effectiveness and efficiency of CM tools;
  - Develop and implement service standards based on the client's levels of need and complexity;
  - Formalize the intended outcomes for VAC's Case Management Services;
  - Improve and increase screening to ensure Veterans and former RCMP members with complex needs are referred to Case Management; and
  - Ensure Veterans that do not have complex needs are navigated to a more appropriate level of support.

## ▼ Case Management Renewal- The Vision

---

7

- Veterans receive the right level of support based on risk, complexity and type of need;
- Case Management Model is sustainable and aligns with Case Management best practices;
- Tools and systems support staff, reduce administrative burden and provide reporting on Veteran outcomes;
- Specialized team expertise is leverage by creating a Case Management Team Approach; and;
- Direct service to Veterans and their families is increased.

## ▼ Actions to Improve Case Management Services

8

- Improved initial **Screening** Tool to triage Veterans to the right level of support based on Veteran risk, complexity and need;
- **Guided Support** as a level of service which provides support for Veterans with moderate needs who do not require full Case Management;
- a **Case Management Team Approach** which will leverage expertise of existing VAC health professionals to best address Veterans' needs;
- new **Case Management Tools** which will reduce administrative burden for Case Managers and allow more time for direct Veteran support; and
- a new **Case Management Performance Framework** which will ensure we're measuring, tracking and attaining the right outcomes for Veterans.
- While these actions will improve Case Management services and mitigate impact of high ratios, continuation of existing and additional new **Resources** are necessary to meet the 25:1 commitment.



- Questions?