

Improving service delivery

We're upgrading many of the ways we process Disability Benefits applications. Read more about the improvements taking place in the background and how these changes will benefit Veterans.



More people

NEW STAFF TO HELP PROCESS APPLICATIONS

Hiring has begun for a total of 260 new staff to process disability applications and to support Pension for Life.

Benefit: Veterans' applications will be processed more quickly. This will stop the growth of applications waiting beyond the service standard, allow efficient transition to Pension for Life for eligible Veterans and speed up processing of new applications.

Noticeable impact on wait times: Spring 2019

NEW STAFF TO REDUCE THE FRENCH-LANGUAGE BACKLOG

We are hiring six new Francophone nurse adjudicators to speed up French applications.

Benefit: Francophone and anglophone Veterans will experience comparable wait times.

Noticeable impact on wait times: Spring 2019



Better tools

UPGRADED SYSTEMS

We will prepare and evaluate applications using a new, improved digital system.

Benefit: Veterans' applications will be processed faster.

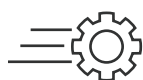
Noticeable impact on wait times: Fall 2019

SHORTER MEDICAL QUESTIONNAIRES

We are making Veterans' medical questionnaires simpler.

Benefit: Veterans will have shorter, clearer medical documents to bring to their doctors as part of the disability benefit application process.

Noticeable impact on wait times: Summer 2019



Faster processes

STREAMLINED DECISION-MAKING

We are implementing medically approved decision-making guides that will help adjudicators make decisions without requiring additional hand-offs and medical reviews.

Benefit: Veterans will experience fewer delays in the decision-making process.

Noticeable impact on wait times: Fall 2019

EFFICIENT INFORMATION SHARING

We are changing how we get service health records from the Department of National Defence by identifying the precise information we need and arranging for direct access to required records.

Benefit: Service health records will be reviewed more quickly.

Noticeable impact on wait times: Summer 2019

ONE APPLICATION, ONE TEAM

We are working towards a new structure where a stand-alone unit will review each application from start to finish. Currently, an application goes through a series of hand-offs, depending on the information required for processing. We are streamlining the process to minimize those hand-offs.

Benefit: Veterans' applications will be processed more quickly.

Noticeable impact on wait times: Spring 2020

