

Rehabilitation Services and Vocational Assistance Program

RSVP Project

November 2022

Current Service Delivery Model

- The Rehabilitation Program provides vocational, medical and psycho-social services for Veterans and their families.
 - Medical and psycho-social rehabilitation services are case managed by 400+ Case Managers from various professional disciplines, who set goals for participants with complex needs and refer to thousands of service providers nationally through Medavie Blue Cross (MBC).
 - Vocational rehabilitation services are currently managed under one national contract with Canadian Veterans Vocational Rehabilitation Services (CVVRS) which ends in December 2022.
- Current challenges to service delivery include measurement of performance, evaluation of participant outcome, adherence to prescribed turn-around times, assurance of quality, and consistency of experience amongst veterans and their families.
- Some veterans and families are confused by the multiple pathways of care, such as overlap between VAC's treatment benefits and rehabilitation services.

RSVP Key Messages

- VAC wanted to streamline and improve how rehabilitation services are delivered to Veterans and their families.
- The new contract was to look at innovative ways to deliver the Rehabilitation Program and better support Case Managers while ensuring legislative requirements and program scope and intent are met.
- Case Management will continue to be a core service delivered by VAC Case Managers.

New Rehabilitation Program Contractor

- On June 30, 2021, Public Services and Procurement Canada (PSPC), on behalf of Veterans Affairs Canada (VAC), awarded a national contract to Partners in Canadian Veterans Rehabilitation Services (PCVRS).
- A joint venture between WCG International and Lifemark Health Group.



Project Implementation Timeline

Alignment and Integration



Migration Phases

November 2022

Phase A

Includes:

- All Participants in vocational rehabilitation (they can also be in medical and/or psycho-social rehabilitation)
- All Participants referred to CVVRS for vocational rehabilitation by the end of November.
- Newly eligible Participants to the Rehabilitation Program after October 24th

January – Spring 2023

Phase B

Includes:

- All participants who were not migrated in Phase A
- These Participants will be divided across several cohorts. Each cohort will migrate in succession, one after the other, between January and spring of 2023
- Who will be in each cohort or how that will be determined is not yet finalized

RSVP Project Outcomes



Consistent High-Quality service

Rehabilitation services are centered on meeting individual needs and goals. Services are nationally consistent, standardized and innovative.



Meaningful Data to Measure Impact

Data reliably informs stakeholder decisions, by highlighting achievements and areas requiring improvement.



Strong Connections

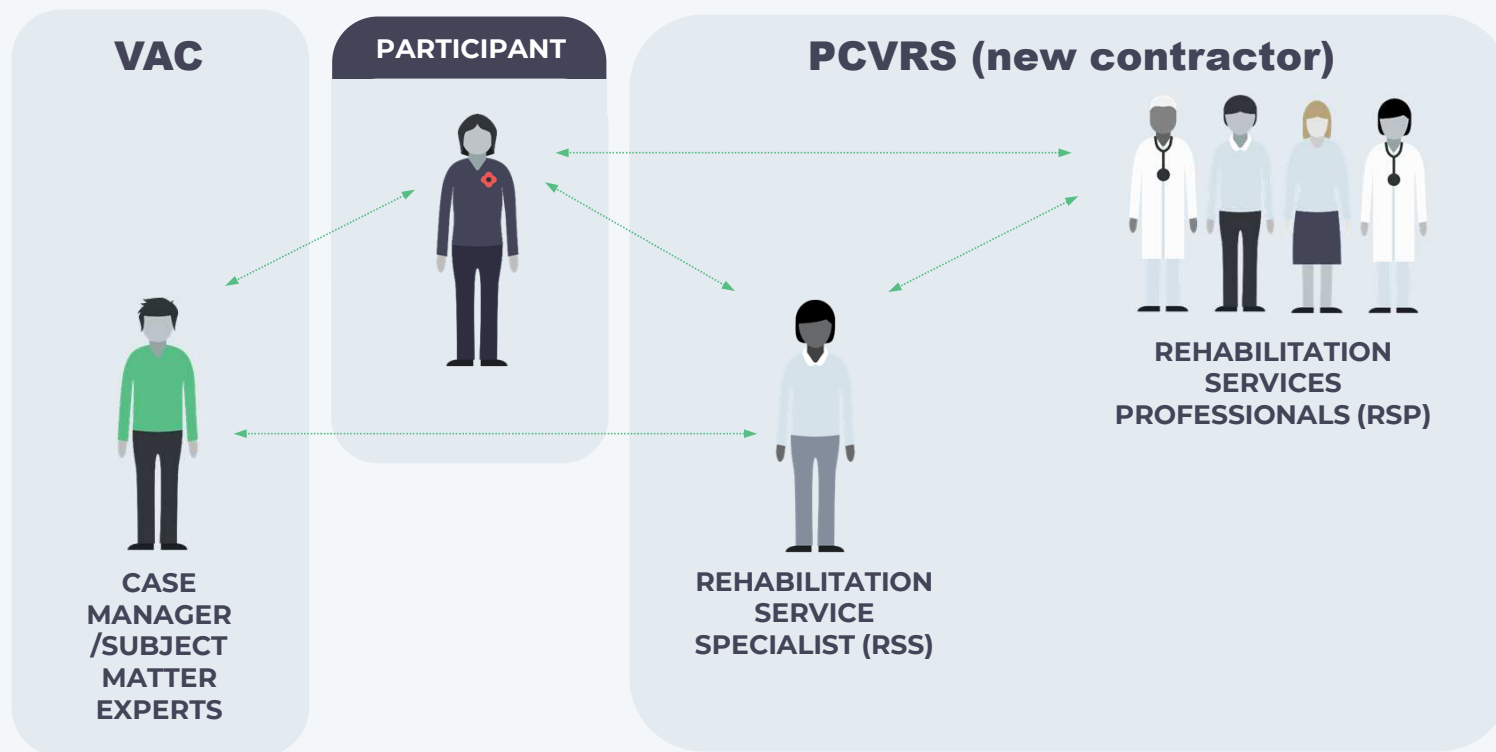
VAC Case Managers and the contractor collaborate on achieving the best possible outcome for the participant.



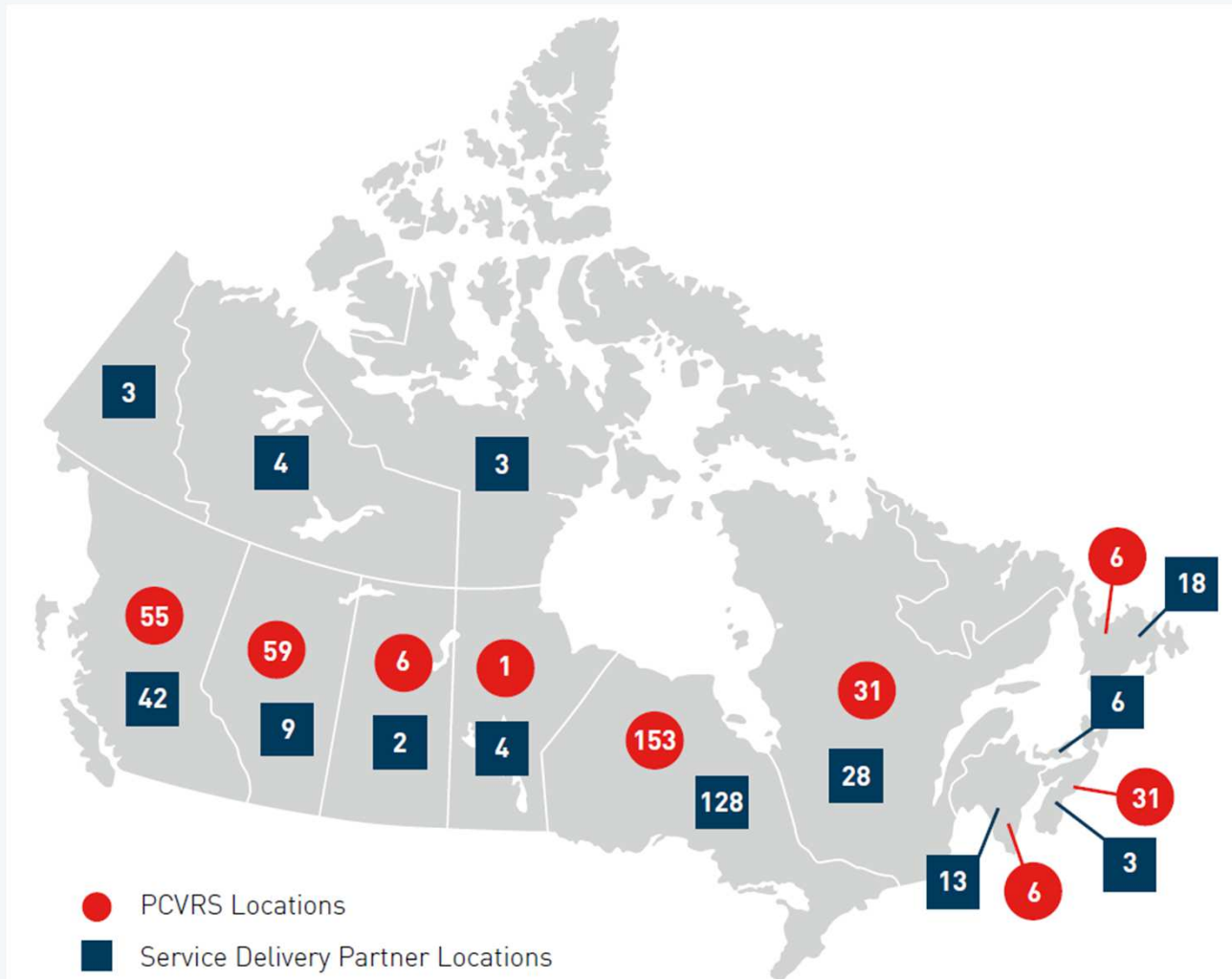
Timely Service

Rehabilitation goals are established early and accurately, services are delivered in a streamlined fashion to support timely progression

New Rehabilitation Program Model



National Clinic Locations



Guiding Principles

- Veterans' well-being at the heart of the service
- Smooth migration experience for all Rehabilitation Participants
- Continuity of Care for the Participant with no interruption in services
- Transparent Communications and engagement
- Reduced administrative burden on Case Managers

Key Takeaways

- New contract replaces the previous one and simplifies the delivery of services by using a single national contract instead of two
- This contract delivers essential rehabilitation services to approximately 14K Veterans.
- With the new rehabilitation service delivery model, Case Managers will provide more support overall and be able to spend more time with their participants, increasing the positive impact on their lives
- These updates will simplify the process for Case Managers to deliver services to Veterans.
- The updates will provide a more integrated approach to services. This will mean fewer steps for Veterans and the Case Managers that serve them, allowing for more time to focus on Veterans and their rehabilitation needs
- Eligibility for the Rehabilitation Program is not changing. We're updating how the program is delivered to better serve Veterans, their families, and our Case Managers

Questions / Comments?