



## **ORDER PAPER QUESTIONS FROM COMMITTEE MEMBERS**

### **Order Paper Questions – 43<sup>rd</sup> Parliament, 2<sup>nd</sup> Session**

**1. Q-9 – September 23, 2020 - Cathay Wagantall (Yorkton-Melville)**

**Conservative** - With regard to the use of **security notifications**, also known as security (staff safety) threat flags, applied to users of Veterans Affairs Canada's (VAC) Client Service Delivery Network (CSDN) from November 4, 2015, to present: (a) how many security threat flags existed at the beginning of the time frame; (b) how many new security threat flags have been added during this time frame; (c) how many security threat flags have been removed during the time frame; (d) what is the total number of VAC clients who are currently subject to a security threat flag; (e) of the new security threat flags added since November 4, 2015, how many users of VAC's CSDN were informed of a security threat flag placed on their file, and of these, how many users of VAC's CSDN were provided with an explanation as to why a security threat flag was placed on their file; (f) what directives exist within VAC on permissible reasons for a security threat flag to be placed on the file of a CSDN user; (g) what directives exist within VAC pertaining to specific services that can be denied to a CSDN user with a security threat flag placed on their file; and (h) how many veterans have been subject to (i) denied, (ii) delayed, VAC services or financial aid as a result of a security threat flag being placed on their file during this time frame?

**2. Q-52 – September 24, 2020 - Rachel Blaney (North Island—Powell River)**

**NDP** - With regard to Veterans Affairs Canada, broken down by year for the most recent 10 fiscal years for which data is available: (a) what was the number of **disability benefit applications** received; (b) of the applications in (a), how many were (i) rejected, (ii) approved, (iii) appealed, (iv) rejected upon appeal, (v) approved upon appeal; (c) what was the average wait time for a decision; (d) what was the median wait time for a decision; (e) what was the ratio of veteran to case manager at the end of each fiscal year; (f) what was the number of applications awaiting a decision at the end of each fiscal year; and (g) what was the number of veterans awaiting a decision at the end of each fiscal year?

**3. Q-53 – September 24, 2020 - Rachel Blaney (North Island—Powell River)**

**NDP** - With regard to Veterans Affairs Canada (VAC): (a) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what was the total number of overtime hours worked, further broken down by job title, including **National First Level Appeals Officer, National Second Level Appeals Officer, case manager, veterans service agent and disability adjudicator**; (b) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what



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was the average number of overtime hours worked, further broken down by (i) job title, including National First Level Appeals Officer, National Second Level Appeals Officer, case manager, veterans service agent and disability adjudicator, (ii) directorate; (c) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what was the total cost of overtime, further broken down by (i) job title, including National First Level Appeals Officer, National Second Level Appeals Officer, case manager, veterans service agent and disability adjudicator, (ii) directorate; (d) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what was the total number of disability benefit claims, further broken down by (i) new claims, (ii) claims awaiting a decision, (iii) approved claims, (iv) denied claims, (v) appealed claims; (e) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, how many new disability benefit claims were transferred to a different VAC office than that which conducted the intake; (f) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what was the number of (i) case managers, (ii) veterans service agents; (g) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, excluding standard vacation and paid sick leave, how many case managers took a leave of absence, and what was the average length of a leave of absence; (h) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, accounting for all leaves of absence, excluding standard vacation and paid sick leave, how many full-time equivalent case managers were present and working, and what was the case manager to veteran ratio; (i) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, how many veterans were disengaged from their case manager; (j) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, what was the highest number of cases assigned to an individual case manager; (k) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, how many veterans were on a waitlist for a case manager; (l) during the most recent fiscal year for which data is available, broken down by month and by VAC office, including nationally, for work usually done by regularly employed case managers and veterans service agents, (i) how many contracts were awarded, (ii) what was the duration of each contract, (iii) what was the value of each contract; (m) during the most recent fiscal year for which data is available, broken down by VAC office, what were the service standard results; (n) what is the mechanism for tracking the transfer of cases between case managers when a case manager takes a leave of absence, excluding standard vacation and paid sick leave; (o) what is the department's current method for calculating the case manager to veteran ratio; (p) what are the department's quality assurance measures for case



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managers and how do they change based on the number of cases a case manager has at that time; (q) during the last five fiscal year for which data is available, broken down by month, how many individuals were hired by the department; (r) how many of the individuals in (q) remained employed after their 12-month probation period came to an end; (s) of the individuals in (q), who did not remain employed beyond the probation period, how many did not have their contracts extended by the department; (t) does the department track the reasons for which employees are not kept beyond the probation period, and, if so, respecting the privacy of individual employees, what are the reasons for which employees were not kept beyond the probation period; (u) for the individuals in (q) who chose not to remain at any time throughout the 12 months, were exit interviews conducted, and, if so, respecting the privacy of individual employees, what were the reasons, broken down by VAC office; (v) during the last five fiscal years for which data is available, broken down by month, how many Canadian Armed Forces service veterans were hired by the department; (w) of the veterans in (v), how many remained employed after their 12-month probation period came to an end; (x) of the veterans in (v), who are no longer employed by the department, (i) how many did not have their employment contracts extended by the department, (ii) how many were rejected on probation; (y) if the department track the reasons for which employees are not kept beyond the probation period, respecting the privacy of individual veteran employees, what are the reasons for which veteran employees are not kept beyond the probation period; (z) for the veterans in (v), who chose not to remain at any time throughout the 12 months, were exit interviews conducted, and, if so, respecting the privacy of individual veteran employees, what were the reasons for their leaving, broken down by VAC office; (aa) during the last five fiscal year for which data is available, broken down by month, how many employees have quit their jobs at VAC; and (bb) for the employees in (aa) who quit their job, were exit interviews conducted, and, if so, respecting the privacy of individual employees, what were the reasons, broken down by VAC office?