

Seamless Transition

Issue

On average, 7,860 military members release from the Canadian Armed Forces each year. Of those, approximately, 1,970 are medical releases and 5,890 are non-medical releases. According to 2019 Life After Service Study (LASS), 39% of Veterans reported that they experienced difficulties adjusting to life after service. Also, 32% of Veterans with families reported that their family experienced difficulties adjusting to their transition.

Context

Mandate Letter commitment ‘to continue to work with the Minister of National Defence to simplify processes, improve service delivery and strengthen transition services by enhancing shared online tools, increasing data sharing and improving transition support for Veterans.’

The objective is to deliver a standardized, personalized and professional transition process that supports and empowers Canadian Armed Forces members, Veterans and their families before, during and after their transition to life after service.

Key Update

The CAF -VAC Joint Steering Committee created the Seamless Transition Task Force as a joint working group. The primary focus is the joint collaboration on transition – the processes, programs, tools and services of a new member/Veteran-centric transition system - supporting CAF members and their families as they shift into post-service life.

The Closing the Seam Project, funded through Budget 2019, delivered improved online capabilities including increased capacity for My VAC Account and online tools such as the Member's Transition Task List and My Well-Being Check-in. The project also delivered improved data sharing through direct access to the CAF Health Information System (CFHIS) and release notifications. A new transition process for non-medically releasing CAF members and their families, *Military to Civilian Transition (MCT)*, was developed and implemented nationwide as of March 2024.

Next steps include the development of the Digital Transition Centre, a CAF initiative, and the integration and alignment of that system with My VAC Account. MCT will continue to be improved on through the development of a quality control process and a performance measurement framework. Enhanced Transition Services, which has provided transition support to medically releasing CAF members since 2015, is being renewed to incorporate lessons learned and operational changes, including better alignment with MCT. The post-release follow-up process will be expanded to ensure that Veterans who are not actively supported by VAC are contacted after their transition to remind them of VAC's programs and services and also to serve as a call to action to contact us if they have any unmet or unanticipated needs.