

Rehabilitation Services and Vocational Assistance Program

Issue

The mission of the Rehabilitation Services and Vocational Assistance Program (RSVP) is to reduce barriers to re-establishment in life after service for RSVP participants by providing timely access to medical, psychosocial, and vocational rehabilitation services. The goal is for participants to experience improvement in their overall health and well-being. Currently there are approximately 12,000 participants in the program.

Context

In November 2022, one national contract was implemented to provide all medical, psychosocial, and vocational services for RSVP participants. This contract, implemented in a phased approach, became operational in October 2023. The contract includes quality management of the provider and program, improved reporting and performance measurement, access to timely services for participants, and supports strong connections between VAC case managers and the provider.

Key Data and Next Steps

The contractor, Partners in Canadian Veterans Rehabilitation Services (PCVRS) has a national network of more than 13,000 Rehabilitation Services Professionals who are trained in areas such as Trauma Informed Care, Mental Health and Culturally-Sensitive Care as well as Understanding Military Culture. Participants have access to services through PCVRS' network and can continue with their existing rehabilitation service providers if appropriate, to ensure continuity of care. VAC Case Managers remain responsible for the approval of rehabilitation plans, monitoring of rehabilitation progress and overall coordination of Veterans' and family members' case management needs.

With the new contract, a comprehensive performance measurement and quality assurance framework will support the program to monitor effectiveness and provide the opportunity to implement program improvements.