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Appearance Details

Committee: Standing Committee on Veterans Affairs (ACVA)
Date: Wednesday, March 25, 2026 (17:30 – 18:30 ET)
Location: TBD
Topic: Monitoring of the Rehabilitation Services Contract Awarded to PCVRS
Witnesses:

- Hon. Jill McKnight, Minister of Veterans Affairs
- Officials (TBD)

ACVA Committee Members

Committee Chair	 Marie-France Lalonde (Orléans, ON – Liberal)	 Alana Hirtle (Cumberland—Colchester, NS – Liberal)
Committee Vice-Chair	 Blake Richards (Banff—Airdrie, AB - CPC)	 Chris D'Entremont (Acadie—Annapolis, NS – Liberal)
Committee Vice-Chair	 Marie-Hélène Gaudreau (Laurentides—Labelle, QC – BQ)	 Fraser Tolmie (Moose Jaw—Lake Centre—Lanigan, SK - CPC)
Parliamentary Secretary	 Sean Casey (Charlottetown, PE – Liberal)	 Arnold Viersen (Peace River—Westlock, AB - CPC)
	 TBD (TBD - Liberal)	 Cathay Wagantall (Yorkton—Melville, SK - CPC)

REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM

- The Rehabilitation Program provides eligible Veterans and their families access to medical, psycho-social and vocational rehabilitation services.
- Partners in Canadian Veterans Rehabilitation Services (PCVRS) is the national rehabilitation contractor delivering services that are innovative, rehabilitation focused and nationally consistent.
- *A Performance Measurement and Quality Management Framework* provides VAC with program insight to support participants, ensure quality services, and make improvements.
- Veterans completing the program are reporting improved function, well-being, and higher life satisfaction.
- Case Managers remain central to the rehabilitation journey and under the current services delivery model, have more time to provide direct support to Veterans and their families.

QUICK FACTS & FIGURES

Participants

- Active Rehabilitation Services and Vocational Assistance Program (RSVP) participant count at the end of Q3 was **11,500** (represents 6% of VAC client population)
- An average of **360 participants are made eligible for RSVP each month.**
- **+70%** of Participants have mental health conditions, often in addition to physical health conditions.

Service Delivery (Q3 2025-26 results)

- Participants referred to PCVRS are assigned a Rehabilitation Service Specialist (RSS) within **24 hours.**
- Initial intake assessment process is completed within **24 days** from referral to PCVRS.
- Comprehensive rehabilitation assessments are completed on average, **33 days** from referral to health or vocational professionals.
- Rehabilitation services begin on average, **21 days** from referral for treatment.

*As a comparison, the file review with the *Evaluation of the Income Replacement Benefit and Rehabilitation Services*, completed prior to the implementation of the new contract, indicated **284 days** for participants to begin receiving treatment.

Participant Engagement (Q3 2025-26 results)

- **99%** of active Participants are onboarded to the PCVRS Participant Portal providing greater insight and accessibility to key components of their rehabilitation, such as:
 - access to their Rehabilitation Plan,
 - secure messaging/communication with their Rehabilitation Service Specialist,
 - on-line claims submission, access to training and an appointment calendar.

Participant Outcomes (Q3 2025-2026 results)

- Since the implementation of the contract and service delivery model, participants completing the program have reported:
 - **74%** improvement in functional capacity or overall health and well-being
 - **82%** improvement in life satisfaction
- Scores of the 2024 VAC National Client Survey also report improvements in client satisfaction and well-being outcomes with increases in all areas, as compared to 2022 survey.

BACKGROUND

The vision of Veterans Affairs Canada's Rehabilitation Services and Vocational Assistance Program (RSVP) is for participants to achieve optimal health, functioning and participation through evidence-informed approaches.

The program aims to support the well-being of Veterans and their families by reducing barriers to re-establishment in their post-service life. Veteran-centered services and benefits through a rehabilitation-focused case management approach include three components: medical, psycho-social and vocational rehabilitation.

Veterans referred to the program are assigned to a Rehabilitation Service Specialist (RSS) who supports their rehabilitation goals. The VAC Case Manager works closely with the RSS to oversee the rehabilitation plan, maintain communication, and align assessments and services with the Veterans identified rehabilitation needs.

Collaboration is ongoing to ensure Veterans receive optimal care.

Since 2022, Partners in Canadian Veterans Rehabilitation Services (PCVRS) has been the National contractor responsible for the delivery of RSVP services.

Requirements of the contract include:

- a) Services that are customized to each Veteran and family member's unique background and needs, including Indigenous or culturally sensitive approaches and methods.
- b) Access to rehabilitation services in Veterans and family members' official language of choice.
- c) 24/7 access to a participant portal, where Veterans and family members can submit claims, view their Rehabilitation Plan, view appointments and access resources and training.
- d) A trained Rehabilitation Service Specialist (RSS) assigned to support Veterans, family members and Case Managers through the rehabilitation journey by recommending rehabilitation assessments and services for approval, coordinating appointments with health and vocational professionals, gathering documentation and supporting the processing of claims for rehabilitation expenses.
- e) Veterans and family members have the chance to share their experiences and satisfaction with the program—input that will help VAC make sure that the Rehabilitation Services and Vocational Assistance Program is the best it can be.

In October 2022, the House of Commons Standing Committee on Veterans Affairs (ACVA) adopted a motion to commence a study of the Impact of the New Rehabilitation Contract Awarded by the Department of Veterans Affairs on the Role of the Case Manager and

QUESTION PERIOD NOTE

Quality of Service Delivery. ACVA tabled their report (*New Contract for the Administration of VAC's Rehabilitation Program*) on June 14, 2023. VAC has responded to ten of the recommendations that largely focused on VAC's communication approach to employees, union, stakeholders and participants throughout project implementation.