

**STATEMENT OF WORK FOR
“THE DETERMINANTS OF A SUCCESSFUL TRANSITION FROM MILITARY TO CIVILIAN LIFE”.**

24 April 2015

FOR SUBCONTRACT WITH CIMVHR

REQUIREMENT

1. The Office of the Veterans Ombudsman (OVO) would like to conduct a small qualitative study to assist in defining the determinants of successful transition outcomes for medically releasing Canadian Armed Forces (CAF) members.

BACKGROUND

2. A successful transition from military to civilian life is a key element in creating positive long term outcomes for financial security, health and social re-integration. The Veterans Ombudsman believes that many Veterans who have medically released are struggling with transition due to the complexity of individual circumstances, the myriad of programs and the bureaucracy to administer these programs.
3. On 17 June 2014, the National Defence and CAF Ombudsman and the Veterans Ombudsman announced that they were launching a joint systemic review on the transition process from military to civilian life for medically releasing CAF members. The primary objective of the review is to identify issues and produce recommendations aimed at harmonizing the transition from military to civilian life for ill and injured CAF members. As well, it will identify process inefficiencies and areas where support for families could be improved.
4. Preliminary findings have identified that there is no established or commonly accepted definition and determinants of a successful transition from military to civilian life in the Canadian context. A common definition is essential to ensure the policies, processes, programs and services are in place to achieve a successful transition and to monitor and measure effectiveness and outcomes on a continuous basis.

OBJECTIVE

5. The objective of this activity is to design and structure the methodology to conduct this qualitative study to enable the OVO to conduct, analyse and report the results.

TASKS

Task One - Literature Review

6. Conduct a literature review of credible peer-reviewed reports both academic and government to identify a comprehensive list of papers related to the factors that resulted in a successful transition to civilian life for CAF members. Document the approach to the literature review, including the question, the methodology and the findings.

Task Two - Research Study Design and Structure

7. Develop the interview format, methodology, interview questions and interview assessment matrix tailored to Veterans who were medically released from the CAF, based on current research and the OVO's objectives. The interview questions should identify the determinants of a successful transition and provide a better understanding of the impact and importance of both health factors and the transition process on achieving a successful transition.

8. The interview questions should work within the following framework:

- a. Health. Adaptation to Mental or physical health problems (not just OSIs);
- b. Ability/disability - Veterans with impairments related to physical and mental health conditions may have difficulty participating in life roles at work, school and/or in the community;
- c. Employment – As most Veterans work or are of working age, employment is critical for financial autonomy, stability and meaning in life;
- d. Income and financial well-being – Income levels after release decrease especially if adjusting to chronic mental and physical health injuries and conditions; and
- e. Family - Families play a central role in the releasing member's lives and may also experience transition.

9. It is also important to understand the impact of the transition process on achieving a successful transition. Specifically the interview questions should identify what in the transition process facilitated a successful transition including:

- a. Developing goals and plans;

- b. Military culture;
- c. Benefits and programs;
- d. Client service satisfaction and service delivery;
- e. Defining the start and end points of transition;
- f. Technology tools as social media and the internet;
- g. Timeliness, availability and effectiveness of information;
- h. Availability and knowledgeable DND/CAF and VAC client service support staff; and
- i. Availability of community resources.

Task Three - Recommendations and Guidelines for the Recruitment of Ill and Injured Veterans

10. Develop guidelines for recruiting ill and injured Veterans to participate in this study and recommendations for the representative interview sample including stratification, demographic characteristics and the minimum number of interviews to achieve the following objective: assist in defining the determinants of successful transition outcomes for medically releasing CAF members.

Task Four - University Ethics Board Application

11. Provide a checklist and key considerations for making an application to a University ethics board.

DELIVERABLES

12. The Sub contractor will complete the tasks described above and produce the following deliverables:
- a. A final report documenting the literature review including the approach, the question, the methodology and a summary of the findings;

- b. A final report documenting the structure and methodology of the study to include interview process, format, questions and interview assessment matrix;
 - c. A final report with guidelines on how best to recruit for this study and recommendations of the representative interview sample including stratification, demographic characteristics and number of interviews; and
 - d. A summary document describing considerations for ethics application.
 - e. A draft invoice and any supporting documents no later than Dec 1, 2015.
 - f. A final invoice and any supporting documents no later than Dec 15, 2015.
13. All deliverables are to be submitted to CIMVHR and are due by 15 December, 2015.

PROPOSAL EVALUATION CRITERIA

14. When considering the proposals, the review process will consider the following evaluation criteria:
- a. Overall research experience and capabilities of the applicant and team members;
 - b. Experience in developing qualitative research studies;
 - c. Education and work experience conducting qualitative research with military or Veteran populations; and
 - d. Potential conflict of interest for the applicant and/or team members.
 - e. Other factors relevant to the requirements of this Statement of Work.

LOCATION OF WORK

15. Tasks will be conducted exclusively on the premises of the Sub Contractor.

TRAVEL REQUIREMENTS

16. There is no travel requirement associated with this contract. All work can be conducted via teleconference or email.

PERIOD OF WORK

17. The work shall start immediately upon task award and be completed by 15 December 2015.

LANGUAGE REQUIREMENTS

18. All documentation will be provided in English. Any subsequent translation will be the responsibility of Office of the Veterans Ombudsman.

DATA AND SECURITY REQUIREMENTS

19. There is no data being shared for this project. All deliverables are to be unclassified.

BUDGET

20. A draft budget will be submitted to CIMVHR along with the proposal documents. Please contact CIMVHR for more information and the relevant budget documents. Funding available for this work is \$11,500, details to be determined in consultation with CIMVHR.