

Memorandum

12 May 2010

Dist List

DGPFSS Strategy 2030

Ref: A. Draft – Divisional Activities Lists (enclosed)

1. As briefed at the last EXMB meeting, DGPFSS is developing a long range strategic plan designed to map out the future of our organization over the next twenty years for presentation to the CDS in Dec 10. Each of you have a key role to play in the development of the strategy. From the outset, you are requested to help identify the current key service deliverables from your respective areas as well as help in identifying strategic initiatives that you wish to individually pursue within your areas of responsibility.

2. The enclosed Divisional Activities Lists (DALs) represent a consolidation of service delivery programs and activities within your respective area of operations that are provided to our clientele. You are requested to confirm that it is an accurate and complete listing of all items currently being carried out by your Division or to recommend amendments where appropriate. While not needing to drill down to the minute details of the services provided, the DAL should reflect the majority of key activities performed. For example, it is sufficient for SISIP to list financial counselling as a key activity without detailing the type of counselling or potential outcome actions. As well, CANEX may report the management of Concessions as a key activity without including the introduction of Tim Hortons to Bases or abroad. The key is to ensure that the resultant list reflects/represents the functions, services and programs delivered by individual Divisions as well as the actions and activities they necessitate

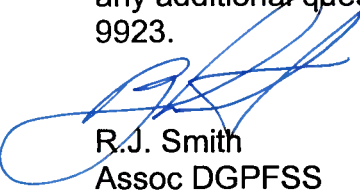
3. Next, you are requested to:

- a) identify any gaps and/or additions that should be considered to services currently being provided (ie enhancement of the DAL);
- b) identify any new programs, services or functions not currently being offered by the Division but would, if introduced, significantly improve the lives of the clients that they serve and fall within the Division's current mandate (ie activities expansion within current mandated parameters); and
- c) identify any new programs, services or functions that, while not currently a Divisional responsibility or mandate, could be considered a logical organizational fit. This could include activities not currently

being offered within the CF and/or activities currently being provided by other organizations that Division Heads believe might be better delivered by their organizations (ie expanding services to include those that might currently be considered to be beyond Division's mandate).

4. Given the "bed-rocking" function these DALs are destined to perform in the strategic plan process, maximum effort should be given to ensuring the completeness of these vital tasks. It is important that you provide your completed assessments to Mr Steven Fash and Mr Rick Chevrier not later than 28 May 2010. The next phase of strategy development involves consultation with the Environmental commands as well as Bases / Wings and it is key that the associated work in that regard begins before changes of command / appointment occur in the Active Posting Season. Following these consultations, you will be re-engaged by the strategy developers in early September 2010 in order to further progress the strategy. To achieve the target submission date to the CDS, it will be important to ensure that we have endorsement of the Environmental Commands and the Non-Public Property Board of Directors in advance.

5. Your participation in the design of the strategy is critical. Kindly address any additional questions to Mr Fash (613) 943-5310 or Mr Chevrier (403) 328-9923.



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Dist List

EXMB Members
Special Strategic Advisor, Assoc DGPFSS
Strategic Planning Advisor, Assoc DGPFSS

PERSONNEL SUPPORT PROGRAM (PSP)

DIVISIONAL ACTIVITIES LIST

- Conduct and fund CF National Sports championships;
- Organize and fund CISM level sports;
- Develop and manage deployed ops support/amenities
- Develop national policies and procedures to PSP operations;
- Management of Physical Fitness Maintenance Grant (PSP);
- Provide PSP Fitness staff to support CF fitness program requirements, including related national policy development training and evaluation programs;
- Act as SME for CMP for fitness policies and procedures;
- Provide management for CF messes;
- Provide day to day technical advice, consultation and where applicable develop tools for mess operations;
- Deliver DGHS produced health promotion programs to CF members and families;
- Provide direction, guidance and admin/management for Community and Recreation Programs;
- Manage the CF Aquatics and Water Safety policy;
- Select, manage and provide community recreations positions;
- Provide staff assistance and support for Base/Wing/Unit Clubs and Specialty Interest activities on bases;
- Conduct R&D into Human Performance
- Develop and execute the Military Family Services program
- Manage Mission Information Line

Note additional support requirements at the Support Services DAL.

SISIP FINANCIAL SERVICES (SISIP FS)

DIVISIONAL ACTIVITIES LIST

- Manage SISIP program – Life Insurance program
- Financial Planning
- Group RRSPs
- CF Personnel Assistance Fund (CFPAF)
- Administer the LTD and GOIP programs on behalf of the Treasury Board;
- Provide independent cost effective financial planning, counselling and education services to serving and former CF members
- Provide low interest loans and grants to serving and former CF members via CFPAF
- Manage the Accidental Dismemberment program
- Manage associated Reserve programs

CANADIAN FORCES EXCHANGE SYSTEM (CANEX)

DIVISION ACTIVITIES LIST

- Management/Administration of Concessions
- Provide retail services – retail stores , Express Marts, Grocery Stores, Food Services
- Provide On-line Shopping Services
- Provide Credit Plans
- Provide Customer Loyalty Program
- Provide access to group Home and Auto Insurance
- Provide access to Home Heating Oil Program;
- Develop and manage associated infrastructure

DCSM

DIVISIONAL ACTIVITIES LIST

- Manage and provide services through Joint Personnel Support Units / Integrated Personnel Support Centres;
- Provide casualty management services;
- Develop and manage Transition Assistance Programs;

SUPPORT SERVICES / MANAGEMENT / CORPORATE SERVICES

DIVISIONAL ACTIVITIES LIST

Finance

- Provide compliance and assurance review covering overall NPP program and activities
- Operating the NPF accounting system
- Manage/Administer CFCF
- Manage Concentrated Bank Account (Finance)
- Arranging appropriate level of commercial property insurance for Consolidated Insurance Program (CIP)
- Reviewing business cases involving CFCF loan requests

HR

- Labour relations / Collective Bargaining
- Compensation Development
- Develop terms and Conditions of employment
- Provide HR support Services (HR)
- Manage NPF employees Group Insurance Plans (HR / Finance);
- Manage NPF employees Pension Plan (HR / Finance);
- Recruit, Select, Train, staff and deliver in-theatre M&W programs;

IS

- Operate and maintain an NPF wide Area Network (IS)
- Operate and maintain NPF Websites (IS)
- Application Development

Corporate Management

- Manage Canadian Defence Community Banking
- Sponsorship and Donations
- Support our Troops Funds

PSP

- Provide SME input to development of concept/design of re-capitalization of PSP infrastructure and Community Centre projects

- Provide NPF services, interpretations and advice to support museum operations (PSP & Support Services);