



Veterans Affairs
Canada Anciens Combattants
Canada

Disability Benefit Application Turnaround Times

A Five Year Investigation Disaggregated by Sex, Age and Application Characteristics

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EXECUTIVE SUMMARY

Introduction

Concern has been raised that women wait longer than men for a disability benefit decision from Veterans Affairs Canada. This data report provides an analysis of turnaround times for recent disability benefit applications by sex, age, and application characteristics.

Methods

VAC administrative data was examined for all disability benefit applications over a five-year period from April 1, 2013 to March 31, 2018. This report focused on First Application docket types that require assessment of both the extent of disability associated with a condition(s) and the condition's relationship to service. This report presents median turnaround times by sex, age group, and fiscal year. Applications were categorized by decision type and result type, and applications were separated into single condition or multiple condition categories.

Limitations

Turnaround time is reported for each application and not each condition within an application, therefore, turnaround times for conditions that are part of an application with multiple conditions were not examined.

Applications resulting in no decision produced invalid turnaround times.

Findings

- 1) Females had longer turnaround times than males (129 days for females; 105 days for males).
- 2) Turnaround times increased each year, from 2013/14 (74 days for females; 59 days for males) to 2017/18 (196 days for females; 165 days for males).
- 3) As age increased, turnaround times decreased, and the gap between females and males disappeared by age 70.
- 4) Turnaround times were longer for applications with multiple conditions.
- 5) Musculoskeletal and Psychiatric conditions had longer turnaround times than ear conditions (for single condition applications).
- 6) Still serving members had longer turnaround times than Veterans.

Conclusion

The findings demonstrate that females had longer turnaround times than males. This is not explained by the volume of dockets, the number of conditions, nor serving/Veteran status. The younger age of females, and their lower likelihood to apply for ear conditions both contribute to this gap.

The dramatic increase in TAT over the five years studied indicate that changes in procedures for First Applications should be examined for both male and female applicants, particularly those with multiple conditions.

SOMMAIRE

Introduction

Nous avons remarqué que les femmes attendent plus longtemps que les hommes pour obtenir une décision relative aux prestations d'invalidité d'Anciens Combattants Canada (ACC). Le présent rapport de données fournit une analyse des délais de traitement des récentes demandes de prestations d'invalidité selon le sexe, l'âge et les caractéristiques de la demande.

Méthode

Les données administratives d'ACC de toutes les demandes de prestations d'invalidité ont été examinées pendant cinq ans, du 1^{er} avril 2013 au 31 mars 2018. Le présent rapport porte sur les premières demandes qui exigent une évaluation du degré de l'invalidité causée par les affections et de la relation entre les affections et le service. Le rapport présente les délais de traitement médians selon le sexe, l'âge et l'ans fiscale. Les demandes ont été classées par type de décision et par type de résultat; elles ont également été divisées selon le nombre d'affections : une seule affection ou plusieurs affections.

Restrictions

Le délai de traitement de chaque demande a été signalé, mais pas celui de chaque affection d'une demande. Par conséquent, les délais de traitement des affections des demandes comportant plus d'une affection n'ont pas été examinés.

Le délai de traitement des demandes qui n'ont pas abouti à une décision était invalide.

Constatations

- 1) Le délai de traitement des demandes des femmes était plus long que celui des demandes des hommes (129 jours pour les femmes et 105 jours pour les hommes).
- 2) Le délai de traitement des demandes augmentait chaque année, de 2013-2014 (74 jours pour les femmes et 59 jours pour les hommes) à 2017-2018 (196 jours pour les femmes et 165 jours pour les hommes).
- 3) Plus l'âge augmentait, plus le délai de traitement des demandes diminuait. À partir de 70 ans, il n'y avait plus d'écart entre les femmes et les hommes.
- 4) Le délai de traitement était plus long pour les demandes comportant plus d'une affection.
- 5) Les demandes pour affections musculo-squelettiques et psychiatriques avaient un délai de traitement plus long que celles pour affections auriculaires (pour les demandes comportant une seule affection).
- 6) Les demandes des militaires actifs avaient un délai de traitement plus long que les vétérans.

Conclusion

Les résultats révèlent que le temps de traitement des demandes de prestations des femmes est plus long que celui des hommes. Cette constatation ne s'explique pas par le nombre de dossiers, le nombre d'affections, ni le fait que le demandeur soit un militaire actif ou un vétéran. L'âge moins élevé des femmes et la plus faible probabilité qu'elles présentent une demande pour une affection auriculaire ont contribué à l'écart.

La forte augmentation du délai de traitement pendant les cinq ans de l'enquête indique qu'il faudrait songer à apporter des changements aux procédures pour les premières demandes des femmes et des hommes, plus particulièrement pour les demandes comportant plus d'une affection.

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1. BACKGROUND

In September 2018, the Office of the Veteran Ombudsman (OVO) released a report which stated that women waited longer than men for a disability benefit decision from Veterans Affairs Canada (VAC). The OVO examined disability benefit applications in 2016/17¹. Based on 43 female client records, and 1007 male client records, the report concluded women had longer turnaround times compared to men.

This report was initiated by the department to support sex- and gender-based analysis of disability benefits adjudication. It examines disability application turnaround times disaggregated by sex, age and application characteristics, to identify which groups of applicants are facing the greatest delays.

2. METHODS

VAC administrative data on disability benefit applications was extracted from the Client Service Delivery Network (CSDN) housed in the Reporting Database (RDB) data storage, for all records with a docket completion date from April 1, 2013 to March 31, 2018 (five fiscal years).

Definitions

Disability benefit: is a financial payment to support the well-being of Veterans with a medical condition or disability related to service. This benefit² takes the form of either a pain and suffering award or a disability pension.

Docket: each Disability Benefit Application is a docket in the database.

Turnaround time (TAT): calculated for a docket as the time between the service standard start date (SSSD) and the docket completion date.

Application Date: the date on the application form (PEN 923). The date is not a system generated date for receipt of the application by VAC, but is the date provided by the applicant.

Service standard: VAC's target turnaround time (16 weeks; 112 days) for adjudication of a decision³.

Service Standard Start Date (SSSD): the date the application is marked as complete by VAC staff. The documents required to complete an application include⁴: the application (PEN 923), medical questionnaire(s), profile (VAC 1055) including consent (VAC 928), proof of identify, and direct deposit form (VAC 441) and all required supporting medical documents including a service health record.

¹ Veterans Ombudsman. *Meeting Expectations: Timely and Transparent Decisions for Canada's Ill and Injured Veterans*. (2018)

² <https://www.veterans.gc.ca/eng/health-support/physical-health-and-wellness/compensation-illness-injury/disability-benefits>

³ Veterans Affairs Canada. *How to process Disability Benefit First Applications*, Internal Document (effective June 29, 2015).

⁴ <https://www.veterans.gc.ca/eng/art-hub/disability-benefits-review-claim>

Docket completion date: the system generated date when adjudicative services completes the docket. For favourable conditions, the docket completion date is the system generated date when a pay process is run and completed.

Docket types:

- **First Application:** the initial disability application submitted for a condition(s); requires assessment of the extent of a disability associated with a condition and the condition's relationship to service.
- **Reassessment:** an application to reevaluate the assessment (the extent of disability associated with a condition)⁵.
- **Departmental review:** an application to reevaluate the entitlement (the condition's partial or full relationship to service)⁶.

Each docket type can be a:

- **Single condition docket:** a docket with a disability benefit claim for one condition.
- **Multiple condition docket:** a docket with disability benefit claims for more than one condition. A single application date, SSSD, and docket completion date is assigned to the docket, not by condition within the docket.

Decision types:

- **Favourable:** the claim was accepted. Entitlement⁷ is assigned based on the condition's partial or full relationship to service. Assessment⁸ is assigned based on the extent of the disability and its impact on the individual's quality of life. The result of a favourable decision is captured as:
 - **First Award:** entitlement and assessment completed; an award is calculated.
 - **Entitlement only:** provides the applicant with access to treatment benefits for the condition but no assessment amount could be determined at the time (e.g. if the condition is not medically stable).
- **Unfavourable:** the claim was not accepted.
- **No decision:** a system default decision code for decisions resulting in no entitlement or assessment (e.g. withdrawn without prejudice).

Median TAT

TAT frequency was described using medians. The mean (or average) TAT was considered inappropriate, since means were influenced by skewed values (see Appendix A, Figure 1 for further clarification). The distribution of TAT was measured using % >112 days, based on VAC's service standard of 16 weeks.

⁵ <https://www.veterans.gc.ca/eng/health-support/physical-health-and-wellness/compensation-illness-injury/disability-benefits>

⁶ Ibid.

⁷ <https://www.veterans.gc.ca/eng/art-hub/disability-benefits-review-claim>

⁸ Ibid.

Analysis

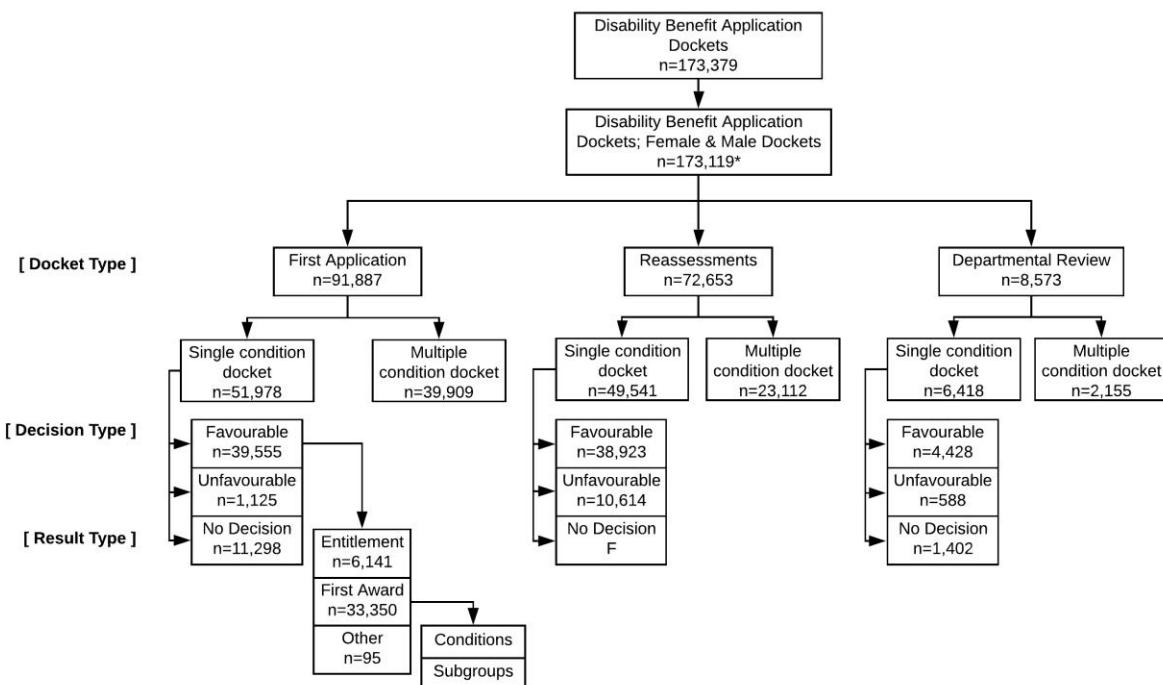
Each Disability Benefit Application is a docket in the database. Each docket contains one or more conditions. A docket with one condition is considered a “single condition docket”, and a docket with more than one condition is considered a “multiple condition docket”.

Turnaround time (TAT) is reported for each docket, not for each condition within a docket. As a result, the TAT for diagnostic conditions that are part of a multiple condition docket were not examined. TAT for diagnostic conditions are based on single condition dockets.

TAT was disaggregated by sex, fiscal year, and age group. TAT was examined by serving or Veteran status on the 2015/16 dockets by linkage with a research file (LASS 2016).

Disability benefit dockets were examined for five fiscal years, from April 2013 to March 2018. The dataset contained a total of 173,379 dockets. TAT was examined by docket type, decision type and result type (Figure 1).

Figure 1. Flowchart of disability benefit applications (2013/14 to 2017/18).



F = number is small and unreliable *173,119 dockets excludes 260 dockets that did not indicate sex.

Limitations

TAT is currently calculated as the time between the service standard start date (SSSD) and the docket completion date. However, from the clients perspective, a more representative TAT would be measured from the date the application is received to the docket completion date. The ‘application received date’, ‘application date’ and ‘docket creation date’ variables were explored as alternative start dates for calculating TAT. However, measuring the difference between these dates and the SSSD showed that the variables were not accurately captured. The ‘application received date’ and ‘application date’ had similar problems: the majority of applications had a zero or one day difference between these dates and the SSSD, while the remaining applications had extremely large differences (>4000 days, with the maximum being 13,311 days). The difference between the ‘docket creation date’ and SSSD produced many zero’s and negative numbers. This suggested that using these dates to calculate TAT was unreliable and would further skew the mean. This also suggests that ‘application received date’ could be improved by a system generated date early in the process, and SSSD could also be system generated at the time the docket is accepted as complete by adjudication. This report could not clarify the effect of an incomplete application on TAT.

TAT produced from a ‘no decision’ docket is invalid. ‘No decision’ is a system generated code applied to a variety of dockets which result in no entitlement or assessment. This may happen when an application is withdrawn, or when an application does not have the correct or necessary information needed to make a decision. However, no information is captured on how the docket became “No Decision.”

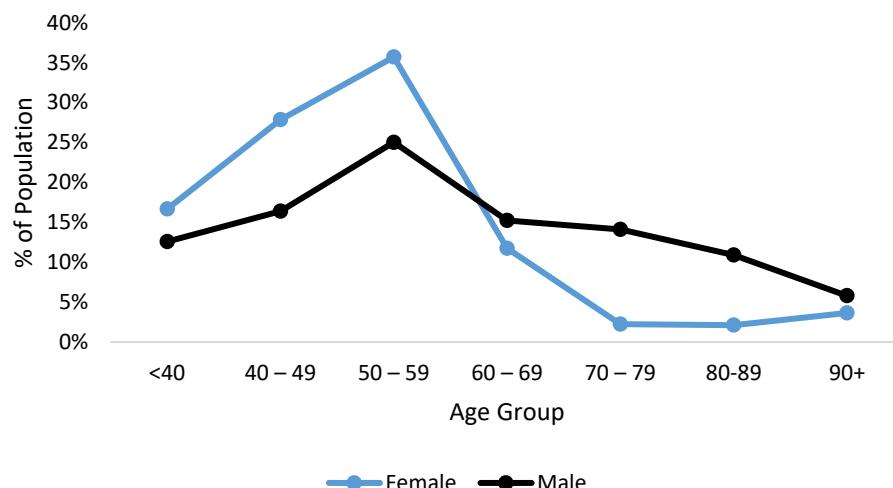
The data analyzed did not include the language of the application.

3. DESCRIPTION OF APPLICATION BY FREQUENCIES

Five-year Total

Over the five years of the study, there were 83,332 unique applicants. Of the total number of dockets, 11% were from female applicants. Female applicants were younger (74% <60 yr) than male applicants (44% <60 yr). (Figure 2; Appendix B, Table 1).

Figure 2. Percent of female and male dockets by age group (2013/14-2017/18).



Docket types were more commonly first applications (53%), followed by reassessments (42%), and departmental reviews (5%) (Appendix B, Table 2). The majority of dockets were for single conditions (62%). This was similar for females (63%) and males (62%) (Appendix B, Table 3). Of the single condition, first application dockets, the majority of decisions were favourable (76%) (Appendix B, Table 4).

More first applications were multiple condition dockets (61%) than single condition dockets (48%). The reverse was true for reassessments; more reassessments were single conditions dockets (46%) than multiple condition dockets (35%). Reassessments reevaluate the extent of disability associated with a condition and may result in a change to the current assessment amount. A reassessment may occur when the status of the individual's health condition has worsened, i.e. the extent of disability is greater and the individual requires a greater benefit. This suggests that while individuals may initially apply for benefits for a number of conditions at once, not all of the conditions need reassessments, or the conditions do not all need reassessments at the same time.

Females and males had the same average number of conditions per docket, regardless of the docket type (Appendix B, Table 2).

Additional descriptive tables are found in Appendix B, Tables 5-7.

4. TAT

Median TAT over the five year period for all docket types was 90 days. TAT was 26 days longer for females (114 days) than for males (88 days) (Appendix C, Table 8).

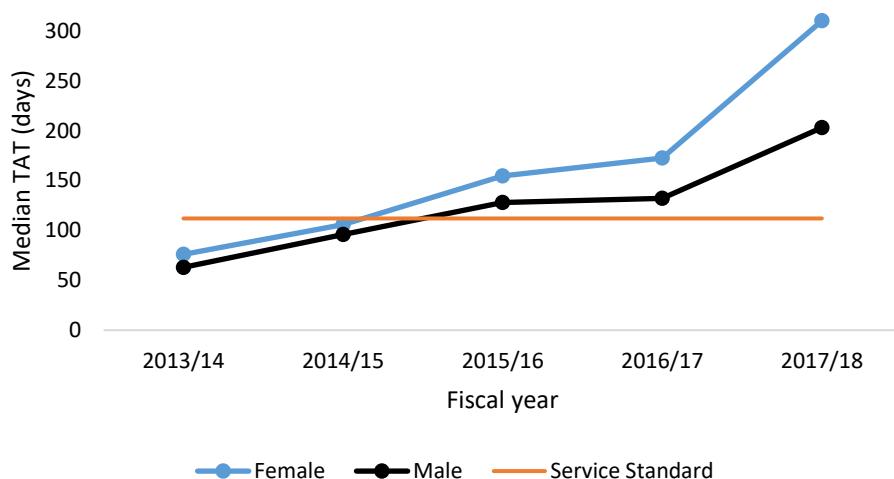
TAT was longest for first applications (109 days), followed by reassessments (76 days), and shortest for departmental reviews (57 days) (Appendix C, Table 8). Given the long TAT of first application dockets and that the other two docket types examine only a piece of this process, the following analysis focused on this docket type.

First application TAT was shortest for single condition dockets: 129 days for females, and 105 days for males (Appendix C, Table 9). This was similar for single condition dockets with favourable decisions: 127 days for females, and 105 days for males (Appendix C, Table 10). TAT was longer for multiple condition dockets: 141 days for females and 108 days for males (Appendix C, Table 9).

TAT for No Decision

Dockets without a decision are assigned a “Docket completion date” that allows calculation of TAT. However, the docket is not completed for an unknown reason. This report concludes that applications resulting in No Decision produce invalid turnaround times. The time to No Decision has been increasing each year, with a pronounced gap between females and males reaching 107 days by 2017/18 (Figure 3; Appendix C, Table 12).

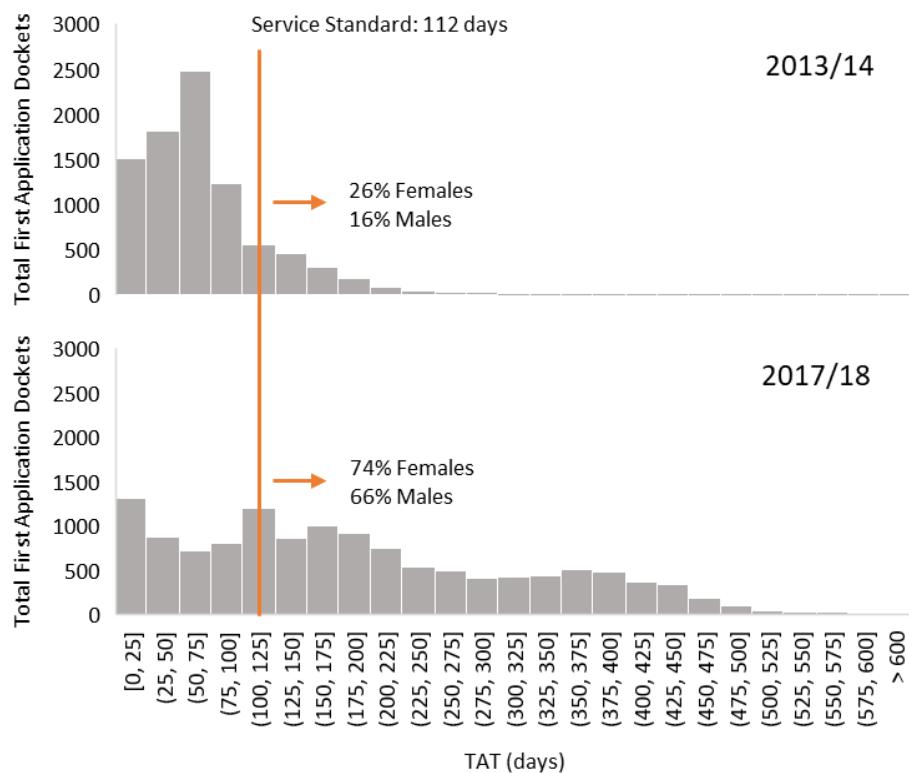
Figure 3. Median turnaround time (TAT) for **No Decision** dockets for females and males by fiscal year (single condition, first application dockets, 2013/14-2017/18).



TAT by Fiscal Year

Over the five fiscal years, the frequency of dockets with TAT longer than the service standard of 112 days increased. For single condition dockets in 2013/14, 26% of females and 16% of males had TAT longer than 112 days. In 2017/18, 74% of females and 66% of males had TAT longer than 112 days (Figure 4; Appendix C, Table 9).

Figure 4. Turnaround times (TAT) greater than the service standard for females and males (single condition, first application dockets for 2013/14 and 2017/18).



Over each of the five fiscal years studied, TAT increased for both females and males. For single condition dockets in 2013/14, TAT was 15 days longer for females than males, and this gap widened to 31 days longer by 2017/18 (Figure 5; Appendix C, Table 9). While TAT increased, the number of dockets processed from year to year did not have the same consistent increase (Figure 6; Appendix C, Table 9).

Figure 5. Median turnaround time (TAT) by fiscal year for females and males (single condition, first application dockets, 2013/14-2017/18).

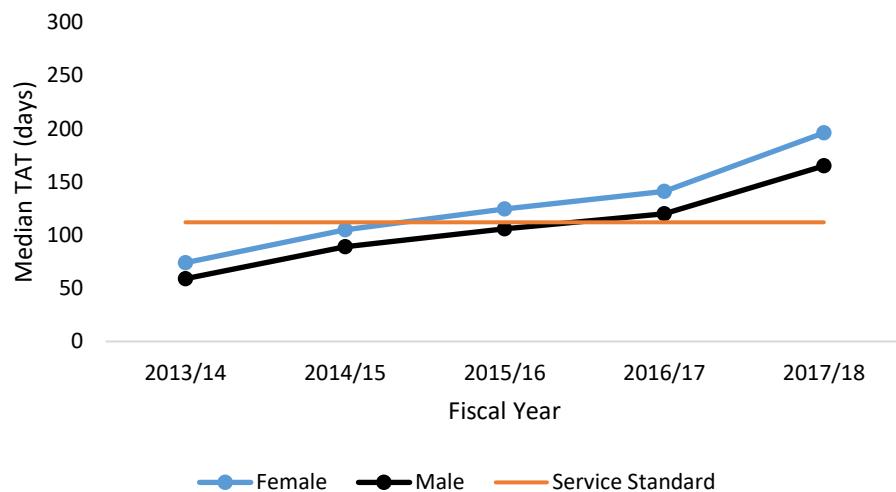
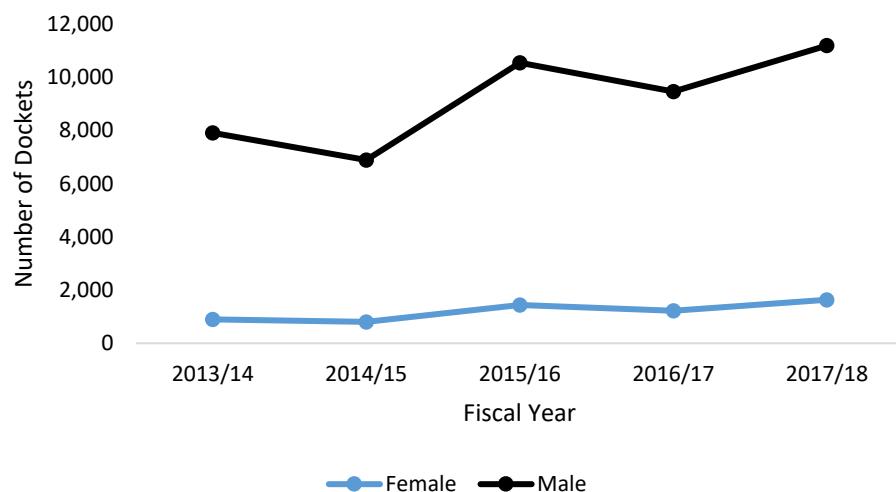


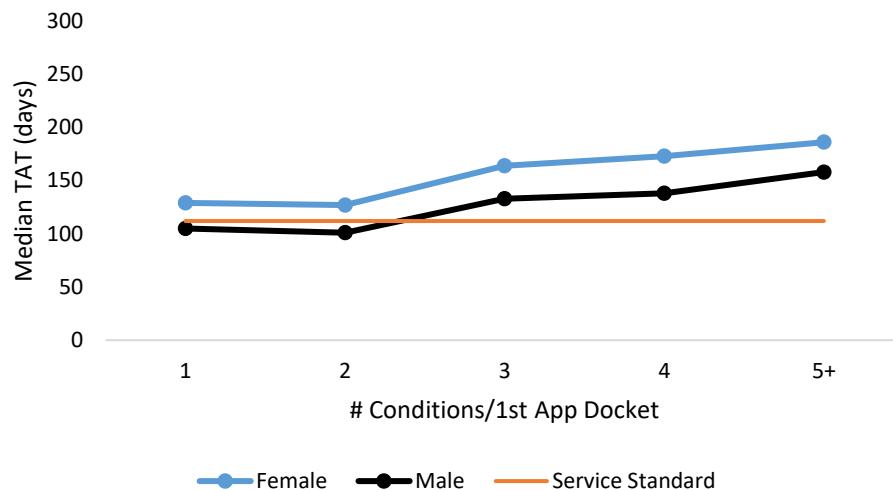
Figure 6. Number of dockets by fiscal year for females and males (single condition, first application dockets, 2013/14-2017/18).



TAT by Multiple Conditions

As the number of conditions per docket increased, TAT increased for both females and males. For single condition dockets, females had a 24 day longer TAT than males, and this increased to 35 days longer by four conditions. (Figure 7; Appendix C, Table 15).

Figure 7. Median turnaround time (TAT) by number of conditions per docket for females and males (2013/14-2017/18).



For multiple conditions, the widening female:male gap was more dramatic than for single conditions; the gap increased from 13 days in 2013/14 to 59 days in 2017/18. The longest TAT (233 days) was for females with multiple condition dockets in 2017/18 (Figure 8; Appendix C, Table 9). The increased TAT did not correspond to increases in the number of dockets processed from year to year (Figure 9; Appendix C, Table 9). The trend was similar for first applications with favourable decisions (Appendix C, Table 10) and for first applications with favourable decisions resulting in first awards (Appendix C, Table 11).

Figure 8. Median turnaround time (TAT) by fiscal year for females and males (multiple condition, first application docket, 2013/14-2017/18).

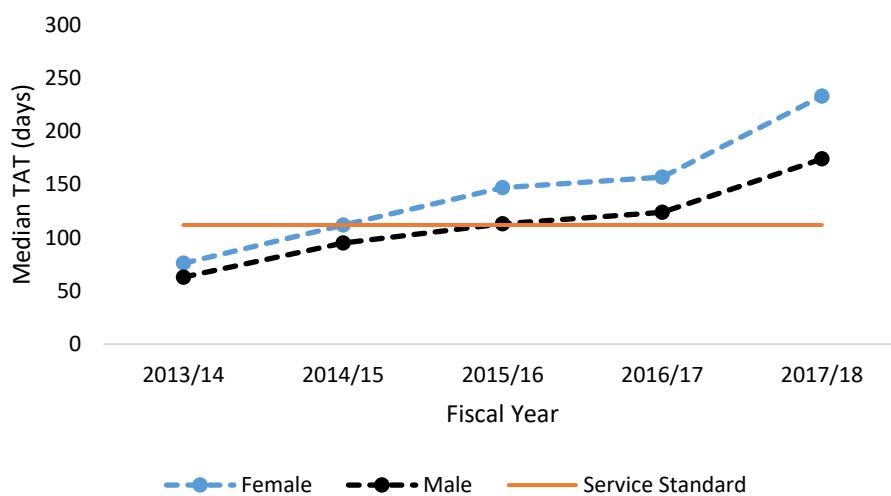
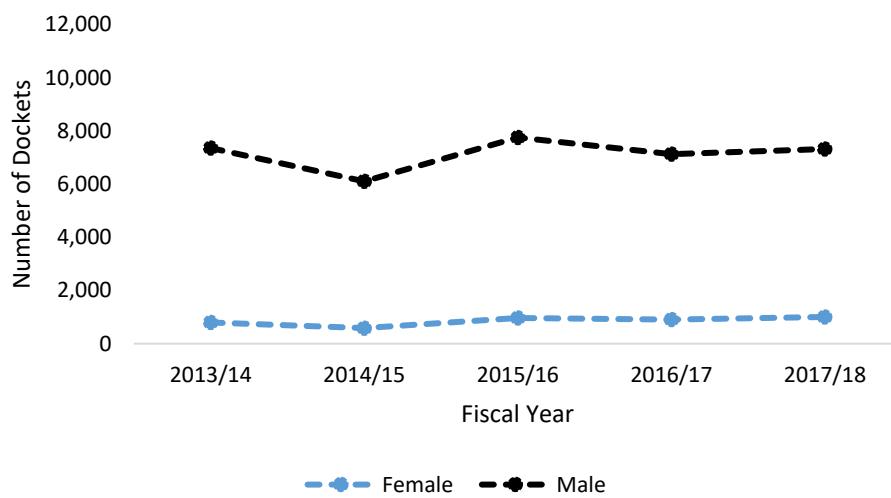


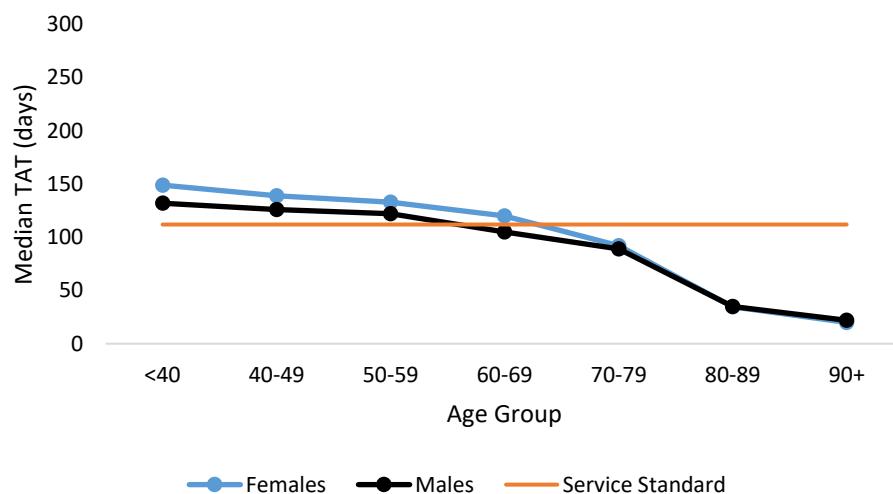
Figure 9. Number of dockets by fiscal year for females and males (multiple condition, first application docket, 2013/14-2017/18).



TAT by Age

As age increased, TAT decreased for both females and males. For single condition dockets, females under age 40 had a 17 day longer TAT than males, however this gap disappeared by age 70. Median TAT was longest for applicants under 40 with multiple condition dockets: 177 days for females, and 154 days for males (Figure 10; Appendix C, Table 13). The trend was similar for multiple condition dockets (Appendix C, Table 13), and for single condition dockets with favourable decisions resulting in first awards (Appendix C, Table 14). The longer TATs for clients under 60 years of age correspond to the majority (74%) of the female clients (see Figure 2).

Figure 10. Median turnaround time (TAT) by age group for females and males (single condition, first application dockets 2013/14-2017/18).



TAT by Diagnosis

Turnaround time (TAT) is reported for each docket, not for each condition within a docket; as a result, the TAT for diagnostic conditions that are part of a multiple condition docket were not examined. However, single condition dockets demonstrated that the diagnostic condition influenced TAT. The three most common condition categories applied for were examined: musculoskeletal (MSK), including disk and spine, ear and psychiatric conditions.

For ear conditions, females had shorter TAT than males. However, females had longer TAT than males for MSK, and psychiatric conditions. The longest TAT was for MSK conditions: 147 days for females and 131 days for males. The biggest gap in TAT was for psychiatric conditions: females had a 29 day longer TAT than males (Figure 11; Appendix C, Table 16). The number of dockets processed does not appear to explain the TAT patterns observed (Figure 12; Appendix C, Table 16). While females made up 11% of all dockets, females were overrepresented (14%) in MSK conditions and psychiatric conditions (16%). Females were underrepresented (6%) in ear conditions with shorter TAT. Additional detail on TAT by conditions can be found in Appendix C, Tables 17-19.

Figure 11. Median turnaround time (TAT) by condition category for females and males (single condition, first application dockets with a favourable decision resulting in a first award, 2013/14-2017/18).

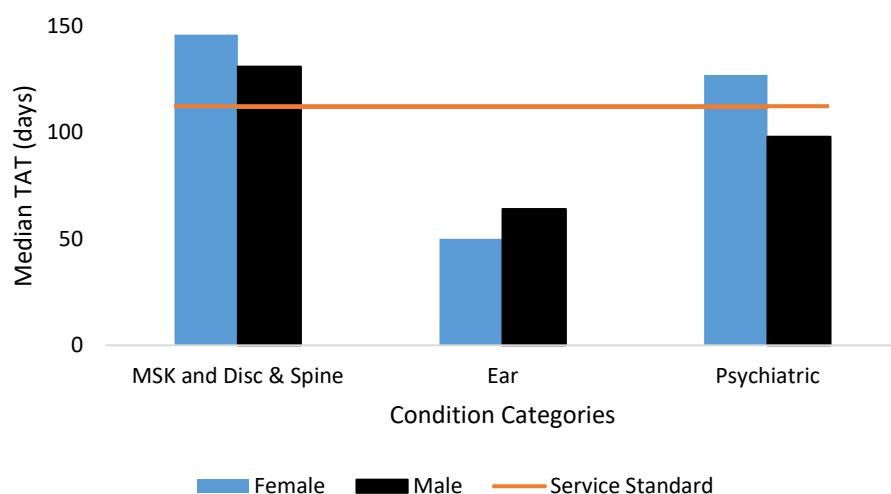
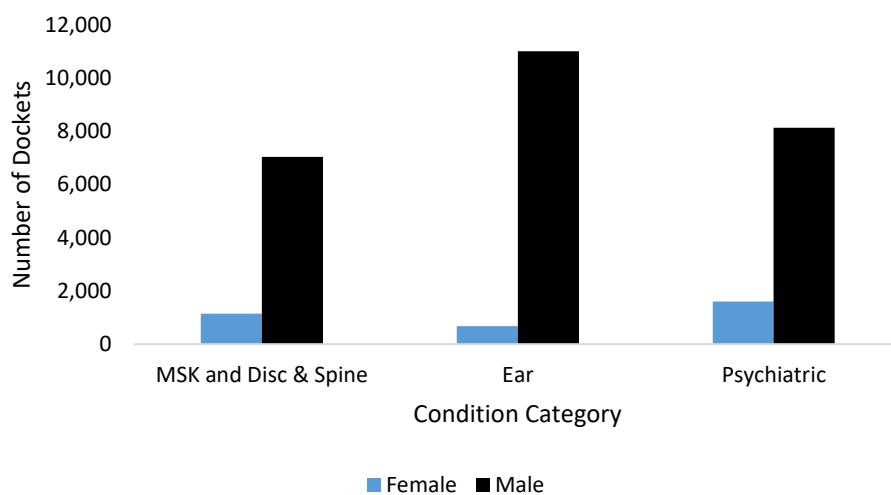


Figure 12. Number of dockets by condition category for females and males (single condition, first application dockets with a favourable decision resulting in a first award, 2013/14-2017/18).



TAT by Serving or Veteran status

Still serving and Veteran status was examined as a subset of the 2015/16 fiscal year dockets. TAT was longer for still serving members than Veterans for both females and males: 135 days for still serving females and 124 days for Veteran females; 130 days for still serving males and 99 days for Veteran males (Figure 13; Appendix C, Table 21). The number of dockets processed does not appear to explain the TAT patterns observed (Figure 14; Appendix C, Table 20).

Figure 13. Median turnaround time (TAT) by service status for females and males (single condition, first application dockets with a favourable decision resulting in a first award, 2015/16).

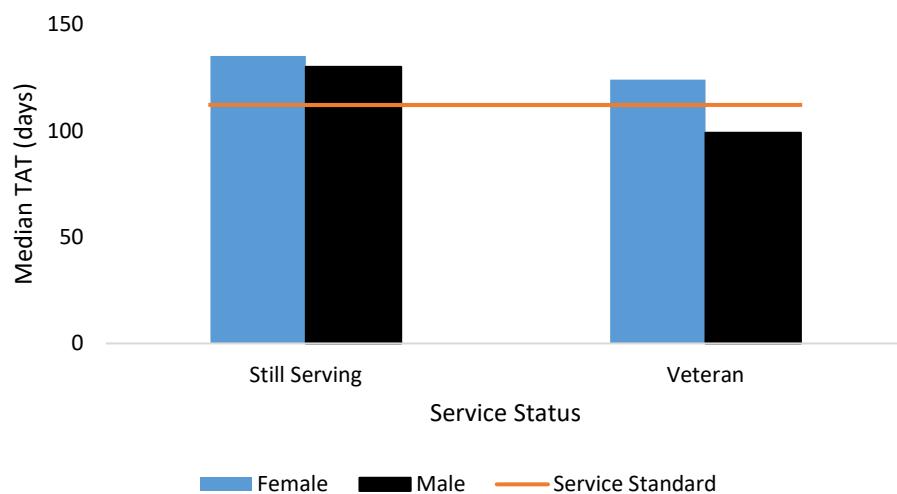
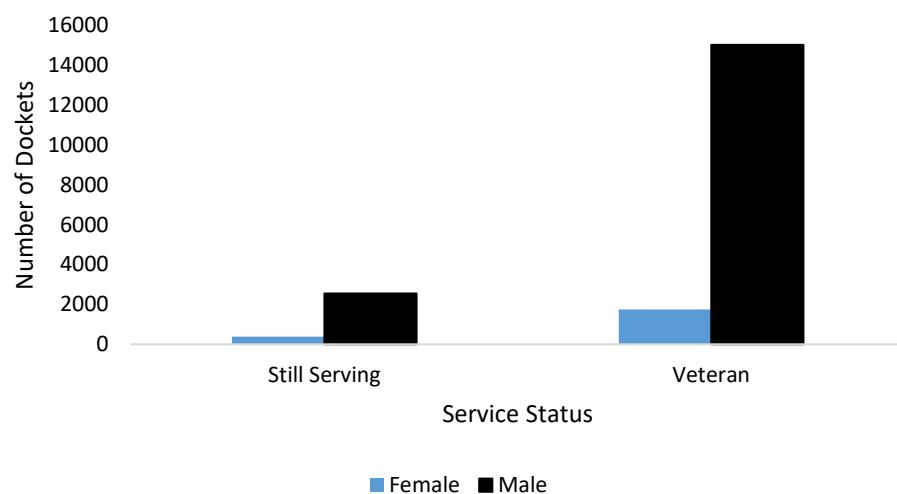


Figure 14. Number of dockets by service status for females and males (single condition, first application dockets with a favourable decision resulting in a first award, 2015/16).



TAT for other Docket Types

TAT was longest for first applications (109 days), followed by reassessments (76 days), and shortest for departmental reviews (57 days) (Appendix C, Table 8). Generally, patterns described for first applications were also seen for reassessments (Appendix D, Table 21 and 22) and departmental reviews (Appendix E, Table 23 and 24). The majority of reassessment and departmental review dockets have a TAT shorter than the service standard of 16 weeks (112 days). Given that reassessments and departmental reviews examine a component of the First Application, it is not surprising they have shorter TAT. Efforts to address TAT should focus on First Applications.

5. CONCLUSION

There are six main findings from this report.

1) Females had longer turnaround times than males.

Females had longer TAT than males for all docket types. This was true for both single (129 days for females; 105 days for males) and multiple condition dockets (141 days for females; 108 days for males).

2) TAT increased each year, from 2013/14 to 2017/18.

Over the five fiscal years examined, 2013/14 to 2017/18, TAT for males and females increased; TAT increased by 122 days for females and 106 days for males over five years. Additionally, the gap in TAT between females and males widened by 16 days. This increase in TAT is not explained by the number of dockets processed per fiscal year, which remained fairly stable over time.

3) As age increased, TAT decreased, and the gap between females and males disappeared by age 70.

Dockets for younger individuals had longer TAT. Female applicants were younger than males, indicating the age difference contributes to the gap observed between them.

4) TATs were longer for applications with multiple conditions.

As the number of conditions per docket increased, so did TAT; dockets with one condition had a TAT of 129 days for females and 105 days for males while dockets with five or more conditions had a TAT of 181 for females and 159 for males. However, females and males had the same average number of conditions per docket, therefore number of conditions cannot be attributed to the gap in TAT between them.

5) Musculoskeletal and Psychiatric conditions had longer TAT than ear conditions.

Ear conditions have the shortest TAT (50 days for females; 64 days for males), while MSK (146 days for females; 131 days for males) and psychiatric conditions (127 days for females; 98 days for males) took longer. Female applicants are overrepresented in MSK and psychiatric conditions, which contributes to their longer TAT.

6) Still serving members had longer TAT than Veterans.

Female and male still serving members experienced longer TAT than Veterans; still serving females and males had a TAT of 135 and 130, respectively, while Veteran females and males had a TAT of 124 and 99, respectively.

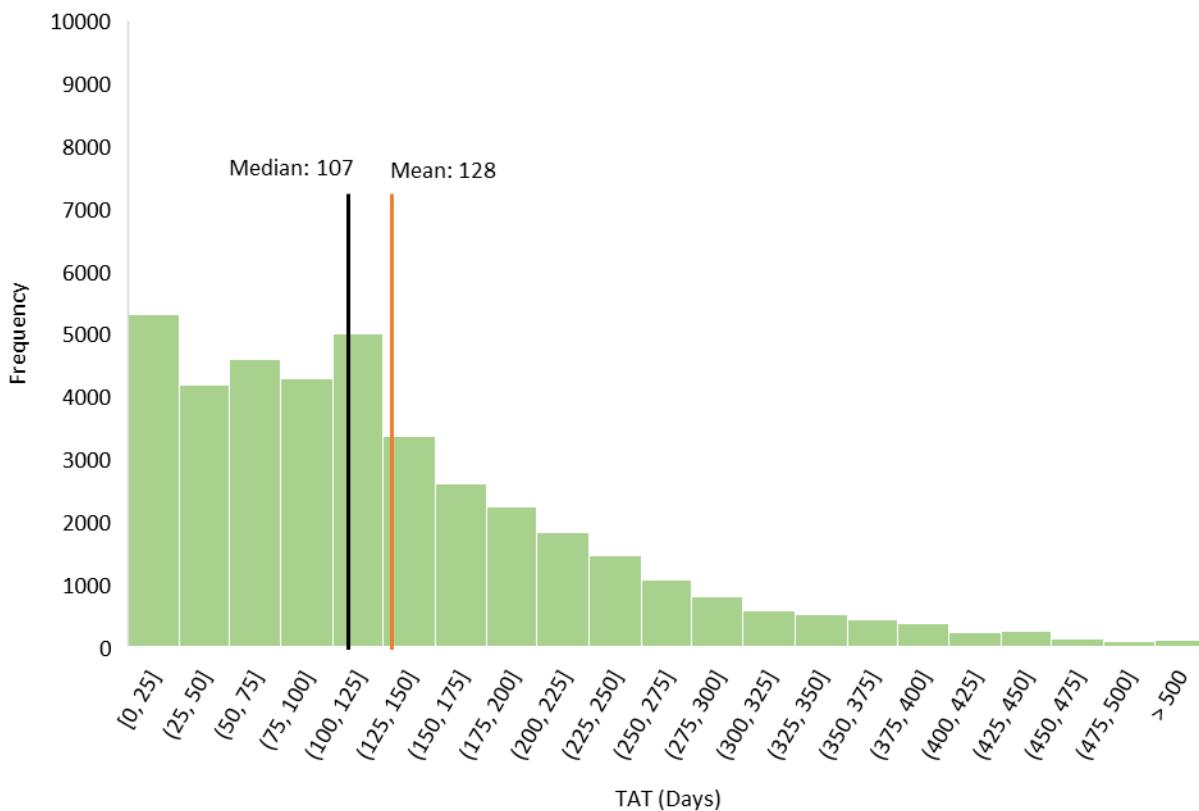
The findings demonstrate that females had longer turnaround times than males. This was not explained by the volume of dockets, the number of conditions, nor serving/Veteran status. The younger age of females, and their lower likelihood to apply for ear conditions both contribute to this gap.

The dramatic increase in TAT over the five years studied indicate that changes in procedures for First Applications should be examined for both male and female applicants, particularly those with multiple conditions.

6. APPENDIX A – MEASURES OF TAT FREQUENCY

In this analysis, the majority of the TAT data is right skewed, meaning the distribution of the data is not symmetrical. This produces a gap between the median (middle value) and mean (average value) – these values would be the same in a normal distribution. The mean in the right skewed distribution does not accurately represent the dataset; the median is a more accurate reflection of the data.

Figure 1: Frequency of turnaround times (TAT) for single condition, first application dockets (2013/14-2017/18).



7. APPENDIX B – DESCRIPTIVE TABLES

Table 1: Number of female and male dockets and unique applicants by age group (2013/14-2017/18).

		Total Dockets n = 173,119*		Unique Applicants n = 83,332	
		Female	Male	Female	Male
Total		n = 18,650	n = 154,469	n = 8,498	n = 74,834
Age	<40	n = 3,109 (17%)	n = 19,433 (13%)	n = 1,485 (18%)	n = 8,541 (11%)
	40 – 49	n = 5,195 (28%)	n = 25,295 (16%)	n = 2,097 (25%)	n = 9,217 (12%)
	50 – 59	n = 6,660 (36%)	n = 38,663 (25%)	n = 2,685 (32%)	n = 15,237 (20%)
	60 – 69	n = 2,191 (12%)	n = 23,502 (15%)	n = 1,025 (12%)	n = 11,259 (15%)
	70 – 79	n = 421 (2%)	n = 21,784 (14%)	n = 277 (3%)	n = 12,880 (17%)
	80-89	n = 394 (2%)	n = 16,847 (11%)	n = 322 (4%)	n = 10,692 (14%)
	90+	n = 680 (4%)	n = 8,945 (6%)	n = 607 (7%)	n = 7,008 (9%)

* Removes unknown sex from 173,379

Table 2: Average number of conditions per docket for females and males by docket type from fiscal year (2013/14-2017/18).

Total Dataset n = 173,113*	First Applications n = 91,887	Reassessments n = 72,653	Departmental Reviews n = 8,573
Female n = 18,648	1.70	1.47	1.45
Male n = 154,466	1.65	1.46	1.32

* Slight variation from 173,119 due to missing values

Table 3: Number of single and multiple condition dockets for females and males by docket type (2013/14-2017/18).

Total Dataset n = 173,113	Single Condition Dockets n = 107,937			Multiple Condition Dockets n = 65,176		
	First Applications n = 51,978	Reassessments n = 49,541	Departmental Reviews n = 6,418	First Applications n = 39,909	Reassessments n = 23,112	Departmental Reviews n = 2,155
Female n = 18,648	n = 5,986	n = 5,002	n = 686	n = 4,253	n = 2,378	n = 343
Male n = 154,466	n = 45,992	n = 44,539	n = 5,732	n = 35,656	n = 20,734	n = 1,812

Table 4: Number of single condition, first application dockets for females and males by decision type (2013/14-2017/18).

First Application – Single Condition Dockets n = 51,978	Favourable n = 39,555	Unfavourable n = 1,125	No Decision n = 11,298
Female n = 5,986	n = 4,687	F	n = 1,271
Male n = 45,992	n = 34,868	n = 1,097	n = 10,027

F = number is small and unreliable

Table 5: Number of single condition, first application dockets with a favourable decision for females and males by result type (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable n = 39,555	First Award n = 33,322	Entitlement Only n = 6,138	Other* n = 95
Female n = 4,687	n = 3,781	n = 897	F
Male n = 34,868	n = 29,541	n = 5,241	

F = number is small and unreliable

Table 6: Number of single condition, reassessment dockets for females and males by decision type (2013/14-2017/18).

Reassessment – Single Condition Dockets n = 49,541	Favourable n = 38,923	Unfavourable n = 10,614	No decision F
Female n = 5,002	n = 4,061	n = 940	F
Male n = 44,539	n = 34,862	n = 9,674	

F = number is small and unreliable

Table 7: Number of single condition, departmental review dockets for females and males by decision type (2013/14-2017/18).

Departmental Review – Single Condition Dockets n = 6,418	Favourable n = 4,428	Unfavourable n = 588	No decision n = 1,402
Female n = 686	n = 472	n = 57	n = 157
Male n = 5,732	n = 3,956	n = 531	n = 1,245

8. APPENDIX C – TAT FOR FIRST APPLICATION

Table 8: Median turnaround time (TAT) and number of females and males by docket type (2013/14-2017/18).

Total Dataset n = 173,113		Female	Male	[Female + Male]
Total		Median TAT 114	88	90
		Valid N 18,619	154,211	172,830
First Application n = 91,887		Median TAT 133	106	109
		Valid N 10,239	81,638	91,877
Reassessment n = 72,653		Median TAT 101	73	76
		Valid N 7,379	65,269	72,648
Departmental Review n = 8,573		Median TAT 58	57	57
		Valid N 1,001	7,304	8,305

Table 9: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, first application dockets for females and males by fiscal year (2013/14-2017/18).

First Application n = 91,887			Single n = 51,978			Multiple n = 39,909		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	129	105	24	141	108	33
		Valid N	5,986	45,987		4,253	35,651	
		% > 112 days	58%	46%		61%	47%	
2013/14 n = 16,988	TAT (days)	Median	74	59	15	76	63	13
		Valid N	893	7,904		798	7,357	
		% > 112 days	26%	16%		29%	18%	
2014/15 n = 14,398	TAT (days)	Median	105	89	16	112	95	17
		Valid N	804	6,888		586	6,102	
		% > 112 days	44%	34%		49%	37%	
2015/16 n = 20,707	TAT (days)	Median	125	106	19	147	113	34
		Valid N	1,436	10,540		964	7,750	
		% > 112 days	57%	45%		66%	50%	
2016/17 n = 18,720	TAT (days)	Median	141	120	21	157	124	33
		Valid N	1,218	9,466		901	7,124	
		% > 112 days	67%	55%		72%	59%	
2017/18 n = 21,157	TAT (days)	Median	196	165	31	233	174	59
		Valid N	1,635	11,189		1,004	7,318	
		% > 112 days	74%	66%		80%	71%	

Table 10: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with favourable decisions for females and males by fiscal year (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable n = 39,555			Female	Male	[Female-Male]
Total	TAT (days)	Median	127	105	22
		Valid N	4,687	34,863	
		% > 112 days	57%	46%	
2013/14 n = 5,678	TAT (days)	Median	74	58	16
		Valid N	555	5,112	
		% > 112 days	25%	15%	
2014/15 n = 5,647	TAT (days)	Median	105	88	17
		Valid N	598	5,043	
		% > 112 days	44%	34%	
2015/16 n = 9,605	TAT (days)	Median	119	102	17
		Valid N	1,172	8,429	
		% > 112 days	54%	43%	
2016/17 n = 8,308	TAT (days)	Median	136	119	17
		Valid N	993.0	7,310	
		% > 112 days	64%	54%	
2017/18 n = 10,343	TAT (days)	Median	184	162	22
		Valid N	1,369	8,969	
		% > 112 days	73%	65%	

Table 11: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by fiscal year (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award n = 33,350			Female	Male	[Female-Male]
Total	TAT (days)	Median	125	100	25
		Valid N	3,781	29,537	
		% > 112 days	55%	44%	
2013/14 n = 4,541	TAT (days)	Median	70	55	15
		Valid N	409	4,122	
		% > 112 days	23%	13%	
2014/15 n = 4,519	TAT (days)	Median	92	80	12
		Valid N	448	4,066	
		% > 112 days	38%	29%	
2015/16 n = 7,634	TAT (days)	Median	113	92	21
		Valid N	874	6,756	
		% > 112 days	50%	38%	
2016/17 n = 7,197	TAT (days)	Median	136	115	21
		Valid N	813	6,379	
		% > 112 days	62%	52%	
2017/18 n = 9,455	TAT (days)	Median	175	155	20
		Valid N	1,237	8,214	
		% > 112 days	71%	64%	

Table 12: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with no decision for females and males by fiscal year (2013/14-2017/18).

First Application – Single Condition Dockets – No Decision n = 11,298			Female	Male	[Female-Male]
Total	TAT (days)	Median	134	109	25
		Valid N	1,271	10,027	
		% > 112 days	61%	48%	
2013/14 n = 2,887	TAT (days)	Median	76	63	13
		Valid N	331	2,551	
		% > 112 days	29%	19%	
2014/15 n = 1,831	TAT (days)	Median	106	96	10
		Valid N	202	1,625	
		% > 112 days	44%	38%	
2015/16 n = 2,142	TAT (days)	Median	155	128	27
		Valid N	258	1,879	
		% > 112 days	74%	60%	
2016/17 n = 2,195	TAT (days)	Median	173	132	41
		Valid N	220	1,973	
		% > 112 days	80%	61%	
2017/18 n = 2,262	TAT (days)	Median	310	203	107
		Valid N	260	1,999	
		% > 112 days	85%	71%	

Table 13: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, first application dockets for females and males by age group (2013/14-2017/18).

First Application n = 91,887			Single n = 51,978			Multiple n = 39,909		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	129	105	24	141	113	28
		Valid N	5,986	45,987		4,253	88,696	
		% > 112 days	58%	46%		61%	47%	
<40 n = 13,468	TAT (days)	Median	149	132	17	177	154	23
		Valid N	1,216	7,870		613	3,769	
		% > 112 days	66%	61%		73%	68%	
40-49 n = 16,163	TAT (days)	Median	139	126	13	162	147	15
		Valid N	1,696	8,285		1,093	5,085	
		% > 112 days	63%	57%		70%	67%	
50-59 n = 23,184	TAT (days)	Median	133	122	11	154	131	23
		Valid N	1,969	10,977		1,544	8,683	
		% > 112 days	61%	55%		67%	60%	
60-69 n = 13,177	TAT (days)	Median	120	105	15	126	110	16
		Valid N	609	6,114		523	5,918	
		% > 112 days	53%	45%		57%	48%	
70-79 n = 11,999	TAT (days)	Median	92	89	3	91	95	-4
		Valid N	113	5,603		166	6,091	
		% > 112 days	41%	36%		32%	38%	
80-89 n = 9,261	TAT (days)	Median	35	35	0	34	42	-8
		Valid N	128	4,607		161	4,341	
		% > 112 days	9%	12%		9%	12%	
90+ n = 4,718	TAT (days)	Median	20	22	-2	23	27	-4
		Valid N	255	2,531		153	1,764	
		% > 112 days	2%	3%		2%	5%	

Table 14: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by age group (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award n = 33,350			Female	Male	[Female-Male]
Total	TAT (days)	Median	125	100	25
		Valid N	3,781	29,537	
		% > 112 days	55%	44%	
<40 n = 5,664	TAT (days)	Median	152	130	22
		Valid N	729	4,935	
		% > 112 days	67%	59%	
40-49 n = 6,317	TAT (days)	Median	136	125	11
		Valid N	1,075	5,242	
		% > 112 days	61%	56%	
50-59 n = 8,170	TAT (days)	Median	131.0	121.0	10
		Valid N	1,231	6,937	
		% > 112 days	58%	55%	
60-69 n = 4,189	TAT (days)	Median	123	103	20
		Valid N	356	3,833	
		% > 112 days	54%	44%	
70-79 n = 3,556	TAT (days)	Median	76	88	-12
		Valid N	57	3,491	
		% > 112 days	32%	34%	
80-89 n = 3,089	TAT (days)	Median	30	33	-3
		Valid N	100	2,980	
		% > 112 days	9%	9%	
90+ n = 2,361	TAT (days)	Median	19	21	-2
		Valid N	233	2,119	
		% > 112 days	3%	3%	

Table 15: Median turnaround time (TAT) and number of first application dockets for females and males by number of conditions per docket (2013/14-2017/18).

First Application n = 91,887		Female	Male	[Female – Male]
1 Condition/docket	Median TAT	129	105	24
	Valid N	5,986	45,986	
2 Conditions/docket	Median TAT	127	101	26
	Valid N	2,828	26,877	
3 Conditions/docket	Median TAT	164	133	31
	Valid N	759	4,657	
4 Conditions/docket	Median TAT	173	138	35
	Valid N	344	2,241	
5 Conditions/docket	Median TAT	164	157	7
	Valid N	130	826	
6 Conditions/docket	Median TAT	205	157	48
	Valid N	78	492	
7 Conditions/docket	Median TAT	189	158	31
	Valid N	43	221	
8+ Conditions/docket	Median TAT	181	159	22
	Valid N	71	337	

Table 16: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by condition category (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award – Condition Categories n = 33,350			Female	Male	[Female-Male]
MSK and Disc & Spine n = 8,194	TAT (days)	Median	146	131	15
		Valid N	1,151	7,039	
		% > 112 days	67%	61%	
Ear n = 11,698	TAT (days)	Median	50	64	-14
		Valid N	674	11,004	
		% > 112 days	24%	27%	
Psychiatric n = 9,740	TAT (days)	Median	127	98	29
		Valid N	1,600	8,138	
		% > 112 days	56%	43%	

Table 17: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by condition category (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award – Condition Categories n = 33,350			Female	Male	[Female-Male]
MSK n = 4,756	TAT (days)	Median	149	130	19
		Valid N	690	4,064	
		% > 112 days	68%	60%	
Disc & Spine n = 3,438	TAT (days)	Median	143	132	11
		Valid N	461	2,975	
		% > 112 days	66%	62%	
Ear n = 11,698	TAT (days)	Median	50	64	-14
		Valid N	674	11,004	
		% > 112 days	24%	27%	
Psychiatric n = 9,740	TAT (days)	Median	127	98	29
		Valid N	1,600	8,138	
		% > 112 days	56%	43%	

Table 18: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by select ear conditions (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award – Ear Conditions n = 11,698			Female	Male	[Female-Male]
Hearing Loss n = 5,506	TAT (days)	Median	28.0	49.0	-21.0
		Valid N	395	5,108	
		% > 112 days	13.4%	19.8%	
Tinnitus n = 6,162	TAT (days)	Median	95.0	85.0	10.0
		Valid N	273	5,872	
		% > 112 days	37.7%	33.5%	

Table 19: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by select psychiatric conditions (2013/14-2017/18).

First Application – Single Condition Dockets – Favourable – First Award – Psychiatric Conditions n = 9,740			Female	Male	[Female-Male]
Adjustment Disorder n = 549	TAT (days)	Median	211	176	36
		Valid N	121	428	
		% > 112 days	84%	71%	
Anxiety Disorders n = 327	TAT (days)	Median	176	162	14
		Valid N	58	269	
		% > 112 days	78%	68%	
Depressive Disorders n = 1,303	TAT (days)	Median	194	166	29
		Valid N	307	996	
		% > 112 days	79%	70%	
Generalized Anxiety Disorder n = 218	TAT (days)	Median	217	173	44
		Valid N	56	162	
		% > 112 days	75%	76%	
PTSD n = 6,855	TAT (days)	Median	97	80	17
		Valid N	969	5,885	
		% > 112 days	41%	32%	

Table 20: Median turnaround time (TAT), number and percent over the service standard (112 days) of single condition, first application dockets with a favourable decision resulting in a first award for females and males by service status (2015/16).

First Application – Single Condition Dockets – Favourable – First Award – Service Status n = 19,667			Female	Male
Still Serving	TAT (days)	Median	135	130
		Valid N	382	2,541
		% > 112 days	66%	61%
Veterans	TAT (days)	Median	124	99
		Valid N	1,741	15,003
		% > 112 days	55%	41%

9. APPENDIX D – TAT FOR REASSESSMENT

Table 21: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, reassessment dockets for females and males by fiscal year (2013/14-2017/18).

Reassessment n = 72,654			Single n = 49,541			Multiple n = 23,112		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	99	71	28	104	77	27
		Valid N	5,001	44,536		2,378	20,733	
		% > 112 days	42%	29%		45%	31%	
2013/14 n = 14,497	TAT (days)	Median	70	57	13	76	67	9
		Valid N	897	8,928		483	4,143	
		% > 112 days	17%	13%		25%	19%	
2014/15 n = 13,153	TAT (days)	Median	91	69	22	93	74	19
		Valid N	874	8,147		381	3,719	
		% > 112 days	27%	18%		33%	21%	
2015/16 n = 15,113	TAT (days)	Median	127	88	39	131	96	35
		Valid N	1,015	9,322		471	4,272	
		% > 112 days	60%	42%		61%	44%	
2016/17 n = 16,235	TAT (days)	Median	86	74	12	93	77	16
		Valid N	1,225	9,757		605	4,624	
		% > 112 days	34%	24%		36%	25%	
2017/18 n = 13,801	TAT (days)	Median	140	109	31	141	105	36
		Valid N	990	8,382		438	3,975	
		% > 112 days	71%	48%		72%	47%	

Table 22: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, reassessment dockets for females and males by age group (2013/14-2017/18).

Reassessment n = 72,654			Single n = 49,541			Multiple n = 23,112		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	99	71	28	104	77	27
		Valid N	5,001	44,536		2,378	20,733	
		% > 112 days	42%	29%		45%	31%	
<40 n = 8,221	TAT (days)	Median	113	102	11	108	110	-2
		Valid N	842	5,516		296	1,567	
		% > 112 days	50%	44%		46%	48%	
40-49 n = 12,740	TAT (days)	Median	105	98	7	113	101	12
		Valid N	1,459	7,584		647	3,049	
		% > 112 days	45%	42%		51%	44%	
50-59 n = 19,726	TAT (days)	Median	102	87	15	105	96	9
		Valid N	1,779	11,203		975	5,758	
		% > 112 days	44%	37%		46%	40%	
60-69 n = 11,119	TAT (days)	Median	93	68	25	98	78	20
		Valid N	586	6,552		323	3,646	
		% > 112 days	38%	26%		41%	31%	
70-79 n = 9,120	TAT (days)	Median	59	37	22	61	39	22
		Valid N	68	5,845		50	3,113	
		% > 112 days	22%	17%		32%	19%	
80-89 n = 7,214	TAT (days)	Median	21	27	-6	28	28	0
		Valid N	59	4,627		33	2,438	
		% > 112 days	9%	7%		6%	10%	
90+ n = 4,659	TAT (days)	Median	23	24	-1	32	30	2
		Valid N	208	3,209		54	1,162	
		% > 112 days	5%	4%		6%	6%	

10. APPENDIX E – TAT FOR DEPARTMENTAL REVIEW

Table 23: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, departmental review dockets for females and males by fiscal year (2013/14-2017/18).

Departmental Review n = 8,578			Single n = 6,418			Multiple n = 2,155		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	57	58	-1	60	55	5
		Valid N	671	5,558		330	1,746	
		% > 112 days	22%	22%		25%	21%	
2013/14 n = 1,918	TAT (days)	Median	32	32	0	36	34	2
		Valid N	128	1,277		91	414	
		% > 112 days	3%	5%		6%	7%	
2014/15 n = 1,717	TAT (days)	Median	37	45	-8	34	41	-7
		Valid N	147	1,126		73	367	
		% > 112 days	8%	9%		12%	10%	
2015/16 n = 1,600	TAT (days)	Median	90	84	6	92	89	3
		Valid N	140	1,044		55	358	
		% > 112 days	38%	30%		36%	35%	
2016/17 n = 1,670	TAT (days)	Median	97	92	5	99	87	12
		Valid N	137.0	1,114		55	354	
		% > 112 days	39%	37%		45%	32%	
2017/18 n = 1,415	TAT (days)	Median	78	82	-4	93	60	33
		Valid N	119.0	997		46	253	
		% > 112 days	24%	33%		39%	26%	

Table 24: Median turnaround time (TAT), number and percent over the service standard (112 days) of single and multiple condition, departmental review dockets for females and males by age group (2013/14-2017/18).

Departmental Review n = 8,578			Single n = 6,242			Multiple n = 2,078		
			Female	Male	[Female – Male]	Female	Male	[Female – Male]
Total	TAT (days)	Median	57	58	-1	60	55	5
		Valid N	671	5,558		330	1,746	
		% > 112 days	22%	22%		25%	21%	
<40 n = 831	TAT (days)	Median	69	69	0	75	60	15
		Valid N	102	545		37	147	
		% > 112 days	23%	26%		22%	26%	
40-49 n = 1,537	TAT (days)	Median	64	66	-2	57	63	-6
		Valid N	194	933		97	313	
		% > 112 days	22%	25%		22%	26%	
50-59 n = 2,359	TAT (days)	Median	53	68	-15	70	58	12
		Valid N	247	1,486		129	495	
		% > 112 days	22%	25%		29%	22%	
60-69 n = 1,381	TAT (days)	Median	64	68	-4	47	63	-10
		Valid N	97	927		51	305	
		% > 112 days	23%	22%		22%	25%	
70-79 n = 1,121	TAT (days)	Median		60	N/A		59	N/A
		Valid N	F	841		F	249	
		% > 112 days		22%			18%	
80-89 n = 814	TAT (days)	Median		28	N/A		26	N/A
		Valid N	F	620		F	178	
		% > 112 days		8%			10%	
90+ n = 277	TAT (days)	Median		16	N/A		22	N/A
		Valid N	F	206		F	59	
		% > 112 days		6%			7%	

F = number is small and unreliable