



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

September 2017 Edition

 **Please read the important disclaimer on the inside cover.**

Ce livre est disponible en français.

Disclaimer

Departmental client and expenditure forecasts are used to support official budgetary requests to adjust annual funding levels and spending authorities for Veteran programs and services as well as to track actual client intake and program usage in terms of both number of clients and dollars expended. Forecasts are updated annually while expenditure tracking is reflected quarterly where possible.

These numbers will not reconcile precisely with other published financial reports as listed below, due to timing of the information, the level of detailed reporting across the various programs and focus on program spending only. Departmental regular operating budget and expenditures are not included under program spending. Forecasts may not correspond to approved departmental budget amounts. In these cases, funding adjustments may be sought through future Estimates cycles to ensure appropriate funding so that all Veterans receive their rightful benefits and services.

More detail on the Department's expenditure plan and actual expenditures can be found as follows:

1. The [Departmental Plan](#) (DP) (previously known as the Report on Plans and Priorities) Departmental Plan describes departmental priorities, strategic outcomes, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report.
2. The [Departmental Results Report](#) (DRR) (previously known as the Departmental Performance Report) is a departmental account of actual performance for the most recently completed fiscal year against the plans, priorities and expected results set out in the respective Departmental Plan. DRRs inform Parliamentarians and Canadians of the results achieved by government organizations for Canadians.
3. [Quarterly Financial Reports](#) (QFR) for departments and agencies consist of financial tables comparing planned and actual expenditures for both the quarter and year-to-date, as well as comparative information for the preceding fiscal year. Each report includes spending authorities granted through the Main and Supplementary Estimates, as well as any allotment transfers approved by Treasury Board that have become available for use by the institution at the end of the quarter.
4. The [Public Accounts of Canada](#) is the report of the Government of Canada prepared annually by the Receiver General. The report covers the financial transactions of the Government during the year.

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Facts & Figures Summary September 2017 Edition

Summary of Program Recipients

Program	2014-15	2015-16	2016-17	Percentage Change	2017-18 Sept YTD	2017-18 Forecast	Forecasted Percentage Change
Traditional Programs							
Disability Pensions	132,310	124,148	116,031	-6.5%	112,972	108,800	-6.2%
Treatment Benefits ¹	84,083	81,689	79,964	-2.1%	n/a ²	79,700	-0.3%
Veterans Independence Program (VIP)	96,722	93,558	90,854	-2.9%	n/a ²	89,300	-1.7%
War Veterans Allowance	2,798	2,445	2,151	-12.0%	1,962	1,970	-8.4%
New Veterans Charter Programs							
Disability Awards	50,723	57,315	63,599	11.0%	65,762	70,100	10.2%
Rehabilitation & New Veterans Charter (NVC) Support Services	7,340	8,651	11,787	36.3%	12,685	14,400	22.2%
Earnings Loss	4,823	5,746	11,625	102.3%	13,350	15,100	29.9%
Career Impact Allowance (CIA)	2,293	3,743	6,011	60.6%	6,755	8,500	41.4%
Canadian Forces Income Support	43	55	64	16.4%	76	90	40.6%
Supplementary Retirement Benefit	21	34	76	123.5%	48	100	31.6%
Career Transition Services/Grant	232	409	644	57.5%	684	690	7.1%
Retirement Income Security Benefit (RISB)	n/a ³	41	72	75.6%	99	120	66.7%
Critical Injury Benefit	n/a ³	114	36	-68.4%	6	30	-16.7%
Family Caregiver Relief Benefit (FCRB)	n/a ³	178	277	55.6%	313	390	40.8%

¹ Included in Other Health Purchased Services (OHPS)

² n/a - Program recipients are only reported on an annual basis

³ n/a - Program was implemented in 2015-16

Summary of Program Expenditures

Program (in \$ millions)	2014-15	2015-16	2016-17	Percentage Change	2017-18 Sept YTD	2017-18 Forecast ¹	Forecasted Percentage Change
Traditional Programs							
Disability Pensions	\$1,473.4	\$1,404.3	\$1,331.1	-5.2%	\$655.2	\$1,275.8	-4.2%
Other Health Purchased Services (incl. Treatment Benefits)	\$480.9	\$517.1	\$590.1	14.1%	\$259.5	\$662.1	12.2%
Veterans Independence Program	\$363.1	\$352.6	\$350.2	-0.7%	\$160.1	\$355.2	1.4%
War Veterans Allowance	\$8.5	\$7.5	\$6.5	-13.3%	\$3.1	\$6.0	-7.7%
New Veterans Charter Programs							
Disability Awards	\$472.6	\$660.0	\$700.0	6.1%	\$1,049.0	\$1,677.0	139.6%
Rehabilitation & NVC Support Services	\$21.2	\$26.8	\$33.5	25.0%	\$16.0	\$46.7	39.4%
Earnings Loss	\$156.4	\$180.3	\$269.9	49.7%	\$196.7	\$392.9	45.6%
Career Impact Allowance	\$34.2	\$51.5	\$79.7	54.8%	\$55.9	\$118.1	48.2%
Canadian Forces Income Support	\$0.6	\$0.9	\$1.1	22.2%	\$0.7	\$1.5	36.4%
Supplementary Retirement Benefit	\$0.1	\$0.1	\$0.3	200.0%	\$0.2	\$0.5	66.7%
Career Transition Services/Grant ²	\$0.0	\$0.0	\$0.0	-20.8%	\$0.0	\$0.0	126.3%
Retirement Income Security Benefit	n/a ³	\$0.3	\$0.5	66.7%	\$0.4	\$1.1	120.0%
Critical Injury Benefit	n/a ³	\$7.9	\$2.5	-68.4%	\$0.4	\$2.2	-12.0%
Family Caregiver Relief Benefit	n/a ³	\$1.3	\$2.1	61.5%	\$1.3	\$2.9	38.1%

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance

² Some expenditures are too low to round to millions. Actuals can be found on Table 7.1.

³ n/a - Program was implemented in 2015-16

Analysis of VAC Facts and Figures as at September 30, 2017

As of March 31, 2017, VAC estimated the total Veteran population in Canada to be 658,400, consisting of 58,100 War Service (WS) Veterans and 600,300 Canadian Armed Forces (CAF) Veterans. Both the WS and CAF Veteran populations are forecasted to decline through the next five years, but the decline in WS Veterans is expected to outpace the decline in CAF Veterans.

Veterans served by VAC account for approximately 18% of the Veteran population in Canada. As of March 31, 2017 VAC served 25,016 (43%) of the WS Veteran population and 93,123 (16%) of the CAF Veteran population. In addition, VAC provided benefits to 51,471 WS survivors, 9,560 CAF survivors, and administers benefits on behalf of 13,427 RCMP members or former members and their survivors.

Overall, total VAC clients (Veterans and survivors) decreased by 1.4% in 2016-17; this trend is expected to continue. The forecasted decrease is the result of expected decreases in WS Veteran (-20%) and WS survivor (-7%) clients. CAF Veteran and survivor clients are expected to increase by 5% over the next year.

VAC Program Trends

Overall, VAC's program expenditures increased in 2016-17 by 5%, from \$3,237.9 million in 2015-16 to \$3,398.2 million in 2016-17. Expenditures are expected to increase by 29.3% in 2017-18 to \$4,393.0 million and this trend is expected to continue over the next five years.

Traditional Programs

Total expenditures for traditional programs serving WS Veterans and Survivors - Disability Pensions, and War Veterans Allowance (WVA) have declined in recent years. The decline is mainly due to decreasing numbers of WS Veterans and survivors. Expenditures for the Veterans Independence Program (VIP) have declined for the same reason.

While expenditures in Other Health Purchased Services (OHPS) had been declining until 2014-15, expenditures increased in 2016-17. The increase was driven by an increase in use of Treatment Benefits.

New Veterans Charter (NVC) Programs

NVC clients and expenditures have increased each year since implementation of the NVC on April 1, 2006. Clients and expenditures for every NVC program including the three largest [Disability Awards (DA), Earnings Loss Benefits (ELB), and Career Impact Allowance (CIA)], are expected to increase throughout the forecast period, except for Critical Injury Benefit (CIB), which was introduced in 2015-16.

Highlights of 2017-18 Trends

Earnings Loss Benefit

On October 1, 2016, VAC began issuing Earnings Loss Benefits (ELB) at 90% of pre-release salary instead of 75% which had been in place since 2006. This change had an immediate impact as all recipients who were already in receipt of ELB received increases, and many who were not in receipt due to other income started receiving payments. Monthly expenditures for the first six months of 2016-17 were less than \$20 million each month. Monthly expenditures since the changes have averaged \$25 million per month.

Enhancements to the Earnings Loss Program have increased the demand on the Rehabilitation Program as a Veteran is required to be in the Rehabilitation Program to be eligible for Earnings Loss Benefits. Rehabilitation and Earnings Loss clients were 11,787 and 11,625 respectively as of March 31, 2017, exceeding the forecasted numbers of 9,900 and 7,400 for the fiscal year ending March 31, 2017.

Career Impact Allowance (CIA)

In April 2017, the Permanent Impairment Allowance (PIA) was renamed to Career Impact Allowance (CIA) in order to better reflect the program intent of providing compensation for loss of earnings capacity due to a service related injury or illness.

The first significant growth in CIA occurred in 2011, when VAC introduced changes to allow individuals in receipt of a Disability Pension to qualify for CIA; prior to that, only clients with a Disability Award could qualify. VAC also introduced a \$1,000 monthly supplement to those CIA clients who were also deemed to have a Diminished Earnings Capacity (DEC). As of March 2017, about 57% of CIA clients were in receipt of the supplement. CIA expenditures for 2016-17 came in under the forecasted amount of \$86.6 million.

As of April 1, 2017, a new grading scheme was implemented for CIA, which gave access to higher grade levels for some clients. The result is that a greater proportion of clients are in Grades 1 and 2 than previous to the change. Grade 1 increased from 0.5% to approximately 1% of CIA clients upon implementation of the new grading system. Grade 2 clients increased from 9.4% to approximately one-third or 33% of CIA clients. This resulted in a smaller ratio of clients in the lowest paying grade 3, changing from 90.1% to approximately two-thirds or 66%. This is in effect for all current and future clients, and will contribute to higher expenditures. It is expected that awareness of this change may also generate more interest in the benefit from those not currently in receipt of CIA, resulting in a gradual increase in clients, as there has been no change to current eligibility.

Other Health Purchased Services (OHPS)

OHPS expenditures increased by \$73 million from 2015-16 to 2016-17. This increase was attributable to increased Treatment Benefits and payments for cannabis for medical purposes, a trend which is expected to continue in 2017-18.

Disability Awards

During 2016-17, Disability Award (DA) payments were \$700 million which was an increase of 6% from \$660 million in 2015-16. This increase in expenditures was due to an 11% increase in DA clients from 2015-16 and an increase in average expenditures. DA clients are forecast to increase by another 10% in 2017-18. Expenditures are forecast to be \$1,677.0 million in 2017-18. Included in the 2017-18 DA expenditure forecast is an increase in the maximum DA to \$360,000 as of April 1, 2017 and one-time retrospective payments that amount to an estimated \$723.1 million and will be paid by March 31, 2018.

Chapter 1 : Demographics

The estimated Veteran population tables below include all Veterans who are VAC clients, as well as those who are not. These estimates were calculated using the life tables released by Statistics Canada in 2016.

Table 1.1 Estimated Veteran Population by Province

Province	War Service Veterans (Second World War, Korean War)	Canadian Armed Forces Veterans (Regular and Primary Reserve)	Total Estimated Veterans
Newfoundland and Labrador	300	15,300	15,600
Prince Edward Island	400	3,700	4,100
Nova Scotia	3,000	39,000	42,000
New Brunswick	2,300	28,500	30,800
Quebec	4,500	116,800	121,300
Ontario	24,400	215,300	239,700
Manitoba	2,500	19,000	21,500
Saskatchewan	1,900	14,700	16,600
Alberta	5,000	65,000	70,000
British Columbia	12,700	81,100	93,800
Territories	0	1,900	1,900
Foreign Countries	1,000	n/a	1,000
Total: Estimated Canadian Veteran Population¹	58,100	600,300	658,400

¹Totals may not add due to rounding.

Source: Statistics Directorate: 2017 Population Estimates

Table 1.2 Estimated Veteran Population by Average Age

Service par type	Average Age	March 2017
Second World War Veterans	92	50,300
Korean War Veterans	85	7,700
Total Estimated War Service Veteran Population	91	58,100
Canadian Armed Forces - Regular Forces	60	318,100
Canadian Armed Forces - Primary Reserves	55	282,300
Total Estimated Canadian Armed Forces Veteran Population	57	600,300
Total Estimated Canadian Veteran Population	n/a	658,400

Source: Statistics Directorate: 2017 Population Estimates

Veterans Affairs Canada

Since November 2010, the Department has been serving more modern-day Canadian Armed Forces Veterans than traditional War Service Veterans.

Table 1.3 Veterans and survivors served by VAC (Unique)

VAC Unique Veterans and Survivors by Type	Actuals as of March 31, 2017					Average Age (March 31, 2017)	YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17		
War Service	49,201	42,239	35,449	29,740	25,016	92	22,627
Canadian Armed Forces (CAF)	76,446	80,577	83,872	88,301	93,123	60	93,295
Royal Canadian Mounted Police (RCMP)	9,969	10,475	11,005	11,743	12,482	60	13,031
Subtotal: Veterans	135,616	133,291	130,326	129,784	130,621	66	128,953
War Service	65,759	62,712	59,136	55,371	51,471	87	49,178
CAF	8,016	8,467	8,876	9,257	9,560	73	10,239
RCMP	685	743	816	877	945	72	988
Subtotal: Survivors	74,460	71,922	68,828	65,505	61,976	85	60,405
Total: VAC Veterans and Survivors	210,076	205,213	199,154	195,289	192,597	72	189,358

Source: Statistics Directorate, Client Cube, Sept 2017

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
War Service	20,000	16,000	12,500	9,700	7,400
CAF	98,100	102,900	107,400	111,700	115,800
RCMP	13,300	14,100	14,900	15,700	16,400
Subtotal: Veterans	131,400	133,000	134,800	137,100	139,600
War Service	47,600	43,700	39,700	36,700	33,500
CAF	10,000	10,500	11,000	12,100	13,300
RCMP	1,100	1,200	1,300	1,700	2,000
Subtotal: Survivors	58,700	55,400	52,000	50,500	48,800
Total: VAC Veterans and Survivors²	190,100	188,300	186,800	187,600	188,400

¹VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

²Totals may not add due to rounding.

Table 1.4 Total Number of Veterans by Gender, Service Type, and Age - Sept 2017

All Veterans by Gender	War Service	CAF	RCMP	Total	% Total
Male	19,147	83,481	11,329	113,957	88%
Female	3,480	9,814	1,702	14,996	12%
Total	22,627	93,295	13,031	128,953	100%

Veterans by Age	Total Male Veterans					Total Female Veterans				
	War Service	CAF	RCMP	Total	% Male	War Service	CAF	RCMP	Total	% Female
29 and under	0	1,782	26	1,808	1%	0	294	19	313	0%
30-39	0	7,615	652	8,267	6%	0	1,355	241	1,596	1%
40-49	0	11,823	1,375	13,198	10%	0	2,260	540	2,800	2%
50-59	0	20,136	2,454	22,590	18%	0	3,257	579	3,836	3%
60-69	0	13,119	3,791	16,910	13%	0	1,198	286	1,484	1%
70-79	11	16,715	2,190	18,916	15%	90	689	31	810	1%
80-89	2,934	11,899	811	15,644	12%	435	703	6	1,144	1%
90+	16,202	392	30	16,624	13%	2,955	58	0	3,013	2%
Total	19,147	83,481	11,329	113,957	88%	3,480	9,814	1,702	14,996	12%

Source: Statistics Directorate, Client Cube, Sept 2017

Table 1.5 Veterans served by Area Office as of Sept 2017

The table below provides a breakdown of Veterans by VAC Area Office and lists Veterans who have active case plans with a departmental Case Manager.

Area Office	Veterans			Total	Veterans with Active Case Plans ¹
	War Service	CAF	RCMP		
Halifax	1,036	10,763	953	12,752	1,370
Sydney	171	1,036	99	1,306	174
Nova Scotia	1,207	11,799	1,052	14,058	1,544
Campbellton	214	935	111	1,260	95
Charlottetown	169	1,002	182	1,353	143
Saint John	687	6,837	618	8,142	937
NB, PEI and Gaspésie	1,070	8,774	911	10,755	1,175
Corner Brook	61	499	75	635	135
St John's	219	1,461	300	1,980	345
Newfoundland and Labrador	280	1,960	375	2,615	480
Quebec	312	7,077	113	7,502	1,530
Eastern Quebec	312	7,077	113	7,502	1,530
Gatineau	112	1,745	219	2,076	289
Montreal	1,010	2,911	348	4,269	540
St-Jean-sur-Richelieu	196	1,840	111	2,147	273
Western Quebec	1,318	6,496	678	8,492	1,102
North Bay	389	1,454	26	1,869	269
Ottawa	1,028	6,683	954	8,665	833
Pembroke	187	3,136	117	3,440	481
Thunder Bay	311	520	19	850	74
North Eastern Ontario and Nunavut	1,915	11,793	1,116	14,824	1,657
Kingston	429	3,666	118	4,213	431
Peterborough	617	916	38	1,571	107
Toronto	2,316	1,893	110	4,319	424
Trenton	267	2,757	29	3,053	265
Central Ontario	3,629	9,232	295	13,156	1,227
Hamilton	1,041	1,710	88	2,839	225
London	687	1,519	81	2,287	226
Mississauga	1,846	3,761	238	5,845	361
Windsor	445	956	43	1,444	157
South Western Ontario	4,019	7,946	450	12,415	969
Brandon	255	935	175	1,365	126
Regina	364	645	466	1,475	81
Saskatoon	455	656	294	1,405	79
Winnipeg	742	2,127	374	3,243	274
Manitoba and Saskatchewan	1,816	4,363	1,309	7,488	560
Calgary	1,163	4,488	1,296	6,947	484
Edmonton	703	5,618	899	7,220	650
Alberta and Northwest Territories	1,866	10,106	2,195	14,167	1,134
Kelowna	457	1,035	664	2,156	107
Penticton	648	1,532	823	3,003	122
Prince George ²	9	44	18	71	39
Surrey	1,116	1,925	1,299	4,340	254
Vancouver	1,152	1,435	681	3,268	123
BC Mainland and Yukon	3,382	5,971	3,485	12,838	645
Victoria	1,502	6,734	986	9,222	665
Vancouver Island and the Islands	1,502	6,734	986	9,222	665
Foreign Countries	311	1,044	66	1,421	95
Total	22,627	93,295	13,031	128,953	12,783

¹ A Case Plan is a set of organized interventions/actions accompanied by a chronological listing of scheduled follow ups and monitoring, which respond to the unmet needs and desired goals of the Veteran.

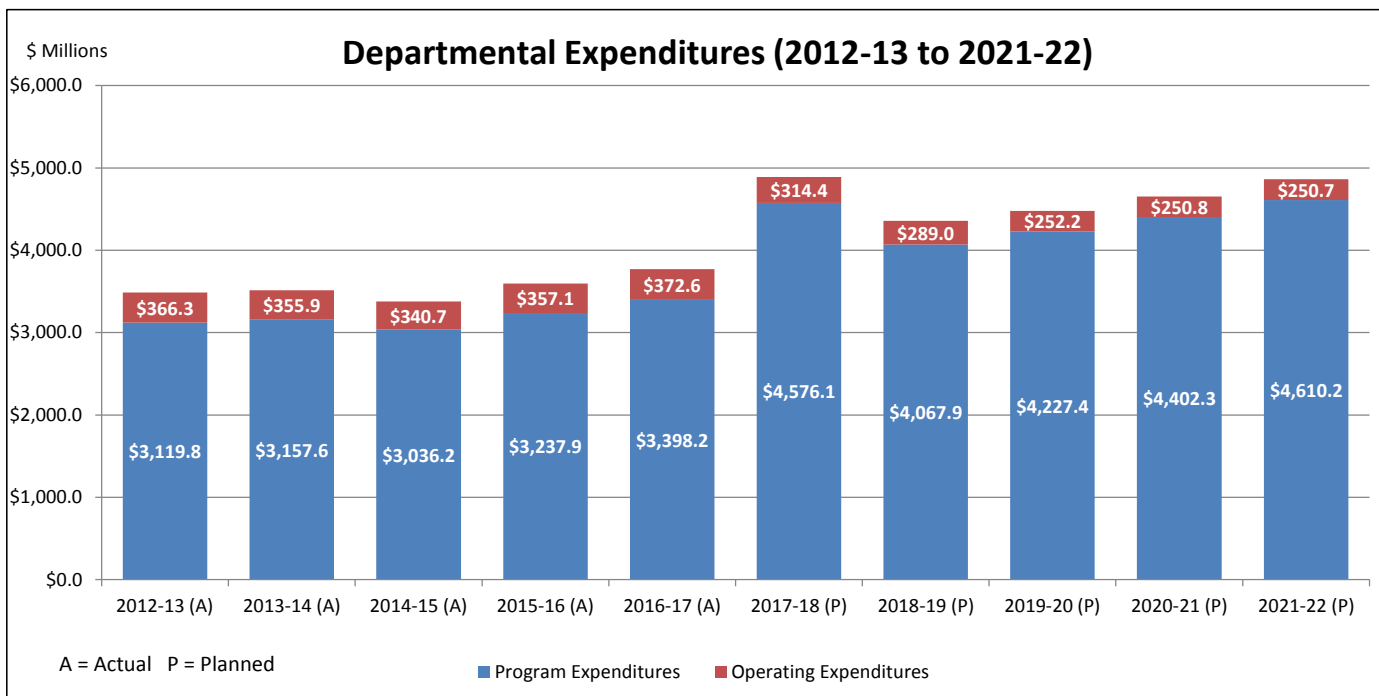
² Due to a data warehouse issue, some Veterans served by the Prince George Area Office are reported under Kelowna, Surrey, and Vancouver Area Offices for the Facts and Figures. This will be corrected in December's edition.

Source: Statistics Directorate, Client Cube, Sept 2017 & 05.210.06.01 Case Management (CM) - Clients with Open Case Plans

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

The information below illustrates departmental spending (actual and planned).



Expenditures (in \$ millions)	Actual				
	2012-13	2013-14	2014-15	2015-16	2016-17
Total Program ¹	\$3,119.8	\$3,157.6	\$3,036.2	\$3,237.9	\$3,398.2
Total Operating ²	\$366.3	\$355.9	\$340.7	\$357.1	\$372.6
Total: Actual Expenditures³	\$3,486.2	\$3,513.6	\$3,376.9	\$3,595.0	\$3,770.8

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned				
	2017-18	2018-19	2019-20	2020-21	2021-22
Total Program ¹	\$4,576.1	\$4,067.9	\$4,227.4	\$4,402.3	\$4,610.2
Total Operating ²	\$314.4	\$289.0	\$252.2	\$250.8	\$250.7
Total: Planned Expenditures	\$4,890.5	\$4,356.9	\$4,479.6	\$4,653.1	\$4,860.9

Source: Figures provided by Financial Planning / Statistics Directorate, Finance Division

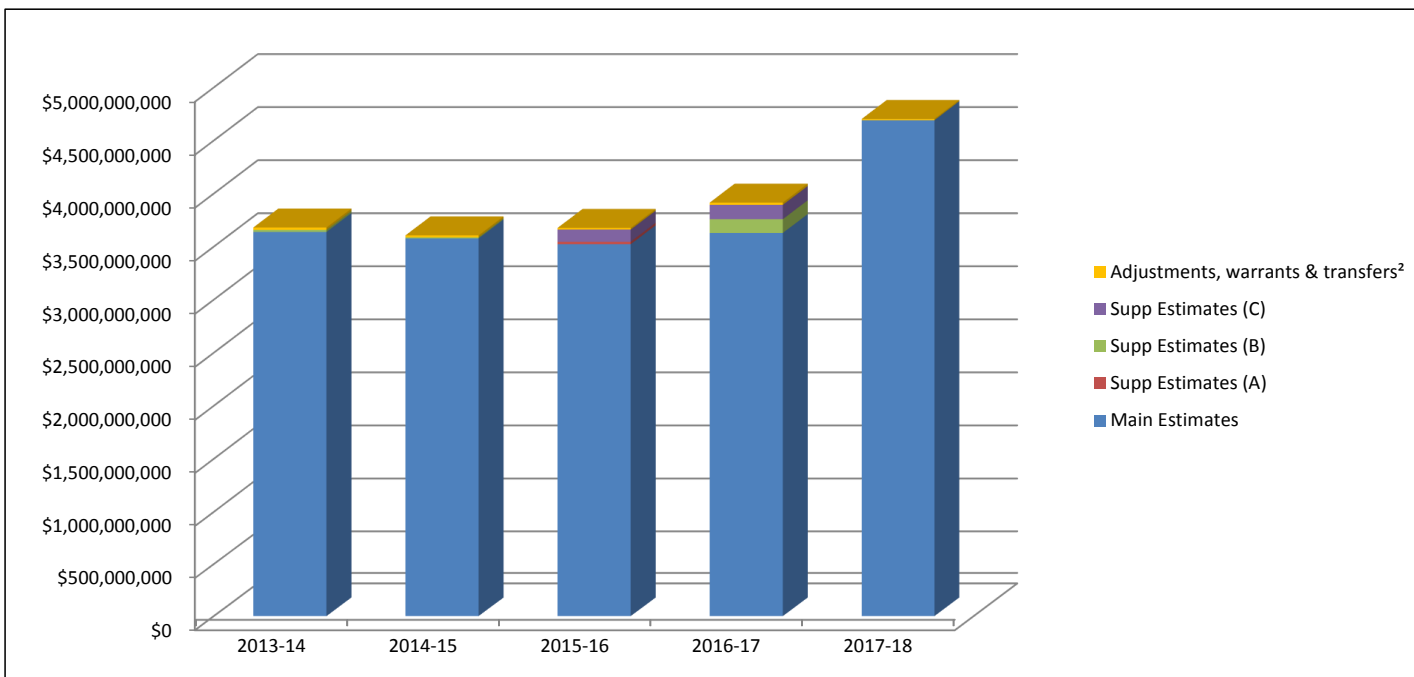
¹ Includes Grants and Contributions, Other Health Purchased Services (OHPS) and New Veterans Charter Support Services.

² Includes: salary & wages, operating, special benefits (Agent Orange, Merchant Navy), Ste. Anne's Hospital (previously reported in OHPS), Remembrance Vignette, Statutory Vote, and Capital (Ste. Anne's renovations). Operating does not include benefits provided to Veterans under Vote 1 operating i.e. New Veterans Charter support services and OHPS. Responsibility for SAH has been transferred to the province of Quebec as of April 1, 2016.

³ Totals may not add due to rounding.

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for 2017-18 is currently **\$4.70 billion**¹. Approximately 90% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2013-14	2014-15	2015-16	2016-17	2017-18 ¹
Main Estimates	\$3,637,899,334	\$3,576,978,766	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582
% change from Previous Year	2.0%	-1.7%	-1.5%	3.0%	29.0%
Supp Estimates (A)	-	-	\$23,779,759	-	-
Supp Estimates (B)	\$20,189,404	\$10,850,080	-	\$129,961,829	-
Supp Estimates (C)	\$103,811	-	\$114,410,854	\$134,848,828	-
Adjustments, warrants & transfers ²	\$21,784,870	\$17,611,671	\$15,694,995	\$21,338,217	\$12,127,119
Total Authorities	\$3,679,977,419	\$3,605,440,517	\$3,675,963,783	\$3,914,430,576	\$4,703,526,701
% Increase from Previous Year	0.6%	-2.0%	1.9%	6.5%	20.2%

¹As of September 30, 2017.

²Includes transfers from Treasury Board (i.e. compensation adjustments, operating budget carry forward, government-wide initiatives, etc.).

Prepared by: Finance Division

Chapter 3: Program Expenditure Overview

The information below provides a breakdown of departmental spending by program.

Table 3.1 Expenditures by Program

Expenditures By Program (in \$ millions)	Actual as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Disability Pensions	\$1,633.8	\$1,562.9	\$1,473.4	\$1,404.3	\$1,331.1	\$655.2
Disability Awards ¹	\$427.6	\$461.4	\$472.6	\$660.0	\$700.0	\$1,049.0
Other Health Purchased Services	\$521.6	\$503.6	\$480.9	\$517.1	\$590.1	\$259.5
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$380.1	\$429.6	\$363.1	\$352.6	\$350.2	\$160.1
Earnings Loss	\$94.7	\$127.2	\$156.4	\$180.3	\$269.9	\$196.7
Career Impact Allowance (CIA) ²	\$10.4	\$22.2	\$34.2	\$51.5	\$79.7	\$55.9
Canadian Forces Income Support	\$0.2	\$0.3	\$0.6	\$0.9	\$1.1	\$0.7
Supplementary Retirement Benefit	\$0.0	\$0.0	\$0.1	\$0.1	\$0.3	\$0.2
War Veterans Allowance	\$9.5	\$8.5	\$8.5	\$7.5	\$6.5	\$3.1
Rehabilitation and New Veterans Charter Support Services	\$18.4	\$18.5	\$21.2	\$26.8	\$33.5	\$16.0
Career Transition Services ³	\$1.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Retirement Income Security Benefit	-	-	-	\$0.3	\$0.5	\$0.4
Critical Injury Benefit	-	-	-	\$7.9	\$2.5	\$0.4
Family Caregiver Relief Benefit	-	-	-	\$1.3	\$2.1	\$1.3
Subtotal: Program Expenditures	\$3,097.3	\$3,134.2	\$3,011.0	\$3,210.6	\$3,367.5	\$2,398.5
Other Program Expenditures ⁴	\$22.5	\$23.4	\$25.2	\$27.3	\$30.7	\$23.5
Total Program Expenditures	\$3,119.8	\$3,157.6	\$3,036.2	\$3,237.9	\$3,398.2	\$2,422.0

Expenditures By Program (in \$ millions)	Forecast ⁵				
	2017-18	2018-19	2019-20	2020-21	2021-22
Disability Pensions	\$1,275.8	\$1,227.1	\$1,175.7	\$1,134.6	\$1,104.8
Disability Awards ^{1,6}	\$1,677.0	\$1,042.5	\$1,099.1	\$1,177.3	\$1,257.3
Other Health Purchased Services	\$662.1	\$698.4	\$739.7	\$771.0	\$813.4
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$355.2	\$354.7	\$355.0	\$348.2	\$354.2
Earnings Loss	\$392.9	\$499.1	\$575.0	\$647.3	\$713.6
Career Impact Allowance (CIA) ²	\$118.1	\$147.4	\$175.4	\$209.8	\$245.7
Canadian Forces Income Support	\$1.5	\$2.1	\$2.8	\$3.5	\$4.3
Supplementary Retirement Benefit	\$0.5	\$0.6	\$0.8	\$0.9	\$1.1
War Veterans Allowance	\$6.0	\$5.5	\$5.1	\$4.7	\$4.4
Rehabilitation and New Veterans Charter Support Services ⁶	\$46.7	\$58.8	\$67.1	\$73.2	\$79.2
Career Transition Services ³	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Retirement Income Security Benefit	\$1.1	\$1.4	\$1.9	\$2.3	\$2.9
Critical Injury Benefit	\$2.2	\$1.6	\$1.2	\$0.9	\$0.7
Family Caregiver Relief Benefit	\$2.9	\$0.1	\$0.0	\$0.0	\$0.0
Subtotal: Program Expenditures	\$4,542.0	\$4,039.3	\$4,198.8	\$4,373.7	\$4,581.6
Other Program Expenditures ⁴	\$34.1	\$28.6	\$28.6	\$28.6	\$28.6
Total Program Expenditures	\$4,576.1	\$4,067.9	\$4,227.4	\$4,402.3	\$4,610.2

¹ Includes Financial Counseling expenditures.

² Includes CIA Supplement.

³ Some expenditures are too low to round to millions. Actuals can be found on Table 7.1

⁴ Includes Other Grants & Contributions such as Last Post Fund, Commonwealth War Graves Commission, Treatment Allowances, Assistance Fund, Education Assistance, Gallantry Awards, and Flying Accidents. Also includes Partnership Contributions.

⁵ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

⁶ Includes Budget 2017 Planned Program Amendments. i.e. program changes

Source: Finance Division, Financial Planning

Chapter 4: Disability Benefits

Disability benefits are financial payments provided to individuals who have a service-related disability. There are two types of disability benefits: Disability Pensions and Disability Awards.

Table 4.1 Disability Benefits Recipients

Disability Benefits Recipients	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Veterans	112,396	111,208	109,207	109,154	109,338	108,570
Survivors	62,366	60,352	57,975	55,112	51,999	51,496
Subtotal: Veterans & Survivors	174,762	171,560	167,182	164,266	161,337	160,066
RCMP	10,649	11,213	11,815	12,610	13,424	13,942
Total: Recipients	185,411	182,773	178,997	176,876	174,761	174,008

Disability Pensions

The Disability Pension Program recognizes and compensates eligible Veterans as well as Canadian Armed Forces members who applied and were eligible for a disability pension prior to April 1, 2006, and their survivors, dependants and civilians for the effects of a service-related disability and/or death. Compensation is provided in the form of a monthly disability pension. Disability pensioners who are hospitalized or receiving outpatient care for a pensioned condition are eligible to receive an additional allowance for that period.

This program also recognizes and compensates those in receipt of a disability pension for the distinct effects that disabilities may have on clothing, on an individual's ability to perform personal care, and exceptional health needs. This is provided through a monthly allowance. This program is now delivered through grants.

Table 4.2 Disability Pension Recipients

Disability Pension Recipients ¹	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Veterans	86,487	80,681	74,943	69,739	64,804	62,423
Survivors	61,901	59,810	57,367	54,409	51,227	50,549
Total Recipients	148,388	140,491	132,310	124,148	116,031	112,972
Attendance Allowance	10,097	8,984	7,753	7,096	6,732	
Exceptional Incapacity Allowance	1,662	1,642	1,548	1,491	1,524	
Clothing Allowance	1,514	1,461	1,379	1,359	1,369	

Disability Pension Recipients ¹	Forecast ²				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	60,500	56,600	53,000	49,800	47,000
Survivors	48,300	45,500	42,400	41,100	39,400
Total Recipients	108,800	102,100	95,400	90,900	86,400
Attendance Allowance	6,200	5,700	5,300	4,900	4,500
Exceptional Incapacity Allowance	1,500	1,400	1,300	1,300	1,200
Clothing Allowance	1,300	1,300	1,200	1,200	1,100

¹ Excludes RCMP.

² VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance .

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actuals as of March 31, 2017 ¹					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Veteran Pensions	\$947.1	\$903.5	\$810.7	\$768.8	\$729.0	n/a ²
Survivor Pensions	\$571.3	\$555.0	\$567.5	\$548.2	\$517.2	n/a ²
Subtotal: Pensions	\$1,518.4	\$1,458.5	\$1,378.2	\$1,317.1	\$1,246.2	n/a ²
Total Special Awards	\$116.3	\$106.3	\$96.5	\$88.6	\$85.5	n/a ²
Total Pensions and Special Awards (Includes Adjustments)³	\$1,634.6	\$1,563.6	\$1,474.1	\$1,405.7	\$1,331.7	\$655.2

Disability Pension Expenditures (in \$ millions)	Forecast ⁴				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veteran Pensions	\$697.5	\$672.1	\$646.6	\$624.2	\$605.8
Survivor Pensions	\$496.2	\$477.8	\$456.6	\$442.2	\$434.5
Subtotal: Pensions	\$1,193.7	\$1,149.9	\$1,103.2	\$1,066.4	\$1,040.3
Total Special Awards	\$82.1	\$77.2	\$72.5	\$68.2	\$64.4
Total Pensions and Special Awards⁵	\$1,275.8	\$1,227.1	\$1,175.7	\$1,134.6	\$1,104.8

¹ Totals may not add due to rounding.

² Disability Pension and Special Award breakdown provided at fiscal year end only.

³ Includes Gallantry Awards & Flying Accidents, therefore numbers differ from table 3.1.

⁴ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

⁵ Excludes Gallantry Awards & Flying Accidents.

Disability Awards

Under the New Veterans Charter in effect since April 1, 2006, this program recognizes and compensates eligible Canadian Armed Forces members and Veterans, and in some cases surviving spouses/common-law partners and surviving children, for death, detention and non-economic effects of service related disability including pain and suffering, functional loss and the effects of permanent impairment on the lives of Canadian Armed Forces members, Veterans and their families. As of April 1, 2017, the maximum award is \$360,000, depending on the extent of disability. Disability Awards may be paid as a lump-sum payment, annual payments over the number of years of the member/Veteran's choosing, or a combination of these two payment options.

Table 4.4 Disability Award Recipients¹

Disability Awards	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	38,912	44,765	49,372	55,698	61,759	63,780
Survivors	681	850	999	1,186	1,373	1,466
Subtotal	39,593	45,615	50,371	56,884	63,132	65,246
Death Benefits	263	324	352	431	467	516
Total Awards	39,856	45,939	50,723	57,315	63,599	65,762

Disability Awards	Forecast ²				
	2017-18	2018-19	2019-20	2020-21	2021-22
Disability Awards	69,560	75,990	82,210	88,530	94,640
Death Benefits	540	610	690	770	860
Total Awards	70,100	76,600	82,900	89,300	95,500

¹ Cumulative number of DA recipients active as of March 31st (does not include deceased recipients) although not necessarily in receipt of an award payment in a particular fiscal year.

² VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2017					YTD Sept 2017 ¹
	2012-13	2013-14	2014-15	2015-16	2016-17	
Disability Awards	\$419.1	\$451.5	\$461.6	\$643.0	\$690.0	n/a ²
Death Benefits	\$8.5	\$9.8	\$11.2	\$17.0	\$10.0	n/a ²
Total Awards³	\$427.6	\$461.4	\$472.6	\$660.0	\$700.0	\$1,049.0

Disability Award Expenditures (in \$ millions)	Forecast ⁴				
	2017-18 ¹	2018-19	2019-20	2020-21	2021-22
Disability Awards	\$1,664.3	\$1,028.7	\$1,084.3	\$1,161.5	\$1,240.4
Death Benefits	\$12.7	\$13.8	\$14.8	\$15.8	\$16.9
Total Awards	\$1,677.0	\$1,042.5	\$1,099.1	\$1,177.3	\$1,257.3

¹ Includes retrospective lump sum DA payments as well as DA max rate adjustments.

² Disability Award and Death Benefit breakdown provided at fiscal year end only.

³ Totals may not add due to rounding.

⁴ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Disability Award and Disability Pension Duals

The table below provides a breakdown of Veterans and Survivors for those who receive both a Disability Pension and a Disability Award.

Table 4.6 Disability Award and Disability Pension Duals¹

Dual Recipients	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	13,003	14,267	15,108	16,283	17,225	17,633
Survivors	479	603	743	914	1,068	1,035
Total Recipients	13,482	14,870	15,851	17,197	18,293	18,668

¹ Please note that the above clients are included in tables 4.1 and 4.2

Disability Benefit Recipients

The table below indicates the disability class (percentage paid out) to Veterans and survivors in receipt of Disability Pension/Award as of September 30, 2017.

The links below provide the rate tables for which the percentages are paid at:

Disability Award - http://www.veterans.gc.ca/pdf/services/disability-award/disaward_17.pdf

Disability Pension - <http://www.veterans.gc.ca/pdf/services/disability-pension/Disability-Pension-Rates-2017.pdf>

Table 4.7 Recipients by Disability Class as of September 30, 2017

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award	Disability Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,542	1,833	733	4,108	5,020
Class 2 (93%-97%)	242	393	158	793	226
Class 3 (88%-92%)	332	420	196	948	310
Class 4 (83%-87%)	405	473	257	1,135	346
Class 5 (78%-82%)	560	545	351	1,456	651
Class 6 (73%-77%)	711	588	404	1,703	587
Class 7 (68%-72%)	804	648	453	1,905	805
Class 8 (63%-67%)	855	702	591	2,148	825
Class 9 (58%-62%)	1,185	738	640	2,563	1,221
Class 10 (53%-57%)	1,191	826	804	2,821	1,148
Class 11 (48%-52%)	1,783	837	977	3,597	2,323
Class 12 (43%-47%)	1,646	924	1,074	3,644	1,218
Class 13 (38%-42%)	2,638	977	1,374	4,989	2,350
Class 14 (33%-37%)	2,889	1,149	1,660	5,698	2,457
Class 15 (28%-32%)	4,500	1,281	2,484	8,265	3,865
Class 16 (23%-27%)	5,459	1,359	3,225	10,043	4,759
Class 17 (18%-22%)	6,459	1,356	3,974	11,789	5,768
Class 18 (13%-17%)	5,939	1,292	5,780	13,011	4,612
Class 19 (8%-12%)	8,342	982	9,756	19,080	5,724
Class 20 (5%-7%)	7,294	289	7,654	15,237	6,384
Class 21 (1%-4%)	2,817	21	3,602	6,440	70
Nil Assessments	146	0	0	146	1,634
Not Available	0	0	0	0	186
Total	57,739	17,633	46,147	121,519	52,489

Source: Statistics Directorate, Client Cube, Sept 2017

Table 4.8 Most Common Medical Conditions¹ (Fiscal Year 2016-17)

The table below is based on the number of Veterans who received a favourable decision for the medical condition related to their service.

Ranking	All Veterans	Canadian Armed Forces Veterans	RCMP Veterans	Afghanistan Veterans ²
1	Hearing Loss	Hearing Loss	Hearing Loss	Post Traumatic Stress Disorder
2	Tinnitus	Tinnitus	Tinnitus	Tinnitus
3	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Hearing Loss
4	Lumbar Disc Disease	Lumbar Disc Disease	Lumbar Disc Disease	Depressive Disorders, including Dysthymia and Major Depression
5	Osteoarthritis Knee	Osteoarthritis Knee	Osteoarthritis Knee	Lumbar Disc Disease
6	Internal Derangement Knee	Internal Derangement Knee	Cervical Disc Disease	Erectile Dysfunction
7	Cervical Disc Disease	Cervical Disc Disease	Internal Derangement Knee	Anxiety Disorders, including Panic Disorder
8	Depressive Disorders, including Dysthymia and Major Depression	Osteoarthritis Lumbar Spine	Depressive Disorders, including Dysthymia and Major Depression	Adjustment Disorder
9	Osteoarthritis Lumbar Spine	Chronic Mechanical Low Back Pain	Osteoarthritis Lumbar Spine	Chronic Mechanical Low Back Pain
10	Chronic Mechanical Low Back Pain	Plantar Fasciitis	Rotator Cuff Disease	Cervical Disc Disease

¹Based on the number of Veterans who have been ruled that the medical condition is related to their service.

²Afghanistan Veterans are also included under CAF Veterans.

Source: Listing provided by Statistics Directorate

Table 4.9 Most Common Conditions - First Applications Completed (Fiscal Year 2016-17)

The table below represents the number of decisions for fiscal year 2016-17 for each medical condition. Decisions are based on evidence presented and legislated eligibility requirements.

Medical Conditions	Favourable Decisions		Unfavourable Decisions		Total Decisions
	# of Favourable Decisions	% of Favourable Decisions	# of Unfavourable Decisions	% of Unfavourable Decisions	
Tinnitus	4,957	83%	997	17%	5,954
Hearing Loss	3,717	64%	2,088	36%	5,805
Post Traumatic Stress Disorder	1,769	94%	105	6%	1,874
Osteoarthritis Knee	938	84%	182	16%	1,120
Lumbar Disc Disease	737	86%	120	14%	857
Depressive Disorders	495	78%	140	22%	635
Osteoarthritis Hip	456	80%	112	20%	568
Osteoarthritis Lumbar Spine	382	86%	60	14%	442
Cervical Disc Disease	327	77%	97	23%	424
Chronic Mechanical Low Back Pain	276	79%	74	21%	350

Source: 425 - Top 10 Conditions

Table 4.10 Disability Benefits (First Application) Decisions and Favourable Rates

The table below provides the number of decisions rendered on first applications. Note that one application may have multiple conditions listed.

First Applications	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Applications						
Favourable (Approved) Decisions	12,709	11,891	11,450	17,174	15,445	7,390
Unfavourable (Denied) Decisions	5,538	5,017	2,948	3,279	3,242	1,411
Total Applications - Decisions Rendered ¹	18,247	16,908	14,398	20,453	18,687	8,801
Favourable Rate (Dockets) %	70%	70%	80%	84%	83%	84%
Medical Conditions						
Favourable (Approved) Decisions	18,156	17,133	16,360	24,802	22,567	10,777
Unfavourable (Denied) Decisions	13,802	12,677	8,371	8,543	8,281	3,596
Total Conditions - Decisions Rendered	31,958	29,810	24,732	33,345	30,848	14,373
Favourable Rate (Conditions) %	57%	58%	66%	74%	73%	75%

¹ An application can contain one or more than one condition.

Source: Favourable Rate for First Applications, Departmental Reviews and Medical Reassessments, Statistics Directorate

Critical Injury Benefit (CIB)

The Critical Injury Benefit provides a tax-free lump sum award of \$70,000 for Canadian Armed Forces (CAF) members and Veterans who sustained a service-related injury (or developed an acute disease) that occurred as a result of a sudden and single incident after March 31, 2006. This benefit is in recognition of the immediate pain and suffering experienced after the traumatic incident.

Table 4.11 Critical Injury Benefit Recipients and Expenditures

Critical Injury Benefit (CIB)	Actuals as of March 31, 2017		YTD Sept 2017
	2015-16	2016-17	
Recipients ¹	114	36	6
Total Expenditures (in \$ millions)	\$7.9	\$2.5	\$0.4

¹ Recipients is based on completed application date.

Critical Injury Benefit (CIB)	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	30	20	20	10	10
Total Expenditures (in \$ millions)	\$2.2	\$1.6	\$1.2	\$0.9	\$0.7

¹VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Chapter 5: Health Care Programs

Treatment Benefits and Services

In recognition of their service to the country, the Treatment Benefits and Services Program provides eligible Veterans, certain Reserve Force personnel, civilians, and their survivors and dependants and the other individuals with access to appropriate treatment benefits for their health needs. Treatment benefits include medical, surgical or dental examinations or treatment; surgical or prosthetic devices and aids and their maintenance; home adaptations to accommodate the use of devices or aids; preventative health care; pharmaceuticals; and travel and other expenses incurred to access these benefits.

Table 5.1 Treatment Benefits Recipients

Treatment Benefits Recipients	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
War Service Veterans	54,986	47,889	41,018	34,593	28,266
Canadian Armed Forces (CAF) Veterans	37,632	40,622	43,065	47,096	51,698
Total : Recipients	92,618	88,511	84,083	81,689	79,964

Treatment Benefits Recipients	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
War Service Veterans	23,100	18,800	15,000	11,800	9,200
Canadian Armed Forces (CAF) Veterans	56,600	61,600	66,800	72,200	77,900
Total : Recipients	79,700	80,400	81,800	84,000	87,100

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Table 5.2 Treatment Benefits and Other Health Purchased Services Expenditures¹

The tables below provide the actual and forecasted expenditure breakdown by Program of Choice (POC) and Other Health Purchased Services (OHPS).

Treatment Benefits and OHPS Expenditures (in \$ millions)	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
POC 1 - Aids for Daily Living	\$2.4	\$2.1	\$1.8	\$1.7	\$1.7
POC 2 - Ambulance Services	\$2.0	\$1.8	\$1.5	\$1.7	\$1.3
POC 3 - Audio Program	\$41.5	\$40.9	\$36.7	\$40.8	\$44.6
POC 4 - Dental Services	\$15.9	\$14.4	\$12.6	\$12.1	\$11.4
POC 5 - Hospital Services	\$3.4	\$3.1	\$4.0	\$5.4	\$10.4
POC 6 - Medical Services	\$0.7	\$0.9	\$1.0	\$1.8	\$3.1
POC 7 - Medical Supplies	\$5.6	\$5.5	\$5.0	\$5.0	\$4.9
POC 8 - Nursing Services	\$10.2	\$9.3	\$8.2	\$7.8	\$7.6
POC 9 - Oxygen Therapy	\$2.5	\$2.2	\$1.9	\$1.7	\$2.0
POC 10 - Prescription Drugs	\$91.8	\$82.7	\$79.7	\$91.6	\$134.6
POC 11 - Prosthetics & Orthotics	\$2.5	\$2.4	\$2.5	\$2.8	\$3.5
POC 12 - Related Health Services	\$31.8	\$34.9	\$36.9	\$49.2	\$58.8
POC 13 - Special Equipment	\$28.4	\$25.3	\$22.4	\$22.0	\$20.7
POC 14 - Vision Care	\$5.1	\$4.3	\$3.8	\$4.2	\$3.6
Subtotal: Treatment Benefits Expenditures²	\$243.8	\$229.8	\$218.0	\$247.8	\$308.0
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$208.3	\$203.6	\$195.8	\$195.0	\$203.4
Veterans Travel	\$17.3	\$17.8	\$17.0	\$17.6	\$18.2
Other Remainder of OHPS ³	\$52.2	\$52.4	\$50.1	\$56.7	\$60.4
Subtotal: OHPS Expenditures	\$277.8	\$273.7	\$262.9	\$269.3	\$282.0
Total: Treatment Benefits and OHPS Expenditures	\$521.6	\$503.6	\$480.9	\$517.1	\$590.1

Treatment Benefits and OHPS Expenditures (in \$ millions)	Forecast ⁴				
	2017-18	2018-19	2019-20	2020-21	2021-22
POC 1 - Aids for Daily Living	\$1.7	\$1.8	\$1.9	\$2.1	\$2.5
POC 2 - Ambulance Services	\$1.2	\$1.1	\$0.9	\$0.8	\$0.7
POC 3 - Audio Program	\$48.2	\$50.5	\$53.4	\$56.8	\$60.9
POC 4 - Dental Services	\$10.7	\$9.9	\$9.3	\$8.8	\$8.5
POC 5 - Hospital Services	\$20.4	\$22.7	\$25.3	\$28.0	\$31.1
POC 6 - Medical Services	\$5.1	\$5.7	\$6.3	\$7.0	\$7.8
POC 7 - Medical Supplies	\$4.8	\$4.7	\$4.6	\$4.7	\$4.9
POC 8 - Nursing Services	\$7.2	\$6.9	\$6.6	\$6.4	\$6.3
POC 9 - Oxygen Therapy	\$2.1	\$2.1	\$2.2	\$2.4	\$2.6
POC 10 - Prescription Drugs	\$164.0	\$170.0	\$178.3	\$189.5	\$205.4
POC 11 - Prosthetics & Orthotics	\$4.4	\$4.8	\$5.2	\$5.6	\$6.2
POC 12 - Related Health Services	\$68.1	\$78.8	\$91.4	\$106.5	\$124.5
POC 13 - Special Equipment	\$20.8	\$20.6	\$20.8	\$21.5	\$22.8
POC 14 - Vision Care	\$4.0	\$3.8	\$3.6	\$3.5	\$3.4
Subtotal: Treatment Benefits Expenditures²	\$359.9	\$380.5	\$406.8	\$440.4	\$484.0
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$200.4	\$194.5	\$188.5	\$182.2	\$177.3
Veterans Travel	\$20.5	\$22.9	\$25.7	\$29.0	\$32.7
Other Remainder of OHPS ³	\$81.2	\$100.5	\$118.7	\$119.5	\$119.5
Subtotal: OHPS Expenditures	\$302.2	\$317.9	\$332.9	\$330.6	\$329.4
Total: Treatment Benefits and OHPS Expenditures	\$662.1	\$698.4	\$739.7	\$771.0	\$813.4

¹ Totals may not add due to rounding.

² Treatment Benefit expenditures include an adjustment to match FreeBalance.

³ Other Remainder of OHPS includes: Health Professionals; Federal Health Claims Processing Services; Operational Stress Injury Clinics; and other related services expenditures such as Medical Opinions, Foreign Government Recovery Expenditures and Medicare Premiums.

⁴ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Veterans Independence Program (VIP)

The Veterans Independence Program (VIP) provides funding to eligible Veterans, certain Reserve Force personnel, civilians, as well as survivors and primary caregivers so that they can access home and community care and support services to meet their physical, mental and social needs. This assistance allows them to remain healthy and independent in their own homes and communities. The services and benefits which may be funded include home care services and personal care (housekeeping, access to nutrition, grounds maintenance, ambulatory) home adaptations and transportation services. VIP housekeeping and/or grounds maintenance services are available to eligible survivors and primary caregivers.

Table 5.3 Veterans Independence Program Recipients

VIP Recipients	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
War Service Veterans	40,494	35,380	30,430	25,675	21,497
Canadian Armed Forces Veterans	24,122	26,449	28,194	30,420	32,912
Subtotal: Veterans	64,616	61,829	58,624	56,095	54,409
Survivors	38,379	39,766	38,098	37,463	36,445
Total VIP Recipients	102,995	101,595	96,722	93,558	90,854

VIP Recipients	Forecast ²				
	2017-18	2018-19	2019-20	2020-21	2021-22
War Service Veterans	17,600	14,100	11,100	7,200	5,500
Canadian Armed Forces Veterans	35,800	37,700	39,400	41,000	42,700
Subtotal: Veterans	53,400	51,800	50,500	48,300	48,100
Survivors	35,900	35,100	34,000	32,700	31,300
Total VIP Recipients¹	89,300	86,800	84,500	81,000	79,400

¹Totals may not add due to rounding.

²VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Table 5.4 Veterans Independence Program Expenditures¹

The tables below provide the actual and forecasted expenditure breakdown by the services and benefits included in the Veterans Independence Program.

VIP Expenditures (in \$ millions)	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
Ambulatory Care	\$0.9	\$0.8	\$0.6	\$0.6	\$0.4
Health and Support Services	\$0.4	\$0.5	\$0.4	\$0.4	\$0.9
Access to Nutrition	\$8.7	\$7.8	\$7.2	\$6.4	\$6.0
Personal Care	\$25.1	\$24.9	\$23.0	\$23.2	\$25.0
Housekeeping	\$208.6	\$75.9	\$0.4	\$0.0	\$0.0
Grounds Maintenance	\$50.1	\$19.9	\$0.1	\$0.0	\$0.0
Transportation Services	\$1.6	\$1.3	\$1.0	\$0.8	\$0.7
Home Adaptations	\$0.7	\$0.6	\$0.8	\$0.9	\$1.5
Adult Residential Care	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$55.5	\$52.5	\$49.0	\$48.9	\$46.7
Subtotal: Contributions	\$351.7	\$184.1	\$82.6	\$81.2	\$81.3
Housekeeping & Grounds Maintenance Grants ²	\$28.4	\$245.6	\$280.5	\$271.3	\$268.8
Total: VIP Expenditures	\$380.1	\$429.6	\$363.1	\$352.6	\$350.2

VIP Expenditures (in \$ millions)	Forecast ³				
	2017-18	2018-19	2019-20	2020-21	2021-22
Ambulatory Care	\$0.5	\$0.4	\$0.4	\$0.4	\$0.4
Health and Support Services	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0
Access to Nutrition	\$5.7	\$5.2	\$4.9	\$4.2	\$4.0
Personal Care	\$23.8	\$22.1	\$20.7	\$18.3	\$17.9
Transportation Services	\$0.6	\$0.5	\$0.4	\$0.3	\$0.3
Home Adaptations	\$1.6	\$1.7	\$1.8	\$1.9	\$2.0
Adult Residential Care	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$46.2	\$44.8	\$44.0	\$41.4	\$42.2
Subtotal: Contributions	\$79.3	\$75.8	\$73.2	\$67.5	\$67.8
Housekeeping (Grants)	\$208.0	\$208.6	\$209.2	\$206.4	\$209.0
Grounds Maintenance (Grants)	\$68.0	\$70.3	\$72.7	\$74.5	\$77.5
Subtotal: Grants	\$276.0	\$279.0	\$281.9	\$280.8	\$286.5
Total: VIP Expenditures	\$355.3	\$354.8	\$355.1	\$348.3	\$354.3

¹ Totals may not add due to rounding.

² On January 1, 2013, the housekeeping and grounds maintenance services began converting from a reimbursement to a grant program. The conversion of clients to the grant took approximately twelve-months, but expenditures under the reimbursement program continued into 2014-15 as under the Veterans Health Care Regulations (VHCR). Clients have up to 18 months to submit receipts.

³ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Long Term Care

Through the Long Term Care Program and the Intermediate Care component of the Veterans Independence Program, the Department provides financial support to eligible war Veterans and Canadian Armed Forces Veterans who need long term/nursing home care, or short term (respite) care.

These programs work in collaboration with provincial, regional or local health authorities and long-term care facilities to ensure Veterans are supported in an appropriate long term care setting that meets their individual needs.

To be eligible for financial support, Veterans must be assessed as needing long-term care by a health care professional as well as meet service eligibility requirements.

Eligible Veterans may qualify for financial support in two types of long term care settings:

Community beds located in nursing homes and other residential/long term care facilities found in many communities across Canada. Depending on Veteran eligibility, these beds can be funded through either OHPS or VIP.

Contract beds, also referred to as priority access beds, which are allocated to more than 160 health care facilities where the Department has a contractual arrangement with the province, health authority, and/or facility to provide priority access to a designated number of beds for war Veterans. These beds are funded exclusively through the OHPS allotment.

The type of setting in which Veterans can receive departmental support varies depending on type and location of military service, income, health care need, and whether their need for long term care is linked to a service related disability/illness.

Some nursing homes and other residential/long-term care facilities provide care to Veterans in contract as well as community beds within the same facility.

Table 5.5 Long Term Care (LTC) Recipients and Expenditures

Care Settings	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Veterans in Departmental Beds	349	340	325	302	n/a ¹	n/a ¹
Veterans in Contract Beds	2,557	2,450	2,252	2,178	2,157	2,034
Veterans in Community Beds (LTC funded)	2,316	2,011	1,796	1,522	1,247	1,280
Veterans in Community Beds (VIP funded)	3,299	2,858	2,536	2,439	2,326	2,254
Total : Veterans in LTC Beds	8,521	7,659	6,909	6,441	5,730	5,568
Veterans in Departmental Beds	\$68.7	\$63.0	\$63.8	\$70.8	n/a ¹	n/a ³
Veterans in Contract Beds	\$174.5	\$174.9	\$170.7	\$171.0	\$183.1	n/a ³
Veterans in Community Beds (LTC funded)	\$33.8	\$28.7	\$25.1	\$24.0	\$20.3	n/a ³
Veterans in Community Beds (VIP funded)	\$55.7	\$52.5	\$49.1	\$48.9	\$46.7	n/a ³
Subtotal : LTC Facility Funding	\$332.7	\$319.1	\$308.7	\$314.7	\$250.1	n/a³
Additional Funding: Ste. Anne's Hospital	\$0.0	\$0.0	\$0.0	\$0.0	\$55.7 ²	n/a ³
Total: LTC Expenditures	\$332.7	\$319.1	\$308.7	\$314.7	\$305.8	n/a³

Care Settings	Forecast ⁴				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans in Contract Beds	2,040	1,871	1,669	1,317	1,021
Veterans in Community Beds (LTC funded)	1,080	925	778	618	487
Veterans in Community Beds (VIP funded)	2,144	2,010	1,908	1,817	1,771
Total: Forecasted Veterans in LTC Beds	5,264	4,806	4,355	3,752	3,279
Veterans in Contract Beds	\$183.2	\$179.3	\$175.2	\$171.0	\$168.2
Veterans in Community Beds (LTC funded)	\$17.2	\$15.2	\$13.3	\$11.2	\$9.1
Veterans in Community Beds (VIP funded)	\$46.2	\$44.8	\$44.0	\$41.4	\$42.2
Total: Forecasted LTC Funding	\$246.6	\$239.3	\$232.5	\$223.6	\$219.5

Note: Contract Beds are funded through OHPS, while Community Beds are funded through OHPS and VIP.

¹ Responsibility for departmental beds at SAH transferred to the Province of Quebec as of April 1, 2016, and are now contract beds.

² The \$55.7M paid to SAH is part of negotiated transfer costs; per diems for eligible Veteran Residents are captured under Contract Beds.

³ Actual expenditures are only available at fiscal year end.

⁴ Long Term Care Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Rehabilitation and NVC Support Services

The Rehabilitation Program provides needs-based access to medical, psychosocial and vocational rehabilitation and assistance services to eligible Canadian Armed Forces Veterans who have been medically released, or have rehabilitation needs primarily related to service, to assist them and their families to re-establish in civilian life. Under certain circumstances, survivors and spouses of eligible Veterans may be eligible to receive vocational assistance services and rehabilitation services.

Table 5.6 Rehabilitation Program: Eligible Recipients¹ and Expenditures

Rehabilitation Recipients & Expenditures	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Veterans	5,754	6,265	7,175	8,478	11,600	12,503
Survivors/Spouses	112	146	165	173	187	182
Total Rehabilitation Recipients	5,866	6,411	7,340	8,651	11,787	12,685
Rehabilitation Expenditures (in \$ millions) ²	\$18.4	\$18.5	\$21.2	\$26.8	\$33.5	\$16.0

Rehabilitation Recipients & Expenditures	Forecast ⁴				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	14,200	16,500	18,400	19,900	21,200
Survivors/Spouses	200	200	200	200	200
Total Rehabilitation Recipients	14,400	16,700	18,600	20,100	21,400
Rehabilitation Expenditures (in \$ millions) ^{2,3}	\$46.7	\$58.8	\$67.1	\$73.2	\$79.2

¹ Recipients refer to those with a status of 'eligible' as of March 31st or quarter end (may not be receiving VAC funding).

² Rehabilitation Expenditures include New Veterans Charter Support Services and are for the full year or quarter end.

³ The delivery method for Career Transition Services will change on April 1, 2018. Expenditures are reported under Rehabilitation and NVC Support Services beginning in 2018-19.

⁴ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Family Caregiver Relief Benefit (FCRB)

The Family Caregiver Relief Benefit provides eligible Veterans with a grant to recognize the vital role of informal caregivers towards the Veteran's health and well-being. This additional support is designed to allow caregivers to more easily maintain their own health and resilience; in some cases, enabling them to rest, take a break to attend to their own well-being. This new grant provides eligible Canadian Armed Forces Veterans with an annual tax-free grant of \$7,332.

Table 5.7 Family Caregiver Relief Benefit Recipients and Expenditures¹

Family Caregiver Relief Benefit (FCRB)	Actuals as of March 31, 2017		YTD
	2015-16	2016-17	Sept 2017
Recipients ²	178	277	313
Total Expenditures (in \$ millions)	\$1.3	\$2.1	\$1.3

Family Caregiver Relief Benefit (FCRB)	Forecast ³				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	390	20	-	-	-
Total Expenditures (in \$ millions)	\$2.9	\$0.1	\$0.0	\$0.0	\$0.0

¹ The Family Caregiver Relief Benefit will be replaced by the Caregiver Recognition Benefit as of April 1, 2018.

² Recipients refer to those who have received a payment within a year of the reporting date.

³ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Chapter 6: Financial Benefits

The Financial Benefits Program provides economic support to eligible Canadian Armed Forces (CAF) Veterans, survivors, spouses/common-law partners and dependants for the economic impact that a military career ending and/or service -related injury or death can have on a Veteran's ability to earn income, advance in a career or save for retirement. Support is provided to those approved for the Rehabilitation Program; those who have completed the program and have not yet found employment; those who were eligible for the program but are unable to participate due to permanent and severe impairment; and those who have received a disability award for a physical or mental condition which causes permanent and severe impairments for which rehabilitation services have been approved. Compensation is provided in the form of monthly income support payments.

Earnings Loss Benefit

The Earnings Loss Benefit Program recognizes the economic impact a military career-ending or service related disability may have on a Canadian Armed Forces Veteran's ability to earn income following release from the Canadian Armed Forces. To meet their basic needs, eligible CAF Veterans participating in the Veterans Affairs' Rehabilitation Program are provided with temporary income replacement in the form of a monthly allowance so that a participant's income does not fall below 90% of gross pre-release military salary. Where a Veteran who had been participating in the Rehabilitation Program is not able to participate in suitable gainful employment, the support continues until the Veteran reaches the age of 65.

Table 6.1 Earnings Loss Recipients¹ and Expenditures

Earnings Loss Recipients and Expenditures	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Temporary Recipients	2,564	2,709	2,963	3,435	7,375	8,392
Extended Recipients	1,024	1,506	1,860	2,311	4,250	4,958
Total: Recipients (Veterans and Survivors)	3,588	4,215	4,823	5,746	11,625	13,350
Expenditures (in \$ millions) ²	\$94.7	\$127.2	\$156.4	\$180.3	\$269.9	\$196.7

Earnings Loss Recipients and Expenditures	Forecast ³				
	2017-18	2018-19	2019-20	2020-21	2021-22
Temporary Recipients	9,000	10,500	11,600	12,600	13,400
Extended Recipients	6,000	7,200	8,400	9,600	10,900
Total: Recipients (Veterans and Survivors) ⁴	15,100	17,700	20,000	22,200	24,300
Expenditures (in \$ millions)	\$392.9	\$499.1	\$575.0	\$647.3	\$713.6

¹ Earnings Loss recipients refers to Veterans and survivors with a status of 'In-Pay' at March 31st or quarter end.

² Total for 2014-15 includes payments made under the Budget Implementation Act.

³ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

⁴ Totals may not add due to rounding.

Career Impact Allowance (CIA)

The Career Impact Allowance Program recognizes the economic impact on employment potential and career advancement caused by severe and permanent service-related disabilities. The program ensures that eligible Canadian Armed Forces (CAF) Veterans with severe permanent impairments have an income sufficient to meet basic needs. A monthly allowance is payable to CAF Veterans who received a Disability Award for physical or mental health problems that are creating a permanent and severe impairment and for which rehabilitation services have been approved. As of April 1, 2017, a new grading scheme was implemented for CIA, which gave access to higher grade levels for some clients. The result is that a greater proportion of clients are in Grades 1 and 2 than previous to the change.

Table 6.2 Career Impact Allowance Recipients and Expenditures

CIA Recipients and Expenditures	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	Sept 2017
Recipients (Veterans)	941	1,647	2,293	3,743	6,011	6,755
Recipients Receiving CIA Supplement	727	1,320	1,755	2,482	3,410	3,850
Expenditures (in \$ millions)	\$10.4	\$22.2	\$34.2	\$51.5	\$79.7	\$55.9

CIA Recipients and Expenditures	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients (Veterans)	8,500	10,800	13,000	15,300	17,600
Recipients Receiving CIA Supplement	4,500	5,300	5,900	6,900	7,900
Expenditures (in \$ millions)	\$118.1	\$147.4	\$175.4	\$209.8	\$245.7

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Supplementary Retirement Benefit (SRB) Program

The Supplementary Retirement Benefit Program compensates eligible Canadian Armed Forces (CAF) Veterans for lost opportunities to contribute to retirement pensions because they are unable to work following their release from the Canadian Armed Forces. Veterans must have been assessed as totally and permanently incapacitated during their participation in Veterans Affairs' Rehabilitation Program and eligible for extended Earnings Loss benefits. The benefit, a lump-sum payment equal to 2% of the total amount of Earnings Loss benefits that was paid to the Veteran before income offsets, is generally paid when the Veteran reaches the age of 65. Survivors of Veterans who die as a result of a service-related injury or disease are also eligible for this benefit, payable after the Veteran would have reached the age of 65 years.

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

Supplementary Retirement Benefit Recipients and Expenditures	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Recipients (Veterans)	8	15	21	34	76	48
Expenditures (in \$ thousands)	\$20	\$36	\$52	\$111	\$306	\$204

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients (Veterans)	100	100	120	120	150
Expenditures (in \$ thousands)	\$504	\$588	\$794	\$855	\$1,127

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Retirement Income Support Benefit (RISB)

The Retirement Income Security Benefit provides eligible Canadian Armed Forces (CAF) Veterans and survivors with life-long financial stability for moderately to severe disabled individuals through a monthly income security payment beginning at age 65. This benefit tops up a Veteran's total annual income to at least 70% of what he or she received in financial benefits from VAC.

Table 6.4 Retirement Income Support Benefit Recipients and Expenditures

Retirement Income Support Benefit (RISB)	Actuals as of March 31, 2017		YTD Sept 2017
	2015-16	2016-17	
Recipients	41	72	99
Expenditures (in \$ millions)	\$0.3	\$0.5	\$0.4

Retirement Income Support Benefit (RISB)	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	120	160	210	260	310
Expenditures (in \$ millions)	\$1.1	\$1.4	\$1.9	\$2.3	\$2.9

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Canadian Forces Income Support (CFIS) Program

The Canadian Armed Forces Income Support Benefit ensures that eligible Canadian Armed Forces (CAF) Veterans have a minimum level of income to meet basic needs while they are engaged in job search activities. The program provides a monthly temporary income support to low income CAF Veterans who have completed the Veterans Affairs' Rehabilitation Program and are capable of achieving suitable gainful employment but have not yet obtained employment. This program is also available to survivors or orphans of Veterans in certain circumstances.

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

Canadian Forces Income Support - Recipients and Expenditures	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Recipients (Veterans)	12	23	43	55	64	76
Expenditures (in \$ millions)	\$0.2	\$0.3	\$0.6	\$0.9	\$1.1	\$0.7

Canadian Forces Income Support - Recipients and Expenditures	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients (Veterans)	90	130	160	200	240
Expenditures (in \$ millions)	\$1.5	\$2.1	\$2.8	\$3.5	\$4.3

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

War Veterans Allowance Program (WVA)

The War Veterans Allowance (WVA) Program is a form of financial assistance available to eligible Veterans, Merchant Navy Veterans, qualified civilians and their survivors, dependants and orphans. In recognition of war service, qualified persons are provided with a regular, monthly income to meet basic needs. Eligibility for War Veterans Allowance is determined by the war time service of a Veteran or qualified civilian, the age or health, family income and residency. As well, as surviving spouse, a surviving common-law partner or orphan may qualify for WVA.

Table 6.6 War Veterans Allowance Recipients

WVA Recipients	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	596	667	527	404	355	336
Survivors	2,898	2,577	2,271	2,041	1,796	1,626
Total Recipients	3,494	3,244	2,798	2,445	2,151	1,962

WVA Recipients	Forecast ¹				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	300	250	200	160	120
Survivors	1,670	1,540	1,420	1,300	1,190
Total Recipients	1,970	1,790	1,620	1,460	1,310

¹ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Table 6.7 War Veterans Allowance Expenditures¹

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	\$1.4	\$1.3	\$1.2	\$1.0	\$1.0	n/a ²
Survivors	\$8.0	\$7.2	\$6.7	\$6.0	\$5.5	n/a ²
Budget Implementation Act Payments	-	-	\$0.7	\$0.5	-	n/a ²
Total Expenditures	\$9.5	\$8.5	\$8.5	\$7.5	\$6.5	\$3.1

WVA Expenditures (in \$ millions)	Forecast ³				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	\$0.9	\$0.8	\$0.6	\$0.5	\$0.4
Survivors	\$5.1	\$4.8	\$4.5	\$4.2	\$3.9
Total Expenditures	\$6.0	\$5.5	\$5.1	\$4.7	\$4.4

¹ Totals may not add due to rounding.

² Expenditure breakdown provided at fiscal year end only.

³ VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Chapter 7: Career Transition Services (CTS)

The Career Transition Services Program supports the transition to civilian life of eligible Veterans and survivors by providing access to services that will assist them in having the knowledge, skills and plan necessary to prepare for and obtain suitable civilian employment. Veterans Affairs Canada will reimburse eligible Veterans and survivors for these services, up to a lifetime maximum of \$1,000 including taxes.

Table 7.1 Career Transition Services Recipients and Expenditures¹

Career Transition Services - Recipients and Expenditures	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Recipients (Veterans)	27	92	232	409	644	684
Expenditures (in \$ thousands)	\$1,003	\$12	\$13	\$24	\$19	\$16

Career Transition Services - Recipients and Expenditures	Forecast ²				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients (Veterans)	690	-	-	-	-
Expenditures (in \$ thousands) ²	\$43	-	-	-	-

¹ The delivery method for Career Transition Services will change on April 1, 2018. Expenditures will be reported under Rehabilitation and NVC Support Services beginning in 2018-19.

² VAC Client and Expenditure Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Chapter 8: Mental Health

Veterans Affairs Canada (VAC) provides a wide range of mental health services and support for Veterans and their families. The tables below outline the increasing number of Veterans in receipt of Disability benefits for a Mental Health condition.

Table 8.1 Veterans in Receipt of Disability Benefits with Psychiatric Disability

	Actuals as of March 31, 2017					YTD Sept 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
War Service	1,863	1,591	1,323	1,114	925	834
Canadian Armed Forces (CAF)	12,016	13,385	14,847	16,850	18,826	20,158
Royal Canadian Mounted Police (RCMP)	2,794	3,094	3,469	3,937	4,469	4,796
Missing Service Code	-	1	2	1	1	2
Total: Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder)	16,673	18,071	19,641	21,902	24,221	25,790
War Service	1,162	1,003	856	743	622	559
CAF	8,557	9,576	10,695	12,075	13,342	14,225
RCMP	2,236	2,496	2,819	3,233	3,658	3,937
Missing Service Code	-	1	2	1	1	1
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	11,955	13,076	14,372	16,052	17,623	18,722

Table 8.2 Veterans with Mental Health Conditions by Age and Gender as of September 2017

Age	Male ¹	Female	Total	% by Age
Under 30	475	100	575	2%
30 - 39	3,477	600	4,077	16%
40 - 49	5,654	1,137	6,791	26%
50 - 59	7,262	1,322	8,584	33%
60 - 69	3,184	358	3,542	14%
70 or More	2,177	44	2,221	9%
Total	22,229	3,561	25,790	100%
% by Gender	86%	14%	100%	

¹ Includes numbers for those with an unknown gender.

Table 8.3 Mental Health - Quick Facts as of September 2017

QUICK FACTS
20% of all Veterans in receipt of VAC benefits have disability benefits for a service-related psychiatric diagnosis.
73% of Veterans in receipt of disability benefits for a mental health condition have PTSD.
60% of Veterans in receipt of disability benefits for a mental health condition are married or have a common law partner.
31% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation program.
41% of Veterans in receipt of disability benefits for a mental health condition are in receipt of Veterans Independence Program (VIP) benefits.

Source: Statistics Directorate, Mental Health Cube 05.93.06.07

Chapter 9: Afghanistan Veterans

The Canadian flag was lowered for the last time in Afghanistan on March 12, 2014. This mission involved the deployment of more than 40,000 Canadian Armed Forces (CAF) personnel—the largest deployment since the Second World War.

The following tables provide demographic details regarding Afghanistan Veterans (including RCMP) in receipt of Veterans Affairs Canada (VAC) benefits and services.

Table 9.1 Afghanistan Deployed Members (Unique)

Service Type	As of March 2014
Regular Forces Members	34,640
Primary Reserves Members	5,386
Total	40,026

Source: Canadian Armed Forces - Strategic Joint Staff, Deployment Data 2001 - 2013, March 31, 2014

Table 9.2 Afghanistan Veterans (including RCMP) in Receipt of VAC Benefits

	Actuals as of March 31, 2017					YTD Sept 2017	% of CAF Veteran Population
	2012-13	2013-14	2014-15	2015-16	2016-17		
Afghanistan Service identified ¹	8,945	10,459	11,909	13,583	14,978	15,630	3%
Veterans in receipt of disability benefits related to Afghanistan service ² (included in above total)	5,427	6,376	7,293	8,339	9,357	9,927	2%

Table 9.3 Afghanistan Veterans (including RCMP) by Age - September 2017

Age	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	563	4%	422	4%
30 - 39	4,658	30%	3,512	35%
40 - 49	5,267	34%	3,321	33%
50 or more	5,142	33%	2,672	27%
Total	15,630	100%	9,927	100%

¹ Service Identified indicates that VAC is aware of the Veteran's CAF or Royal Canadian Mounted Police (RCMP) service in Afghanistan; however, their benefits may or may not be related to that service.

² Disability benefits related to Afghanistan CAF or RCMP service indicates the Veteran has received at least one disability benefit which can be directly related to their service in Afghanistan.

Table 9.4 Afghanistan Veterans in Receipt of Disability Benefits¹ by Disability Class - September 2017

Disability Class	Disability Pension & Awards	Percentage
78% and above	1,721	17%
53%-77%	2,002	20%
28%-52%	2,540	26%
5%-27%	3,360	34%
1%-4%	224	2%
Entitlement Only	80	1%
Total	9,927	100%

¹Disability benefits for Canadian Armed Forces (CAF) or Royal Canadian Mounted Police (RCMP) service can be directly related to their service in Afghanistan.

Table 9.5 Afghanistan Veterans in Receipt of Disability Benefits¹ - Mental Health Conditions

Afghanistan Veterans in Receipt of Disability Benefits	March 2014	March 2015	March 2016	March 2017	YTD Sept 2017
For Mental Health Conditions	3,572	4,269	5,048	5,800	6,253
For Post-traumatic Stress Disorder (PTSD)	2,977	3,578	4,243	4,833	5,216

¹Mental Health disability benefits for Canadian Armed Forces (CAF) or Royal Canadian Mounted Police (RCMP) service can be directly related to their service in Afghanistan.

Source: Statistics Directorate, Finance - Mental Health Conditions (40422 Afghanistan)

Table 9.6 Afghanistan Veterans - Quick Facts - September 2017

QUICK FACTS
73% of deployed members had 1 tour of Afghanistan, 21% had 2 tours and 6% had 3 or more.
90% of Afghanistan deployed members were males, 10% females.
17% of Canadian Armed Forces (CAF) Veterans in receipt of VAC benefits have Afghanistan Service.
11% of CAF Veterans in receipt of VAC benefits have a disability benefit related to service in Afghanistan.
63% of CAF Veterans, with a disability benefit related to service in Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition.
53% of CAF Veterans, with a disability benefit related to service in Afghanistan, are in receipt of a VAC pension/award for Post Traumatic Stress Disorder (PTSD).
16% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition related to their service in Afghanistan.
13% of members deployed to Afghanistan, are in receipt of a VAC pension/award for Post Traumatic Stress Disorder (PTSD) related to their service in Afghanistan.

Source: Statistics Directorate, Finance - Afghanistan Cube 05.55.06.02

Chapter 10: Service Delivery

Table 10.1 Case Managed Veterans as of September 2017

Table 10.1 represents the volume of Veterans who were receiving one-on-one Case Management Services and the number of case managers providing this service.

Area	Assigned Case Managers	Case Managed Veterans	Average Veterans per Case Manager
Newfoundland and Labrador	16.0	480	30.0
New Brunswick, PEI and the Gaspésie	34.0	1,175	34.6
Nova Scotia	45.0	1,544	34.3
Eastern Quebec	53.0	1,530	28.9
Western Quebec	38.0	1,102	29.0
North Eastern Ontario and Nunavut ¹	58.0	1,752	30.2
Central Ontario	34.0	1,227	36.1
South Western Ontario	33.0	969	29.4
Saskatchewan/Manitoba	15.0	560	37.3
Alberta and Northwest Territories	27.0	1,134	42.0
BC Mainland and the Yukon	24.0	645	26.9
Vancouver Island and the Islands	21.0	665	31.7
National Total	398.0	12,783	32.1

¹ North Eastern Ontario and Nunavut includes Foreign Countries Case Managed Veterans.

10.2 Telephony Results - National Contact Centre Network (NCCN) and Medavie

Table 10.2 represents the annual call volumes received, answered and abandoned through VAC's toll free line (1-866-522-2122). The response rate percentage (%) calculates what portion of calls received get answered, and the Grade of Service percentage (%) calculates what portion of calls are answered within 2 minutes.

Results	2014-15	2015-16 ¹	% Change 2014-15 to 2015-16	2016-17 ¹	% Change 2015-16 to 2016-17	YTD Sept 2017 ¹
Calls Offered	588,872	588,854	0.0%	592,874	0.7%	303,466
Calls Answered	561,598	556,673	-0.9%	543,446	-2.4%	267,370
Calls Abandoned	27,274	30,749	12.7%	49,428	60.7%	36,096
% Response Rate	95%	95%		92%		88%
% NCCN Grade of Service ²	75%	77%		66%		68%
% Medavie Grade of Service ³				74%		73%

¹ Calls Offered includes Medavie Calls transferred to Second Level or dropped.

² NCCN Grade of Service identifies the portion (%) of calls that are answered within the 2 minute service standard.

³ Medavie Grade of Service identifies the portion (%) of calls that are answered within the 45 second service standard.

Chapter 11: Appeals - Disability Pensions and Awards

Bureau of Pensions Advocates (BPA)

The Bureau of Pensions Advocates (BPA) is a nation-wide legal organization within Veterans Affairs Canada (VAC), whose main function is to provide free advice and representation for individuals dissatisfied with decisions rendered by VAC with respect to their claims for entitlement to disability pension or disability award, or any assessment awarded for their pensioned conditions. The Bureau was formed in 1971, giving Veterans Affairs' clients across the country the services of lawyers who afford them the same solicitor-client privilege as lawyers in private practice.

Table 11.1 Total Cases Completed by Bureau of Pensions Advocates

Case Type	March 2013	March 2014	March 2015	March 2016	March 2017	YTD Sept 2017
Departmental Reviews ¹ Completed	1,847	1,973	2,072	2,017	2,168	1,113
Cases Presented to VRAB ²	4,423	4,496	3,638	3,469	3,255	1,249
Cases Counseled Out ³	5,166	4,736	4,147	4,763	5,210	2,767
Total Cases completed by BPA	11,436	11,205	9,857	10,249	10,633	5,129

¹ Departmental Review: If clients produce new evidence after receiving a decision with which they are dissatisfied, it may be possible to have the decision reviewed again by VAC through a written submission called a Departmental Review.

² Cases Presented to Veterans Review and Appeal Board (VRAB): If clients are dissatisfied with a decision from the Department or from the Veterans Review and Appeal Board (VRAB), they have the right to appeal the decision to VRAB. The Bureau's Advocates will provide legal advice to clients in the preparation of their appeal and will represent them before the Review or Appeal panel.

³ Cases Counseled Out: If an Advocate, on a detailed review of the documentation, comes to the conclusion that a claim is not meritorious, clients will be counseled in this regard. However, the ultimate decision rests with the client as to whether or not to proceed. "Cases Counseled Out" are those claims where clients accept their Advocate's advice against proceeding to Departmental Review or VRAB.

Source: Bureau of Pensions Advocates - CSDN

Chapter 12: Human Resources

Table 12.1 Historical Full Time Equivalents (FTE) Numbers

The following table displays the number of Full Time Equivalents (FTEs) that were utilized by Veterans Affairs Canada (VAC) each fiscal year since 1994-95.

Fiscal Year	FTEs in Department ¹
1994-95	3,297
1995-96	3,137
1996-97	3,056
1997-98	3,042
1998-99	3,037
1999-00	3,154
2000-01	3,212
2001-02	3,403
2002-03	3,394
2003-04	3,350
2004-05	3,354
2005-06	3,544
2006-07	3,555
2007-08	3,717
2008-09	3,904
2009-10	3,840
2010-11	3,753
2011-12	3,623
2012-13	3,370
2013-14	3,085
2014-15	2,907
2015-16 ²	3,010 (with Sainte Anne's Hospital [SAH]) 2,272 (excluding SAH)
2016-17	2,635

Note: As of March 31, 2017, there were 119 VAC employees who have self-identified as being current or former Canadian Armed Forces (CAF) members.

¹Year end reports (up to 2004-05 through 2015-16); Prior to 2004-05, FTEs as reported in the Departmental Performance Reports (DPR).

²At March 31, 2016, SAH was still part of VAC. As of April 1, 2016, the responsibility was transferred to the province of Québec. In table 12.1, all data for previous years include SAH.