



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

December 2018 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 December 2018 Edition

Summary of Program Recipients

Program	2015-16	2016-17	2017-18 ²	Percentage Change	YTD Dec 2018	2018-19 Forecast	Forecasted Percentage Change
Traditional Programs							
Disability Pensions	124,148	116,031	108,877	-6.2%	103,918	101,500	-6.8%
Treatment Benefits ¹	81,689	79,964	78,752	-1.5%	n/a ²	80,200	1.8%
Veterans Independence Program (VIP)	93,558	90,854	88,286	-2.8%	n/a ²	85,100	-3.6%
War Veterans Allowance	2,445	2,151	1,895	-11.9%	1,696	1,710	-9.8%
New Veterans Charter (NVC) Programs							
Disability Awards	57,315	63,599	69,694	9.6%	75,412	76,400	9.6%
Rehabilitation & NVC Support Services	8,651	11,787	13,233	12.3%	13,659	14,900	12.6%
Earnings Loss	5,746	11,625	14,870	27.9%	16,616	17,800	19.7%
Career Impact Allowance (CIA)	3,743	6,011	7,801	29.8%	11,428	14,000	79.5%
Canadian Forces Income Support	55	64	78	21.9%	78	100	28.2%
Supplementary Retirement Benefit	34	76	79	3.9%	56	90	13.9%
Career Transition Services/Grant ²	409	644	741	15.1%	535	10	-98.7%
Retirement Income Security Benefit (RISB)	41	72	124	72.2%	182	210	69.4%
Critical Injury Benefit	114	36	15	-58.3%	4	15	0.0%
Family Caregiver Relief Benefit (FCRB)	178	277	363	31.0%	356	40	-89.0%

¹ Included in Other Health Purchased Services (OHPS)

² The delivery method for Career Transition Services has changed on April 1, 2018. Recipients and Expenditures are now reported under Rehabilitation and NVC Support Services beginning in 2018-19.

Summary of Program Expenditures

Program (in \$ millions)	2015-16	2016-17	2017-18	Percentage Change	YTD Dec 2018	2018-19 Forecast ¹	Forecasted Percentage Change
Traditional Programs							
Disability Pensions	\$1,404.3	\$1,331.1	\$1,261.2	-5.3%	\$940.7	\$1,207.1	-4.3%
Other Health Purchased Services (incl. Treatment Benefit)	\$517.1	\$590.1	\$583.3	-1.2%	\$445.2	\$670.6	15.0%
Veterans Independence Program	\$352.6	\$350.2	\$344.6	-1.6%	\$246.6	\$350.4	1.7%
War Veterans Allowance	\$7.5	\$6.5	\$6.1	-6.2%	\$4.4	\$5.7	-6.6%
New Veterans Charter Programs							
Disability Awards	\$660.0	\$700.0	\$1,621.4	131.6%	\$998.2	\$1,324.2	-18.3%
Rehabilitation & NVC Support Services	\$26.8	\$33.5	\$43.6	30.1%	\$36.7	\$62.0	42.2%
Earnings Loss	\$180.3	\$269.9	\$420.1	55.7%	\$377.3	\$497.1	18.3%
Career Impact Allowance	\$51.5	\$79.7	\$123.1	54.5%	\$134.8	\$229.4	86.4%
Canadian Forces Income Support	\$0.9	\$1.1	\$1.5	36.4%	\$1.1	\$1.8	20.0%
Supplementary Retirement Benefit	\$0.1	\$0.3	\$0.3	0.0%	\$0.2	\$0.4	33.3%
Career Transition Services/Grant ^{2,3}	\$0.0	\$0.0	\$0.0	94.7%	\$0.0	n/a ³	n/a ³
Retirement Income Security Benefit	\$0.3	\$0.5	\$0.9	80.0%	\$1.1	\$2.2	144.4%
Critical Injury Benefit	\$7.9	\$2.5	\$1.2	-52.0%	\$0.3	\$1.1	-8.3%
Family Caregiver Relief Benefit	\$1.3	\$2.1	\$2.8	33.3%	\$0.3	\$0.3	-89.3%

Note: the following programs came into effect April 1, 2018: Education and Training Benefit ; Veteran and Family Well-Being Fund; Caregiver Recognition Benefit; and Veteran Emergency Fund.

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance

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

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

Analysis of VAC Facts and Figures

As of March 31, 2018, VAC estimated the total Veteran population in Canada to be 649,300, consisting of 48,300 War Service (WS) Veterans and 601,000 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, 2018 VAC served 20,139 (42%) of the WS Veteran population and 96,644 (16%) of the CAF Veteran population. In addition, VAC provided benefits to 46,980 WS survivors, 10,986 CAF survivors, and administers benefits on behalf of 13,396 RCMP members or former members and their survivors.

Overall, total VAC clients (Veterans and survivors) decreased by 2.3% in 2017-18; this trend is expected to continue. The forecasted decrease is the result of an expected decrease of 18% in WS Veterans and a 8% decrease in WS survivor clients. CAF Veteran and survivor clients are expected to increase by 5% over the next year.

Pension For Life

April 1, 2019, Pension for Life (PFL) will be introduced. Pension for Life includes three new benefits: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit. The Pension for Life Benefits package is intended to meet the following objectives:

- Providing recognition, income support and better overall stability to Canadian Armed Forces (CAF) members and Veterans who are living with a disability due to a service-related injury and/or illness.
- Providing a holistic package that reintroduces lifelong monthly pain and suffering payments; implement a new recognition benefit, and consolidate six of seven existing income-related financial benefits.
- Addressing concerns raised by military and Veteran communities and families by empowering CAF members and Veterans living with a disability, caused by a service-related illness or injury, to choose the form of compensation that works best for them and their families.

VAC's 2019-20 planned spending is slightly lower than 2018-19 primarily attributed to the transition to the Pension for Life plan and gradual uptake of some of the Department's other new programs – such as the Education and Training Benefit. As a result of offering monthly benefits through Pension for Life beginning in 2019, benefit payments will be spread over the lifetime of the Veteran, resulting in lower near term cash payments. That being said, the lifetime value of Veterans' benefits will increase significantly as a result of these programs.

VAC Program Trends

Overall, VAC's program expenditures increased by 31% to \$4,441.5 million in 2017-18 from \$3,398.2 million in 2016-17. Expenditures are expected to decrease over the next three years and then will begin to increase starting in 2021-22.

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.

Expenditures have been increasing since 2015-16 until 2017-18 due to the introduction of changes in Cannabis for Medical Purposes policy. Expenditures are expected to grow throughout the forecast cycle.

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.

Analysis of VAC Facts and Figures .../cont'd

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.

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 13,233 and 14,870 respectively as of March 31, 2018.

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 2018, about 56% of CIA clients were in receipt of the supplement. CIA expenditures for 2017-18 came in over the forecasted amount of \$118.1 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 34% of CIA clients. This resulted in a smaller ratio of clients in the lowest paying grade 3, changing from 90.1% to approximately 65% of CIA clients.

Other Health Purchased Services (OHPS)

OHPS expenditures decreased by \$6.8 million from 2016-17 to 2017-18. OHPS expenditures are expected to increase in 2018-19 due to increased Treatment Benefits and payments for cannabis for medical purposes.

Disability Awards

During 2017-18, Disability Award (DA) payments were \$1,621.4 million which was an increase of 132% from \$700 million in 2016-17. This increase in expenditures was due to a one time DA additional amount to increase the maximum DA payment to \$360,000. The one time DA amount was also in addition to a 10% increase in DA clients. DA clients are forecast to increase by another 10% in 2018-19 and expenditures are forecasted to be \$1,324.2 million.

New Programs at VAC: 2018-19

Career Transition Services (CTS)

The Career Transition Services Program supports the transition to post-service life of eligible members, releasing members, Veterans, spouses/common-law partners, 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. Services are provided directly to clients through a national service provider.

Career Transition Services (CTS): Recipients¹ and Expenditures

CTS Recipients & Expenditures	Actuals as of March 31, 2018	YTD Dec 2018
	2017-18	
Veterans	-	1,249
Spouses	-	12
Total CTS Recipients	-	1,261
CTS Expenditures (in \$ millions) ²	\$1.7	\$1.0

CTS Recipients & Expenditures	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	1,740	3,030	3,990	4,700	5,230
Spouses	200	380	370	360	340
Total CTS Recipients	1,940	3,410	4,360	5,060	5,570
CTS Expenditures (in \$ millions) ²	\$3.2	\$4.2	\$5.1	\$5.7	\$6.1

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients refer to those with an open CTS plan.

² The delivery method for Career Transition Services changed on April 1, 2018. Expenditures are reported under Rehabilitation and Veteran Support Services beginning in 2018-19. It is expected that there will be some CTS (grant) recipients in 2018-19 reimbursed for services rendered prior to April 1, 2018.

³ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Education and Training Benefit (ETB)

The Education and Training Benefit provides funding for eligible participants to pursue education and training that will support them in a successful transition from military to post-service life, help them achieve their education and post-military employment goals, and better position them to be more competitive in the civilian workforce.

Education and Training Benefit (ETB): Recipients¹ and Expenditures

ETB Recipients & Expenditures	Actuals as of March 31, 2018	YTD Dec 2018
	2017-18	
Recipients (Veterans)	-	887
ETB Expenditures (in \$ millions)	-	\$8.1

ETB Recipients & Expenditures	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	1,090	2,400	1,550	470	480
ETB Expenditures (in \$ millions)	\$19.1	\$44.0	\$29.5	\$9.9	\$9.6

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients refer to those who have an approved ETB plan and proof of enrollment received.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

New Programs at VAC: 2018-19.../cont'd

Veteran and Family Well-Being Program

The Veteran and Family Well-Being Fund provides funding to organizations that conduct research, develop or implement innovative programs that improve the well-being of Veterans and their families. Veterans Affairs Canada will be calling for applications again in January 2019.

Veteran and Family Well-Being Program: Recipients¹ and Expenditures

Veteran and Family Well-Being Fund Recipients & Expenditures	Actuals as of March 31, 2018	YTD Dec 2018
	2017-18	
Recipients (Organizations)	-	21
Expenditures (in \$ millions)	-	\$3.0

Veteran and Family Well-Being Fund Recipients & Expenditures	Forecast ^{2,3}				
	2018-19	2019-20	2020-21	2021-22	2022-23
Expenditures (in \$ millions)	\$3.0	\$3.0	\$3.0	\$3.0	\$3.0

Source: Strategic Policy and Commemoration

¹ Recipients refer to organizations approved for funding as of March 31, 2018 or quarter end.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

³ Forecasted recipient figures cannot be estimated for this program as the number of recipient organizations that apply for, and are awarded a fund or contribution, can vary broadly.

Veteran Emergency Fund (VEF)

The Veterans Emergency Fund provides funding to assist Veterans and their families during times of crisis and when facing emergency financial situations that threaten their health and well-being. Financial emergencies could include (but are not limited to) food, clothing, shelter, medical care, and expenses required to maintain safety and shelter.

Veteran Emergency Fund (VEF): Recipients^{1,3} and Expenditures

Veteran Emergency Fund Recipients & Expenditures	Actuals as of March 31, 2018	YTD Dec 2018
	2017-18	
Recipients	-	576
Expenditures (in \$ millions)	-	\$0.9

Veteran Emergency Fund Recipients & Expenditures	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
VEF Expenditures (in \$ millions)	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients refer to those with an approved application as of March 31 or quarter end.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

³ Program funds are dependent upon Veterans and their families applying for emergency funding and the amounts funded can vary. Forecasted recipient figures cannot be estimated for this program.

Caregiver Recognition Benefit (CRB)

The Caregiver Recognition Benefit formally recognizes the contribution caregivers make to the health and well-being of seriously injured Veterans who require continuous care and supervision, due to their service related physical and/or mental health condition(s). This benefit is paid directly to Veterans' caregivers.

Caregiver Recognition Benefit Recipients and Expenditures¹

Caregiver Recognition Benefit (CRB)	Actuals as of March 31, 2018	YTD Dec 2018
	2017-18	
Recipients ²	-	577
Total Expenditures (in \$ millions)	-	\$2.7

Caregiver Recognition Benefit (CRB)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	500	640	780	840	890
Total Expenditures (in \$ millions)	\$5.3	\$7.1	\$8.9	\$10.3	\$11.3

¹ The Caregiver Recognition Benefit replaced the Family Caregiver Relief 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 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Source: Chief Financial Officer and Corporate Services Branch

New Programs at VAC: 2019-20

Pension For Life (PFL)

April 1, 2019, Pension for Life (PFL) will be introduced. Pension for Life includes three new benefits: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit. The Pension for Life Benefits package is intended to meet the following objectives:

- Providing recognition, income support and better overall stability to Canadian Armed Forces (CAF) members and Veterans who are living with a disability due to a service-related injury and/or illness.
- Providing a holistic package that reintroduces lifelong monthly pain and suffering payments; implement a new recognition benefit, and consolidate six of seven existing income-related financial benefits.
- Addressing concerns raised by military and Veteran communities and families by empowering CAF members and Veterans living with a disability, caused by a service-related illness or injury, to choose the form of compensation that works best for them and their families.

Pain and Suffering Compensation: Recipients

Pain and Suffering Compensation	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	-	80,400	85,800	91,000	96,000
Survivors	-	2,700	3,000	3,300	3,600
Subtotal	-	83,100	88,800	94,300	99,600
Death Benefits	-	710	790	880	970
Total Recipients	-	83,810	89,590	95,180	100,570

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Pain and Suffering Compensation: Expenditures

Pain and Suffering Compensation (in \$ millions)	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Pain and Suffering Compensation	-	\$662.6	\$681.6	\$745.8	\$814.2
Death Benefits	-	\$22.5	\$22.3	\$23.7	\$25.3
Total Expenditures²	-	\$685.1	\$703.9	\$769.5	\$839.5

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

² Totals may not add due to rounding.

Additional Pain and Suffering Compensation: Recipients and Expenditures

Additional Pain and Suffering Compensation	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	-	13,040	15,310	17,580	19,850
Expenditures (in \$ millions)	-	\$102.4	\$119.7	\$137.8	\$156.5

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Income Replacement Benefit: Recipients and Expenditures

Income Replacement Benefit	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Temporary	-	13,300	15,940	18,250	20,060
Permanent	-	8,480	9,620	10,890	11,980
Total: Recipients (Temporary and Permanent)		21,780	25,560	29,140	32,040
Expenditures (in \$ millions)		\$628.0	\$740.7	\$846.4	\$941.4

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Chapter 1 : Demographics

The estimated Veteran population tables below include all Veterans who are VAC clients, as well as those who are not.

War Service Veteran population estimates are based on the 1971 Statistics Canada Census and the 1988 Statistics Canada Labour Force Survey and are updated annually using survival rates from Statistics Canada life tables.

CAF Veteran population estimates are based on the 2003 Canadian Community Health Survey (CCHS) conducted by Statistics Canada. The information is updated annually with release information from the Department of National Defence and survival rates from Statistics Canada life tables.

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 & Labrador	600	15,300	15,900
Prince Edward Island	300	3,700	4,000
Nova Scotia	2,500	39,100	41,600
New Brunswick	1,800	28,500	30,300
Quebec	3,700	116,900	120,600
Ontario	20,200	215,500	235,700
Manitoba	2,100	19,000	21,100
Saskatchewan	1,600	14,700	16,300
Alberta	4,200	65,100	69,300
British Columbia	10,500	81,200	91,700
Territories	0	1,900	1,900
Foreign Countries	800	n/a	800
Total: Estimated Canadian Veteran Population¹	48,300	601,000	649,300

Source: Chief Financial Officer and Corporate Services Branch

¹Totals may not add due to rounding.

Table 1.2 Estimated Veteran Population by Average Age

Type of Service	Average Age	March 2018
Second World War Veterans	93	41,100
Korean War Veterans	86	7,200
Total Estimated War Service Veteran Population	92	48,300
Canadian Armed Forces - Regular Forces	60	318,600
Canadian Armed Forces - Primary Reserves	55	282,400
Total Estimated Canadian Armed Forces Veteran Population	58	601,000
Total Estimated Canadian Veteran Population	n/a	649,300

Source: Chief Financial Officer and Corporate Services Branch

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, 2018					Average Age (March 31, 2018)	YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18		
War Service	42,239	35,449	29,740	25,016	20,139	93	17,078
Canadian Armed Forces (CAF)	80,577	83,872	88,301	93,123	96,644	60	100,494
Royal Canadian Mounted Police (RCMP)	10,475	11,005	11,743	12,482	12,360	60	13,014
Subtotal: Veterans	133,291	130,326	129,784	130,621	129,143	65	130,586
War Service	62,712	59,136	55,371	51,471	46,980	88	44,454
CAF	8,467	8,876	9,257	9,560	10,986	73	11,192
RCMP	743	816	877	945	1,036	73	1,103
Subtotal: Survivors	71,922	68,828	65,505	61,976	59,002	85	56,749
Total: VAC Veterans and Survivors	205,213	199,154	195,289	192,597	188,145	71	187,335

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
War Service	16,600	13,300	10,500	8,200	6,300
CAF	102,400	107,300	111,600	115,700	119,600
RCMP	13,800	14,400	15,000	15,600	16,200
Subtotal: Veterans	133,000	134,800	137,100	139,600	142,300
War Service	43,400	39,500	35,600	31,700	28,000
CAF	10,600	11,400	12,200	13,000	13,800
RCMP	1,200	1,300	1,400	1,600	1,800
Subtotal: Survivors	55,400	52,000	50,500	48,800	47,000
Total: VAC Veterans and Survivors²	188,300	186,800	187,600	188,400	189,300

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

² Totals may not add due to rounding.

Table 1.4 Total Number of Veterans by Gender, Service Type, and Age - December 2018

All Veterans by Gender	War Service	CAF	RCMP	Total	% Total
Male	14,278	90,000	11,104	115,382	88%
Female	2,800	10,494	1,910	15,204	12%
Total	17,078	100,494	13,014	130,586	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	1,726	17	1,743	1%	0	283	17	300	0%
30-39	0	8,551	701	9,252	7%	0	1,463	263	1,726	1%
40-49	0	12,025	1,418	13,443	10%	0	2,415	625	3,040	2%
50-59	0	21,743	2,249	23,992	18%	0	3,582	635	4,217	3%
60-69	0	14,574	3,472	18,046	14%	0	1,448	322	1,770	1%
70-79	0	17,415	2,354	19,769	15%	97	577	43	717	1%
80-89	2,010	13,237	843	16,090	12%	270	656	5	931	1%
90+	12,268	729	50	13,047	10%	2,433	70	0	2,503	2%
Total	14,278	90,000	11,104	115,382	88%	2,800	10,494	1,910	15,204	12%

Source: Chief Financial Officer and Corporate Services Branch

Table 1.5 Veterans served by Area Office as of December 2018

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	774	11,731	923	13,428	1,568
Sydney	122	1,148	92	1,362	185
Nova Scotia	896	12,879	1,015	14,790	1,753
Campbellton	154	1,011	92	1,257	104
Charlottetown	116	1,107	179	1,402	151
Oromocto	135	3,900	213	4,248	721
Saint John	368	3,690	407	4,465	315
NB, PEI and Gaspésie	773	9,708	891	11,372	1,291
Corner Brook	42	539	79	660	178
St John's	165	1,594	326	2,085	375
Newfoundland and Labrador	207	2,133	405	2,745	553
Quebec	243	7,654	104	8,001	1,546
Eastern Quebec	243	7,654	104	8,001	1,546
Gatineau	86	1,852	210	2,148	298
Montreal	750	3,160	314	4,224	508
St-Jean-sur-Richelieu	145	1,980	106	2,231	321
Western Quebec	981	6,992	630	8,603	1,127
North Bay	320	2,515	166	3,001	342
Ottawa	765	6,356	799	7,920	917
Pembroke	147	3,339	121	3,607	518
Thunder Bay	228	570	19	817	87
North Eastern Ontario and Nunavut	1,460	12,780	1,105	15,345	1,864
Kingston	321	3,953	114	4,388	476
Peterborough	454	924	34	1,412	107
Toronto	1,783	1,941	96	3,820	377
Trenton	197	2,912	26	3,135	299
Central Ontario	2,755	9,730	270	12,755	1,259
Hamilton	674	1,652	76	2,402	210
London	450	1,284	75	1,809	224
Mississauga	1,488	4,138	241	5,867	431
Windsor	439	1,306	61	1,806	161
South Western Ontario	3,051	8,380	453	11,884	1,026
Brandon	193	1,002	177	1,372	155
Regina	251	729	466	1,446	108
Saskatoon	336	723	313	1,372	126
Winnipeg	538	2,236	393	3,167	271
Manitoba and Saskatchewan	1,318	4,690	1,349	7,357	660
Calgary	877	4,591	1,269	6,737	395
Edmonton	513	6,177	942	7,632	933
Alberta and Northwest Territories	1,390	10,768	2,211	14,369	1,328
Kelowna	342	1,151	669	2,162	135
Penticton	494	1,576	822	2,892	72
Prince George	99	419	247	765	47
Surrey	834	2,006	1,265	4,105	225
Vancouver	800	1,264	521	2,585	235
BC Mainland and Yukon	2,569	6,416	3,524	12,509	714
Victoria	1,178	7,133	978	9,289	769
Vancouver Island and the Islands	1,178	7,133	978	9,289	769
Foreign Countries	239	1,156	63	1,458	112
Unknown/Missing	18	75	16	109	0
Total	17,078	100,494	13,014	130,586	14,002

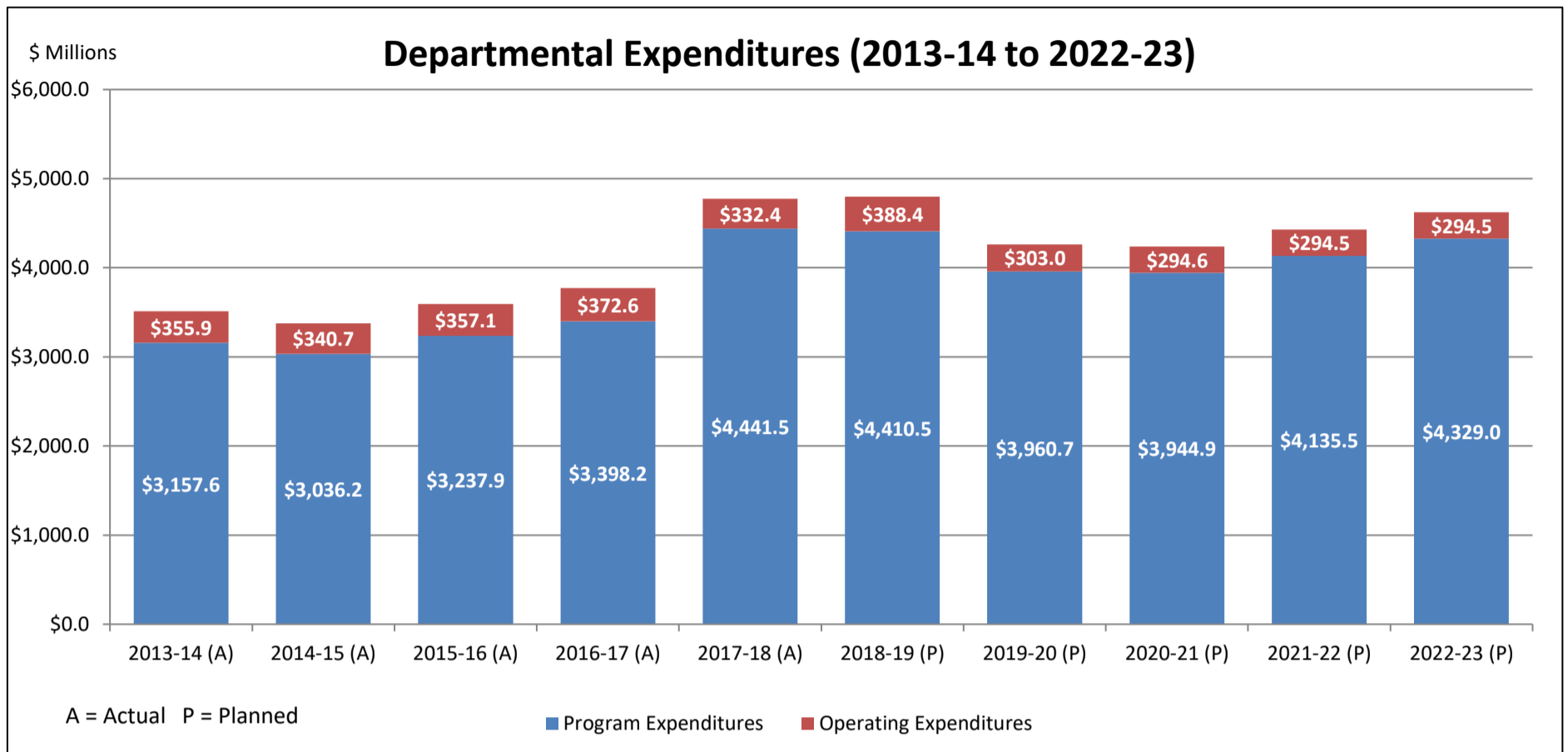
¹A Case Plan is a set of organized interventions/actions accompanied by a chronological listing of scheduled follow ups and monitoring, which respond to the unmet needs and desired goals of the Veteran.

Source: Chief Financial Officer and Corporate Services Branch

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

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



Expenditures (in \$ millions)	Actual				
	2013-14	2014-15	2015-16	2016-17	2017-18
Total Program ¹	\$3,157.6	\$3,036.2	\$3,237.9	\$3,398.2	\$4,441.5
Total Operating ²	\$355.9	\$340.7	\$357.1	\$372.6	\$332.4
Total: Actual Expenditures³	\$3,513.6	\$3,376.9	\$3,595.0	\$3,770.8	\$4,773.9

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned ⁴				
	2018-19	2019-20	2020-21	2021-22	2022-23
Total Program ¹	\$4,410.5	\$3,960.7	\$3,944.9	\$4,135.5	\$4,329.0
Total Operating ^{2,5}	\$388.4	\$303.0	\$294.6	\$294.5	\$294.5
Total: Planned Expenditures	\$4,798.9	\$4,263.7	\$4,239.5	\$4,430.0	\$4,623.5

Source: Chief Financial Officer and Corporate Services Branch

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

² Includes: salary & wages, operating, Ste. Anne's Hospital, Remembrance Vignette, Budget 2017 Outreach Strategy, and Statutory Vote. 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.

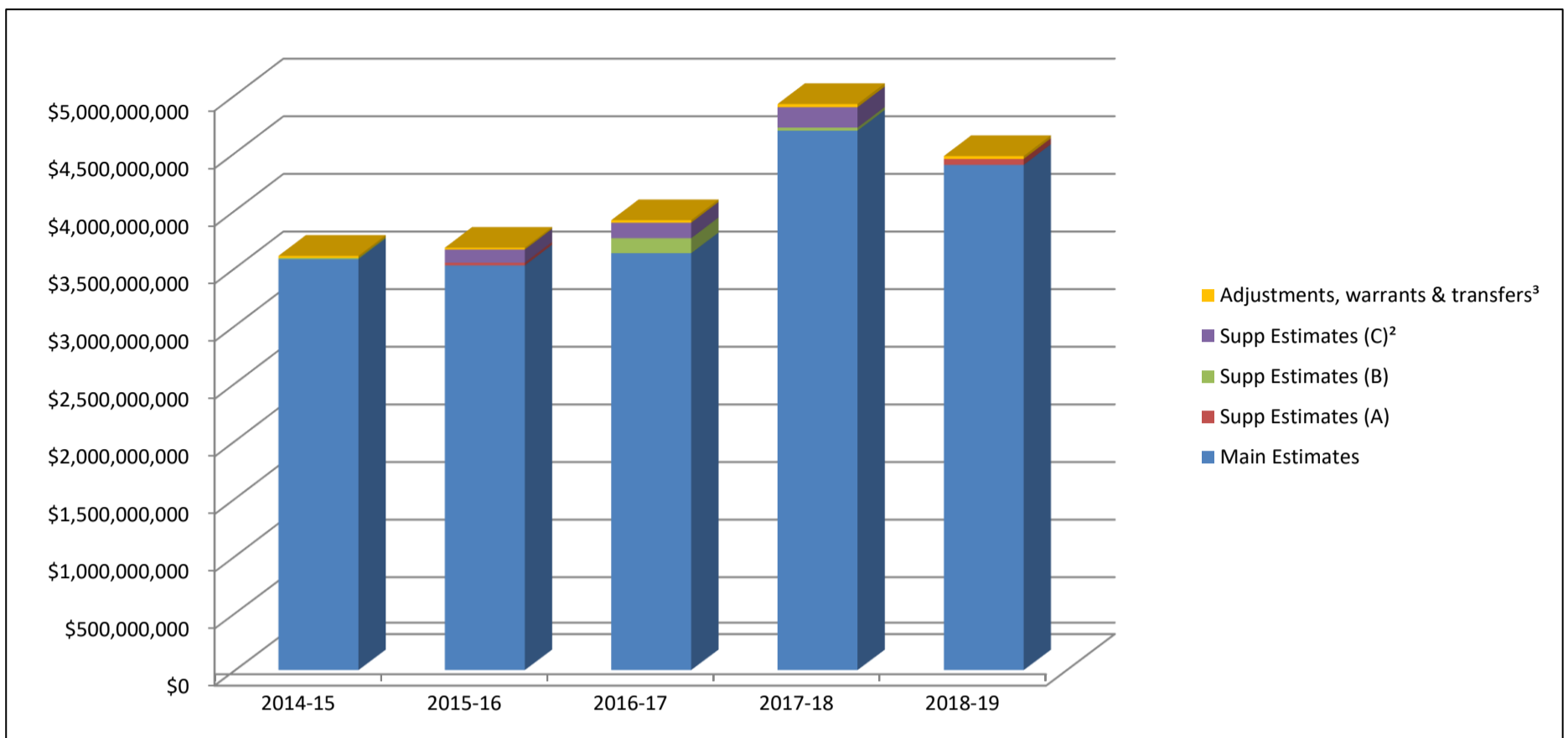
³ Totals may not add due to rounding.

⁴ VAC's 2019-20 planned spending is slightly lower than 2018-19 primarily attributed to the transition to the Pension for Life plan and gradual uptake of some of the Department's other new programs – such as the Education and Training Benefit. As a result of offering monthly benefits through Pension for Life beginning in 2019, benefit payments will be spread over the lifetime of the Veteran, resulting in lower near term cash payments. That being said, the lifetime value of Veterans' benefits will increase significantly as a result of these programs.

⁵ Planned spending figures (FY 2019-20 through to 2022-23) are based on our 2018-19 Annual Reference Level Update (ARLU).

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for 2018-19 is currently **\$4.47 billion**¹. Approximately 93% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2014-15	2015-16	2016-17	2017-18	2018-19 ¹
Main Estimates	\$3,576,978,766	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582	\$4,394,554,432
% change from Previous Year		-1.7%	-1.5%	3.0%	29.0%
Supp Estimates (A)	-	\$23,779,759	-	-	\$51,618,013
Supp Estimates (B)	\$10,850,080	-	\$129,961,829	\$26,213,870	-
Supp Estimates (C) ²	-	\$114,410,854	\$134,848,828	\$177,172,873	N/A
Adjustments, warrants & transfers ³	\$17,611,671	\$15,694,995	\$21,338,217	\$27,750,542	\$25,145,681
Total Authorities	\$3,605,440,517	\$3,675,963,783	\$3,914,430,576	\$4,922,536,867	\$4,471,318,126
% Increase from Previous Year		-2.0%	1.9%	6.5%	25.8%
					-9.2%

Source: Chief Financial Officer and Corporate Services Branch

¹ As of December 31, 2018.

² Supplementary Estimates (C) is no longer used per Treasury Board Secretariat.

³ Includes transfers from Treasury Board (i.e. compensation adjustments, operating budget carry forward, government-wide initiatives, etc.).

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, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Disability Pensions	\$1,562.9	\$1,473.4	\$1,404.3	\$1,331.1	\$1,261.2	\$940.7
Disability Awards ¹	\$461.4	\$472.6	\$660.0	\$700.0	\$1,621.4	\$998.2
Other Health Purchased Services	\$503.6	\$480.9	\$517.1	\$590.1	\$583.3	\$445.2
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$429.6	\$363.1	\$352.6	\$350.2	\$344.6	\$246.6
Earnings Loss	\$127.2	\$156.4	\$180.3	\$269.9	\$420.1	\$377.3
Career Impact Allowance (CIA) ²	\$22.2	\$34.2	\$51.5	\$79.7	\$123.1	\$134.8
Canadian Forces Income Support	\$0.3	\$0.6	\$0.9	\$1.1	\$1.5	\$1.1
Supplementary Retirement Benefit	\$0.0	\$0.1	\$0.1	\$0.3	\$0.3	\$0.2
War Veterans Allowance	\$8.5	\$8.5	\$7.5	\$6.5	\$6.1	\$4.4
Rehabilitation and New Veterans Charter (NVC) Support Services	\$18.5	\$21.2	\$26.8	\$33.5	\$43.6	\$36.7
Career Transition Services (Grant) ³	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	-	-	-	-	-	\$8.1
Retirement Income Security Benefit	-	-	\$0.3	\$0.5	\$0.9	\$1.1
Critical Injury Benefit	-	-	\$7.9	\$2.5	\$1.2	\$0.3
Caregiver Recognition benefit	-	-	-	-	-	\$2.7
Family Caregiver Relief Benefit	-	-	\$1.3	\$2.1	\$2.8	\$0.3
Subtotal: Program Expenditures	\$3,134.2	\$3,011.0	\$3,210.6	\$3,367.5	\$4,410.1	\$3,197.7
Other Program Expenditures ⁴	\$23.4	\$25.2	\$27.3	\$30.7	\$31.4	\$21.0
Total Program Expenditures	\$3,157.6	\$3,036.2	\$3,237.9	\$3,398.2	\$4,441.5	\$3,218.7

Expenditures By Program (in \$ millions)	Forecast ⁵				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Pensions	\$1,207.1	\$1,155.8	\$1,108.4	\$1,063.2	\$1,021.5
Disability Awards ^{1,6}	\$1,324.2	\$108.5	\$1.3	\$1.0	\$0.8
Pain and Suffering Compensation	\$0.0	\$685.1	\$703.9	\$769.5	\$839.5
Additional Pain and Suffering Compensation	\$0.0	\$102.4	\$119.7	\$137.8	\$156.5
Other Health Purchased Services	\$670.6	\$708.6	\$752.8	\$804.6	\$843.2
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$350.4	\$354.2	\$358.3	\$364.4	\$372.1
Earnings Loss	\$497.1	\$0.8	\$0.0	\$0.0	\$0.0
Career Impact Allowance (CIA) ²	\$229.4	\$0.7	\$0.0	\$0.0	\$0.0
Income Replacement Benefit	\$0.0	\$628.0	\$740.7	\$846.4	\$941.4
Canadian Forces Income Support	\$1.8	\$2.2	\$2.6	\$3.0	\$3.4
Supplementary Retirement Benefit	\$0.4	\$53.8	\$0.0	\$0.0	\$0.0
War Veterans Allowance	\$5.7	\$5.3	\$4.9	\$4.5	\$4.2
Rehabilitation and NVC Support Services ⁶	\$62.0	\$68.7	\$73.6	\$78.9	\$83.6
Career Transition Services (Grant) ³	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	\$19.1	\$44.1	\$29.5	\$9.9	\$9.6
Retirement Income Security Benefit	\$2.2	\$0.0	\$0.0	\$0.0	\$0.0
Critical Injury Benefit	\$1.1	\$0.9	\$0.8	\$0.7	\$0.6
Caregiver Recognition Benefit	\$5.3	\$7.1	\$8.9	\$10.3	\$11.3
Family Caregiver Relief Benefit	\$0.3	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal: Program Expenditures	\$4,376.7	\$3,926.2	\$3,905.5	\$4,094.2	\$4,287.7
Other Program Expenditures ⁴	\$33.8	\$34.5	\$39.4	\$41.3	\$41.3
Total Program Expenditures	\$4,410.5	\$3,960.7	\$3,944.9	\$4,135.5	\$4,329.0

Source: Chief Financial Officer and Corporate Services Branch

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 the Last Post Fund, Commonwealth War Graves Commission, Veterans Emergency Fund, Veteran and Family Well-Being Fund, Commemorative Partnership Program, etc.

⁵ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

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

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. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Disability Benefits will change to include Disability Pension, Pain and Suffering Compensation and Additional Pain and Suffering.

Table 4.1 Disability Benefits Recipients

Disability Benefits Recipients	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	111,208	109,207	109,154	109,338	109,460	110,819
Survivors	60,352	57,975	55,112	51,999	49,776	47,795
Subtotal: Veterans & Survivors	171,560	167,182	164,266	161,337	159,236	158,614
RCMP	11,213	11,815	12,610	13,424	14,371	15,156
Total	182,773	178,997	176,876	174,761	173,607	173,770

Source: Chief Financial Officer and Corporate Services Branch

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, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	80,681	74,943	69,739	64,804	60,087	57,226
Survivors	59,810	57,367	54,409	51,227	48,790	46,692
Total Recipients	140,491	132,310	124,148	116,031	108,877	103,918
Attendance Allowance	8,984	7,753	7,096	6,732	6,315	
Exceptional Incapacity Allowance	1,642	1,548	1,491	1,524	1,507	
Clothing Allowance	1,461	1,379	1,359	1,369	1,374	

Disability Pension Recipients ¹	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	56,500	53,100	50,000	47,100	44,600
Survivors	45,000	42,000	39,000	36,200	33,300
Total Recipients	101,500	95,100	89,000	83,300	77,900
Attendance Allowance	5,900	5,400	5,100	4,700	4,400
Exceptional Incapacity Allowance	1,500	1,400	1,300	1,300	1,200
Clothing Allowance	1,400	1,300	1,300	1,300	1,200

Source: Chief Financial Officer and Corporate Services Branch

¹ Excludes RCMP.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actuals as of March 31, 2018 ¹					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veteran Pensions	\$903.5	\$810.7	\$768.8	\$729.0	\$689.9	n/a ²
Survivor Pensions	\$555.0	\$567.5	\$548.2	\$517.2	\$488.3	n/a ²
Subtotal: Pensions	\$1,458.5	\$1,378.2	\$1,317.1	\$1,246.2	\$1,178.2	n/a ²
Total Special Awards	\$106.3	\$96.5	\$88.6	\$85.5	\$83.7	n/a ²
Total Pensions and Special Awards (Includes Adjustments)³	\$1,563.6	\$1,474.1	\$1,405.7	\$1,331.7	\$1,261.9	\$940.7

Disability Pension Expenditures (in \$ millions)	Forecast ⁴				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veteran Pensions	\$661.2	\$639.4	\$618.8	\$600.1	\$584.6
Survivor Pensions	\$465.9	\$440.7	\$417.9	\$395.2	\$372.4
Subtotal: Pensions	\$1,127.1	\$1,080.1	\$1,036.7	\$995.3	\$957.0
Total Special Awards	\$80.0	\$75.8	\$71.7	\$67.9	\$64.6
Total Pensions and Special Awards⁵	\$1,207.1	\$1,155.8	\$1,108.4	\$1,063.2	\$1,021.5

Source: Chief Financial Officer and Corporate Services Branch

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 2019-20, prepared in October 2018 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 January 1, 2018, the maximum award is \$365,400, 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, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	44,765	49,372	55,698	61,759	67,575	72,517
Survivors	850	999	1,186	1,373	1,581	2,305
Subtotal	45,615	50,371	56,884	63,132	69,156	74,822
Death Benefits	324	352	431	467	538	590
Total Awards	45,939	50,723	57,315	63,599	69,694	75,412

Disability Awards	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Awards	75,780	220	180	140	110
Death Benefits	620	-	-	-	-
Total Awards	76,400	220	180	140	110

Source: Chief Financial Officer and Corporate Services Branch

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 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2018					YTD Dec 2018 ¹
	2013-14	2014-15	2015-16	2016-17	2017-18 ¹	
Disability Awards	\$451.5	\$461.6	\$643.0	\$690.0	\$1,603.9	n/a ²
Death Benefits	\$9.8	\$11.2	\$17.0	\$10.0	\$17.5	n/a ²
Total Awards³	\$461.4	\$472.6	\$660.0	\$700.0	\$1,621.4	\$998.2

Disability Award Expenditures (in \$ millions)	Forecast ⁴				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Awards	\$1,302.6	\$106.8	\$1.3	\$1.0	\$0.8
Death Benefits	\$21.6	\$1.7	\$0.0	\$0.0	\$0.0
Total Awards	\$1,324.2	\$108.5	\$1.3	\$1.0	\$0.8

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes one time DA additional amount 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 2019-20, prepared in October 2018 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, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	14,267	15,108	16,283	17,225	18,202	18,968
Survivors	603	743	914	1,068	1,133	1,227
Total	14,870	15,851	17,197	18,293	19,335	20,195

Source: Chief Financial Officer and Corporate Services Branch

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 March 31, 2018.

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

Disability Award - <http://www.veterans.gc.ca/pdf/services/rates/DA-RATES-2018-EN.pdf>

Disability Pension - <http://www.veterans.gc.ca/pdf/services/disability-pension/Disability-Pension-Rates-2018.pdf>

Table 4.7 Recipients by Disability Class as of December 31, 2018

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award	Disability Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,603	2,428	1,111	5,142	4,568
Class 2 (93%-97%)	251	501	269	1,021	220
Class 3 (88%-92%)	338	506	316	1,160	285
Class 4 (83%-87%)	400	557	374	1,331	331
Class 5 (78%-82%)	573	639	501	1,713	591
Class 6 (73%-77%)	693	673	568	1,934	523
Class 7 (68%-72%)	796	729	660	2,185	727
Class 8 (63%-67%)	858	788	859	2,505	752
Class 9 (58%-62%)	1,185	790	918	2,893	1,104
Class 10 (53%-57%)	1,191	883	1,169	3,243	1,071
Class 11 (48%-52%)	1,776	881	1,444	4,101	2,098
Class 12 (43%-47%)	1,686	974	1,524	4,184	1,098
Class 13 (38%-42%)	2,456	1,058	1,936	5,450	2,139
Class 14 (33%-37%)	2,655	1,177	2,164	5,996	2,301
Class 15 (28%-32%)	3,929	1,285	3,045	8,259	3,675
Class 16 (23%-27%)	4,675	1,357	3,670	9,702	4,431
Class 17 (18%-22%)	5,533	1,338	4,667	11,538	5,352
Class 18 (13%-17%)	5,224	1,240	6,358	12,822	4,198
Class 19 (8%-12%)	7,224	908	10,133	18,265	5,227
Class 20 (5%-7%)	6,437	252	8,289	14,978	5,795
Class 21 (1%-4%)	2,602	19	3,606	6,227	74
Nil Assessments	188	0	0	188	2,309
Not Available	29	0	0	29	35
Total	52,302	18,983	53,581	124,866	48,904

Source: Chief Financial Officer and Corporate Services Branch

Table 4.8 Most Common Medical Conditions¹ (Fiscal Year 2017-18)

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	Erectile Dysfunction
6	Internal Derangement Knee	Internal Derangement Knee	Cervical Disc Disease	Lumbar Disc Disease
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	Obstructive Sleep Apnoea Syndrome
9	Osteoarthritis Lumbar Spine	Chronic Mechanical Low Back Pain	Osteoarthritis Lumbar Spine	Adjustment Disorder
10	Chronic Mechanical Low Back Pain	Osteoarthritis Hip	Osteoarthritis Hip	Chronic Mechanical Low Back Pain

Source: Chief Financial Officer and Corporate Services Branch

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.

Table 4.9 Most Common Conditions - First Applications Completed (Fiscal Year 2017-18)

The table below represents the number of decisions for fiscal year 2017-18 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	4,245	77%	1,257	23%	5,502
Hearing Loss	3,831	74%	1,376	26%	5,207
Post Traumatic Stress Disorder	2,453	96%	95	4%	2,548
Arthrosis of Knee	766	83%	158	17%	924
Depressive Disorders	716	90%	83	10%	799
Lumbar Disc Disease	611	86%	100	14%	711
Osteoarthritis Knee	589	83%	118	17%	707
Osteoarthritis Hip	489	80%	125	20%	614
Cervical Disc Disease	479	84%	94	16%	573
Osteoarthritis Lumbar Spine	379	84%	71	16%	450

Source: Chief Financial Officer and Corporate Services Branch

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, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Applications						
Favourable (Approved) Decisions	11,891	11,450	17,174	15,445	17,648	14,346
Unfavourable (Denied) Decisions	5,017	2,948	3,279	3,242	3,516	3,084
Total Applications - Decisions Rendered ¹	16,908	14,398	20,453	18,687	21,164	17,430
Favourable Rate (Dockets) %	70%	80%	84%	83%	83%	82%
Medical Conditions						
Favourable (Approved) Conditions	17,133	16,360	24,802	22,567	27,715	19,996
Unfavourable (Denied) Conditions	12,677	8,371	8,543	8,281	7,967	6,429
Total Conditions - Decisions Rendered	29,810	24,732	33,345	30,848	35,682	26,425
Favourable Rate (Conditions) %	58%	66%	74%	73%	78%	76%

Source: Chief Financial Officer and Corporate Services Branch

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

Critical Injury Benefit (CIB)

The Critical Injury Benefit provides a tax-free lump sum award 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, 2018			YTD Dec 2018
	2015-16	2016-17	2017-18	
Recipients ¹	114	36	15	4
Expenditures (in \$ millions)	\$7.9	\$2.5	\$1.2	\$0.3

Critical Injury Benefit (CIB)	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	15	10	10	10	10
Expenditures (in \$ millions)	\$1.1	\$0.9	\$0.8	\$0.7	\$0.6

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients is based on completed application date.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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 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, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
War Service Veterans	47,889	41,018	34,593	28,266	23,330
Canadian Armed Forces (CAF) Veterans	40,622	43,065	47,096	51,698	55,422
Total	88,511	84,083	81,689	79,964	78,752

Treatment Benefits Recipients	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
War Service Veterans	19,500	16,000	13,000	10,300	8,000
Canadian Armed Forces (CAF) Veterans	60,700	65,800	70,800	76,100	78,500
Total	80,200	81,800	83,800	86,400	86,500

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
POC 1 - Aids for Daily Living	\$2.1	\$1.8	\$1.7	\$1.7	\$1.6
POC 2 - Ambulance Services	\$1.8	\$1.5	\$1.7	\$1.3	\$1.1
POC 3 - Audio Program	\$40.9	\$36.7	\$40.8	\$44.6	\$44.1
POC 4 - Dental Services	\$14.4	\$12.6	\$12.1	\$11.4	\$10.1
POC 5 - Hospital Services	\$3.1	\$4.0	\$5.4	\$10.4	\$10.7
POC 6 - Medical Services	\$0.9	\$1.0	\$1.8	\$3.1	\$4.2
POC 7 - Medical Supplies	\$5.5	\$5.0	\$5.0	\$4.9	\$4.5
POC 8 - Nursing Services	\$9.3	\$8.2	\$7.8	\$7.6	\$6.9
POC 9 - Oxygen Therapy	\$2.2	\$1.9	\$1.7	\$2.0	\$1.8
POC 10 - Prescription Drugs	\$82.7	\$79.7	\$91.6	\$134.6	\$117.1
POC 11 - Prosthetics & Orthotics	\$2.4	\$2.5	\$2.8	\$3.5	\$3.4
POC 12 - Related Health Services	\$34.9	\$36.9	\$49.2	\$58.8	\$71.7
POC 13 - Special Equipment	\$25.3	\$22.4	\$22.0	\$20.7	\$19.4
POC 14 - Vision Care	\$4.3	\$3.8	\$4.2	\$3.6	\$3.2
Subtotal: Treatment Benefits Expenditures²	\$229.8	\$218.0	\$247.8	\$308.0	\$299.6
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$203.6	\$195.8	\$195.0	\$203.4	\$192.3
Veterans Travel	\$17.8	\$17.0	\$17.6	\$18.2	\$19.6
Other Remainder of OHPS ³	\$52.4	\$50.1	\$56.7	\$60.4	\$71.7
Subtotal: OHPS Expenditures	\$273.7	\$262.9	\$269.3	\$282.0	\$283.7
Total: Treatment Benefits and OHPS Expenditures	\$503.6	\$480.9	\$517.1	\$590.1	\$583.3

Treatment Benefits and OHPS Expenditures (in \$ millions)	Forecast ⁴				
	2018-19	2019-20	2020-21	2021-22	2022-23
POC 1 - Aids for Daily Living	\$1.6	\$1.7	\$1.8	\$2.1	\$2.3
POC 2 - Ambulance Services	\$1.3	\$1.3	\$1.2	\$1.1	\$1.1
POC 3 - Audio Program	\$46.7	\$49.3	\$52.0	\$55.3	\$57.2
POC 4 - Dental Services	\$9.4	\$8.9	\$8.4	\$8.0	\$7.6
POC 5 - Hospital Services	\$16.1	\$17.9	\$19.8	\$21.8	\$23.1
POC 6 - Medical Services	\$4.9	\$5.6	\$6.4	\$7.2	\$7.9
POC 7 - Medical Supplies	\$4.7	\$4.7	\$4.7	\$4.9	\$5.1
POC 8 - Nursing Services	\$6.6	\$6.3	\$6.1	\$5.9	\$5.7
POC 9 - Oxygen Therapy	\$2.1	\$2.3	\$2.4	\$2.6	\$2.7
POC 10 - Prescription Drugs	\$157.8	\$164.6	\$173.0	\$183.8	\$193.9
POC 11 - Prosthetics & Orthotics	\$3.9	\$4.5	\$5.2	\$6.0	\$6.7
POC 12 - Related Health Services	\$87.6	\$106.8	\$129.9	\$158.4	\$186.5
POC 13 - Special Equipment	\$19.2	\$18.5	\$17.9	\$17.6	\$17.0
POC 14 - Vision Care	\$3.0	\$2.7	\$2.5	\$2.4	\$2.2
Subtotal: Treatment Benefits Expenditures²	\$361.4	\$391.0	\$427.1	\$472.3	\$513.7
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$194.4	\$193.4	\$191.0	\$186.0	\$179.2
Veterans Travel	\$22.7	\$25.5	\$28.4	\$31.7	\$35.4
Other Remainder of OHPS ³	\$92.1	\$98.7	\$106.3	\$114.6	\$114.9
Subtotal: OHPS Expenditures	\$309.2	\$317.6	\$325.7	\$332.3	\$329.5
Total: Treatment Benefits and OHPS Expenditures	\$670.6	\$708.6	\$752.8	\$804.6	\$843.2

Source: Chief Financial Officer and Corporate Services Branch

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 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Veterans Independence Program

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, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
War Service Veterans	35,380	30,430	25,675	21,497	17,548
Canadian Armed Forces Veterans	26,449	28,194	30,420	32,912	35,807
Subtotal: Veterans	61,829	58,624	56,095	54,409	53,355
Survivors	39,766	38,098	37,463	36,445	34,931
Total VIP Recipients	101,595	96,722	93,558	90,854	88,286

VIP Recipients	Forecast ^{1,2}				
	2018-19	2019-20	2020-21	2021-22	2022-23
War Service Veterans	13,600	10,900	8,700	6,800	5,200
Canadian Armed Forces Veterans	37,200	39,100	40,700	42,300	43,800
Subtotal: Veterans	50,800	50,000	49,400	49,000	49,000
Survivors	34,300	33,400	32,200	30,900	29,600
Total VIP Recipients	85,100	83,400	81,600	79,900	78,600

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
Ambulatory Care	\$0.8	\$0.6	\$0.6	\$0.4	\$0.3
Health and Support Services	\$0.5	\$0.4	\$0.4	\$0.9	\$1.1
Access to Nutrition	\$7.8	\$7.2	\$6.4	\$6.0	\$5.2
Personal Care	\$24.9	\$23.0	\$23.2	\$25.0	\$25.6
Housekeeping	\$75.9	\$0.4	\$0.0	\$0.0	\$0.0
Grounds Maintenance	\$19.9	\$0.1	\$0.0	\$0.0	\$0.0
Transportation Services	\$1.3	\$1.0	\$0.8	\$0.7	\$0.5
Home Adaptations	\$0.6	\$0.8	\$0.9	\$1.5	\$1.7
Adult Residential Care	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$52.5	\$49.0	\$48.9	\$46.7	\$44.6
Subtotal: Contributions	\$184.1	\$82.6	\$81.2	\$81.3	\$79.1
Housekeeping & Grounds Maintenance Grants ²	\$245.6	\$280.5	\$271.3	\$268.8	\$265.5
Total: VIP Expenditures	\$429.6	\$363.1	\$352.6	\$350.2	\$344.6

VIP Expenditures (in \$ millions)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Ambulatory Care	\$0.4	\$0.4	\$0.3	\$0.3	\$0.3
Health and Support Services	\$1.2	\$1.2	\$1.3	\$1.3	\$1.4
Access to Nutrition	\$4.8	\$4.5	\$4.3	\$4.1	\$4.0
Personal Care	\$23.4	\$22.3	\$21.3	\$20.8	\$20.4
Transportation Services	\$0.4	\$0.4	\$0.3	\$0.3	\$0.2
Home Adaptations	\$1.8	\$1.9	\$2.0	\$2.1	\$2.2
Adult Residential Care	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$42.4	\$41.8	\$41.5	\$41.8	\$42.5
Subtotal: Contributions	\$74.4	\$72.4	\$71.0	\$70.7	\$71.1
Housekeeping (Grants)	\$204.7	\$207.4	\$209.9	\$213.1	\$216.8
Grounds Maintenance (Grants)	\$71.4	\$74.5	\$77.4	\$80.7	\$84.1
Subtotal: Grants	\$276.0	\$281.8	\$287.3	\$293.7	\$301.0
Total: VIP Expenditures	\$350.4	\$354.2	\$358.3	\$364.4	\$372.1

Source: Chief Financial Officer and Corporate Services Branch

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 under the Veterans Health Care Regulations (VHCR). Clients have up to 18 months to submit receipts.

³ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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, 2018					YTD
	2013-14	2014-15	2015-16	2016-17	2017-18	Dec 2018
Veterans in Departmental Beds	340	325	302	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	2,450	2,252	2,178	2,157	1,810	1,527
Veterans in Community Beds (LTC funded)	2,011	1,796	1,522	1,247	1,288	986
Veterans in Community Beds (VIP funded)	2,858	2,536	2,439	2,326	2,012	1,835
Total : Veterans in LTC Beds	7,659	6,909	6,441	5,730	5,110	4,348
Veterans in Departmental Beds	\$63.0	\$63.8	\$70.8	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	\$174.9	\$170.7	\$171.0	\$183.1	\$175.6	n/a ³
Veterans in Community Beds (LTC funded)	\$28.7	\$25.1	\$24.0	\$20.3	\$16.8	n/a ³
Veterans in Community Beds (VIP funded)	\$52.5	\$49.1	\$48.9	\$46.7	\$44.6	n/a ³
Subtotal : LTC Facility Funding	\$319.1	\$308.7	\$314.7	\$250.1	\$237.0	n/a³
Additional Funding: Ste. Anne's Hospital ²	\$0.0	\$0.0	\$0.0	\$55.7	\$4.9	n/a ³
Total: LTC Expenditures	\$319.1	\$308.7	\$314.7	\$305.8	\$241.9	n/a³

Care Settings	Forecast ⁴				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans in Contract Beds (LTC funded)	1,666	1,492	1,301	1,017	779
Veterans in Community Beds (LTC funded)	1,243	1,160	1,052	857	698
Veterans in Community Beds (VIP funded)	1,923	1,841	1,775	1,714	1,682
Total: Forecasted Veterans in LTC Beds	4,832	4,493	4,128	3,588	3,159
Veterans in Contract Beds (LTC funded)	\$176.7	\$176.1	\$174.5	\$171.2	\$166.6
Veterans in Community Beds (LTC funded)	\$17.7	\$17.3	\$16.5	\$14.8	\$12.6
Veterans in Community Beds (VIP funded)	\$42.4	\$41.8	\$41.5	\$41.8	\$42.5
Total: Forecasted LTC Funding	\$236.8	\$235.2	\$232.5	\$227.8	\$221.7

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

Source: Chief Financial Officer and Corporate Services Branch

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

² Amounts 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 2019-20, prepared in October 2018 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 post-service 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, 2018					YTD
	2013-14	2014-15	2015-16	2016-17	2017-18	Dec 2018
Veterans	6,265	7,175	8,478	11,600	13,058	13,485
Survivors/Spouses	146	165	173	187	175	174
Total Rehabilitation Recipients	6,411	7,340	8,651	11,787	13,233	13,659
Rehabilitation Expenditures (in \$ millions) ²	\$18.5	\$21.2	\$26.8	\$33.5	\$43.6	\$36.7

Rehabilitation Recipients & Expenditures	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	14,700	16,100	17,100	18,000	18,800
Survivors/Spouses	170	160	160	160	170
Total Rehabilitation Recipients	14,900	16,200	17,300	18,200	18,900
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$62.0	\$68.7	\$73.6	\$78.9	\$83.6

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

⁴ The delivery method for Career Transition Services changed on April 1, 2018. Expenditures are now reported under Rehabilitation and Veteran Support Services beginning in 2018-19.

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, 2018			YTD
	2015-16	2016-17	2017-18	Dec 2018
Recipients ²	178	277	363	356
Total Expenditures (in \$ millions)	\$1.3	\$2.1	\$2.8	\$0.3

Family Caregiver Relief Benefit (FCRB)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	40	-	-	-	-
Total Expenditures (in \$ millions)	\$0.3	\$0.0	\$0.0	\$0.0	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

¹ The Family Caregiver Relief Benefit was 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 2019-20, prepared in October 2018 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 Veterans Affairs Canada's 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. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Earnings Loss Benefit is one of the six financial benefits replaced by the Income Replacement Benefit.

Table 6.1 Earnings Loss Recipients¹ and Expenditures

Earnings Loss Recipients and Expenditures	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Temporary	2,709	2,963	3,435	7,375	9,193	9,840
Extended	1,506	1,860	2,311	4,250	5,677	6,776
Total: Recipients (Veterans and Survivors)	4,215	4,823	5,746	11,625	14,870	16,616
Expenditures (in \$ millions) ²	\$127.2	\$156.4	\$180.3	\$269.9	\$420.1	\$377.3

Earnings Loss Recipients and Expenditures	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Temporary	10,300	-	-	-	-
Extended	7,400	-	-	-	-
Total: Recipients (Veterans and Survivors) ⁴	17,800	-	-	-	-
Expenditures (in \$ millions)	\$497.1	\$0.8	\$0.0	\$0.0	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Career Impact Allowance will be replaced by a one percent adjustment to the Income Replacement Benefit to account for loss of potential career progression. This will fall under the Income Support Program.

The other part of the Career Impact Allowance that recognizes and compensates Veterans for their barriers to establishing themselves in post-service life as a result of service-related permanent and severe impairment will become the new Additional Pain and Suffering Compensation. It will have three grade levels that will result in non-taxable payments to the Veteran for life. This will fall under the Disability Benefits program.

Table 6.2 Career Impact Allowance Recipients and Expenditures

CIA Recipients and Expenditures	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Recipients (Veterans)	1,647	2,293	3,743	6,011	7,801	11,428
Recipients Receiving CIA Supplement	1,320	1,755	2,482	3,410	4,372	5,921
Expenditures (in \$ millions)	\$22.2	\$34.2	\$51.5	\$79.7	\$123.1	\$134.8

CIA Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	14,000	-	-	-	-
Recipients Receiving CIA Supplement	7,400	-	-	-	-
Expenditures (in \$ millions)	\$229.4	\$0.7	\$0.0	\$0.0	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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 Canada's 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. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Supplementary Retirement Benefit (SRB) Program, along with the Retirement Income Support Benefit (RISB) are being consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

Supplementary Retirement Benefit Recipients and Expenditures	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Recipients (Veterans)	15	21	34	76	79	56
Expenditures (in \$ thousands)	\$36	\$52	\$111	\$306	\$312	\$221

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	90	7,360	-	-	-
Expenditures (in \$ thousands)	\$351	\$53,793	\$0	\$0	\$0

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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 severely 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 Veterans Affairs Canada. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Retirement Income Support Benefit (RISB), along with the Supplementary Retirement Benefit (SRB) Program are being consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.4 Retirement Income Support Benefit Recipients and Expenditures

Retirement Income Support Benefit (RISB)	Actuals as of March 31, 2018			YTD Dec 2018
	2015-16	2016-17	2017-18	
Recipients	41	72	124	182
Expenditures (in \$ millions)	\$0.3	\$0.5	\$0.9	\$1.1

Retirement Income Support Benefit (RISB)	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	210	-	-	-	-
Expenditures (in \$ millions)	\$2.2	\$0.0	\$0.0	\$0.0	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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 Veterans Affairs Canada's 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. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Canadian Forces Income Support along with the Income Replacement Benefit, will fall under the Income Support Program.

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

Canadian Forces Income Support Recipients and Expenditures	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Recipients	23	43	55	64	78	78
Expenditures (in \$ millions)	\$0.3	\$0.6	\$0.9	\$1.1	\$1.5	\$1.1

Canadian Forces Income Support Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	100	115	135	155	170
Expenditures (in \$ millions)	\$1.8	\$2.2	\$2.6	\$3.0	\$3.4

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

War Veterans Allowance (WVA) Program

The War Veterans Allowance 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 War Veterans Allowance.

Table 6.6 War Veterans Allowance Recipients

WVA Recipients	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	667	527	404	355	323	287
Survivors	2,577	2,271	2,041	1,796	1,572	1,409
Total Recipients	3,244	2,798	2,445	2,151	1,895	1,696

WVA Recipients	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	280	240	200	170	140
Survivors	1,430	1,270	1,130	1,000	890
Total Recipients	1,710	1,510	1,330	1,170	1,030

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Table 6.7 War Veterans Allowance Expenditures¹

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2018					YTD Dec 2018
	2013-14	2014-15	2015-16	2016-17	2017-18	
Veterans	\$1.3	\$1.2	\$1.0	\$1.0	\$1.1	n/a ²
Survivors	\$7.2	\$6.7	\$6.0	\$5.5	\$5.0	n/a ²
Budget Implementation Act Payments	-	\$0.7	\$0.5	-	-	n/a ²
Total Expenditures	\$8.5	\$8.5	\$7.5	\$6.5	\$6.1	\$4.4

WVA Expenditures (in \$ millions)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	\$1.1	\$1.0	\$0.9	\$0.8	\$0.8
Survivors	\$4.6	\$4.3	\$4.0	\$3.7	\$3.4
Total Expenditures	\$5.7	\$5.3	\$4.9	\$4.5	\$4.2

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² Expenditure breakdown provided at fiscal year end only.

³ VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 by the Statistics Directorate, Finance.

Chapter 7: Career Transition Services (CTS) Program

The Career Transition Services Program supports the transition to post-service life of eligible Veterans and survivors by providing access to services that will assist them in having the knowledge, skills and plans 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. This program has been discontinued and replaced by the new Career Transition Services Program which came into effect April 1, 2018 (see New Programs at VAC on pg.8).

Table 7.1 Career Transition Services Recipients and Expenditures¹

Career Transition Services - Recipients and Expenditures	Actuals as of March 31, 2018					YTD
	2013-14	2014-15	2015-16	2016-17	2017-18	Dec 2018
Recipients (Veterans)	92	232	409	644	741	535
Expenditures (in \$ thousands)	\$12	\$13	\$24	\$19	\$37	\$4

Career Transition Services - Recipients and Expenditures	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	10	-	-	-	-
Expenditures (in \$ thousands)	\$17	-	-	-	-

Source: Chief Financial Officer and Corporate Services Branch

¹ The delivery method for Career Transition Services has changed on April 1, 2018. Recipients and Expenditures are now reported under Rehabilitation and NVC Support Services beginning in 2018-19. It is expected that there will be some CTS (grant) recipients in 2018-19 who applied prior to April 1, 2018.

² VAC Client and Expenditure Forecast 2019-20, prepared in October 2018 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 with Psychiatric Disability in Receipt of Disability Benefits

	Actuals as of March 31, 2018					YTD
	2013-14	2014-15	2015-16	2016-17	2017-18	Dec 2018
War Service	1,591	1,323	1,114	925	751	647
Canadian Armed Forces (CAF)	13,385	14,847	16,850	18,826	21,872	23,980
Royal Canadian Mounted Police (RCMP)	3,094	3,469	3,937	4,469	5,107	5,725
Missing Service Code	1	2	1	1	4	0
Total: Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder [PTSD])	18,071	19,641	21,902	24,221	27,734	30,352
War Service	1,003	856	743	622	509	445
CAF	9,576	10,695	12,075	13,342	15,232	16,477
RCMP	2,496	2,819	3,233	3,658	4,187	4,682
Missing Service Code	1	2	1	1	2	0
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	13,076	14,372	16,052	17,623	19,930	21,604

Source: Chief Financial Officer and Corporate Services Branch

Table 8.2 Veterans with Mental Health Conditions by Age and Gender as of December 2018

Age	Male ¹	Female	Total	% by Age
Under 30	463	116	579	2%
30 - 39	4,093	729	4,822	16%
40 - 49	6,240	1,393	7,633	25%
50 - 59	8,702	1,678	10,380	34%
60 - 69	3,965	537	4,502	15%
70 or More	2,382	54	2,436	8%
Total	25,845	4,507	30,352	100%
% by Gender	85%	15%	100%	

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes numbers for those with an unknown gender.

Table 8.3 Mental Health - Quick Facts as of December 2018

QUICK FACTS
24% of all Veterans in receipt of VAC benefits have disability benefits for a service-related psychiatric diagnosis.
71% of Veterans in receipt of disability benefits for a mental health condition have PTSD.
58% of Veterans in receipt of disability benefits for a mental health condition are married or have a common-law partner.
30% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation Program.
42% of Veterans in receipt of disability benefits for a mental health condition are in receipt of Veterans Independence Program (VIP) benefits.

Source: Chief Financial Officer and Corporate Services Branch

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, 2018					YTD Dec 2018	% of CAF Veteran Population
	2013-14	2014-15	2015-16	2016-17	2017-18		
Afghanistan Service identified ¹	10,459	11,909	13,583	14,978	16,432	17,412	3%
Veterans in receipt of disability benefits related to Afghanistan service ² (included in above total)	6,376	7,293	8,339	9,357	10,551	11,380	2%

Source: Chief Financial Officer and Corporate Services Branch

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 9.3 Afghanistan Veterans (including RCMP) by Age - December 2018

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	349	2%	261	2%
30 - 39	4,896	28%	3,733	33%
40 - 49	5,782	33%	3,837	34%
50 or more	6,385	37%	3,549	31%
Total	17,412	100%	11,380	100%

Source: Chief Financial Officer and Corporate Services Branch

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 - December 2018

Disability Class	Disability Pension & Awards	Percentage
78% and above	2,366	21%
53%-77%	2,515	22%
28%-52%	3,050	27%
5%-27%	3,230	28%
1%-4%	212	2%
Entitlement Only	7	0%
Total	11,380	100%

Source: Chief Financial Officer and Corporate Services Branch

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 2015	March 2016	March 2017	March 2018	YTD Dec 2018
For Mental Health Conditions	4,269	5,048	5,800	6,732	7,367
For Post-traumatic Stress Disorder (PTSD)	3,578	4,243	4,833	5,598	6,051

Source: Chief Financial Officer and Corporate Services Branch

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.

Table 9.6 Afghanistan Veterans - Quick Facts - December 2018

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.
65% 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).
18% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a mental health condition related to their service in Afghanistan.
15% 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: Chief Financial Officer and Corporate Services Branch

Chapter 10: Service Delivery

Table 10.1 Case Managed Veterans as of December 2018

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	17.0	553	32.5
New Brunswick, PEI and the Gaspésie	45.0	1,291	28.7
Nova Scotia	50.0	1,753	35.1
Eastern Quebec	54.0	1,546	28.6
Western Quebec	45.0	1,127	25.0
North Eastern Ontario and Nunavut ¹	61.0	1,975	32.4
Central Ontario	34.0	1,258	37.0
South Western Ontario	30.0	1,026	34.2
Saskatchewan/Manitoba	20.0	660	33.0
Alberta and Northwest Territories	35.0	1,328	37.9
BC Mainland and the Yukon	26.0	714	27.5
Vancouver Island and the Islands	27.0	769	28.5
National Total	440.0	14,000	31.8

Source: Service Delivery Branch

Source: Chief Financial Officer and Corporate Services Branch

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

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

This table 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	2017-18 ¹	% Change 2016-17 to 2017-18	YTD Dec 2018
Calls Offered	588,872	588,854	0.0%	592,874	0.7%	586,107	-1.1%	431,183
Calls Answered	561,598	556,673	-0.9%	543,446	-2.4%	524,258	-3.5%	357,415
Calls Abandoned	27,274	30,749	12.7%	49,428	60.7%	61,849	25.1%	73,242
% Response Rate	95%	95%		92%		89%		83%
% NCCN Grade of Service ²	75%	77%		66%		62%		38%
% Medavie Grade of Service ³				74%		73%		90%

¹Calls 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.

Source: Service Delivery Branch

My VAC Account

My VAC Account is a secure, authenticated web application that allows Veterans, CAF and RCMP members to access VAC services from anywhere, and at any time. Family members who are receiving benefits directly from VAC can also sign up for My VAC Account.

Through My VAC Account, Veterans can apply online for VAC benefits and services, upload documents to support applications, track the status of applications, receive online correspondence (forms and letters), view a summary of VAC benefits, and connect directly with VAC staff through secure messaging.

Table 10.3 My VAC Account Users

My VAC Account Users	Actuals as of March 31, 2018		% Change 2016-17 to 2017-18	YTD Dec 2018
	2016-17	2017-18		
Total number of My VAC Account Users	50,671	71,644	41.4%	85,485

Source: Chief Financial Officer and Corporate Services Branch

Table 10.4 My VAC Account Usage (session logins)

My VAC Account Usage	Actuals as of March 31, 2018		% Change 2016-17 to 2017-18	YTD Dec 2018
	2016-17	2017-18		
Total number of session logins	1,185,837	1,811,273	52.7%	1,593,914

Source: Chief Financial Officer and Corporate Services Branch

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 2014	March 2015	March 2016	March 2017	March 2018	YTD Dec 2018
Departmental Reviews ¹ Completed	1,973	2,072	2,017	2,168	2,222	2,820
Cases Presented to VRAB ²	4,496	3,638	3,469	3,255	2,603	1,434
Cases Counseled Out ³	4,736	4,147	4,763	5,210	5,212	3,150
Total Cases completed by BPA	11,205	9,857	10,249	10,633	10,037	7,404

Source: Bureau of Pensions Advocates

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.

Chapter 12: Human Resources

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.

Table 12.1 Historical Full Time Equivalents (FTE) Numbers

Fiscal Year	FTEs in Department ^{1,2}
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 ³	3,010 (with Sainte Anne's Hospital [SAH]) 2,272 (excluding SAH)
2016-17	2,635
2017-18	2,730

Note: As of March 31, 2018, there were 116 VAC employees who have self-identified as being current or former Canadian Armed Forces (CAF) members.

Source: Chief Financial Officer and Corporate Services Branch

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

² FTE data does not include employees from Veterans Review and Appeal Board (VRAB).

³ At 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.