



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

March 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

March 2018 Edition

Summary of Program Recipients

Program	2015-16	2016-17	2017-18	Percentage Change	2018-19 Forecast	Forecasted Percentage Change
Traditional Programs						
Disability Pensions	124,148	116,031	108,877	-6.2%	102,100	-6.2%
Treatment Benefits ¹	81,689	79,964	78,752	-1.5%	80,400	2.1%
Veterans Independence Program (VIP)	93,558	90,854	88,286	-2.8%	86,800	-1.7%
War Veterans Allowance	2,445	2,151	1,855	-13.8%	1,790	-3.5%
New Veterans Charter Programs						
Disability Awards	57,315	63,599	69,694	9.6%	76,600	9.9%
Rehabilitation & New Veterans Charter (NVC) Support Services	8,651	11,787	13,233	12.3%	16,700	26.2%
Earnings Loss	5,746	11,625	14,870	27.9%	17,700	19.0%
Career Impact Allowance (CIA)	3,743	6,011	7,801	29.8%	10,800	38.4%
Canadian Forces Income Support	55	64	78	21.9%	130	66.7%
Supplementary Retirement Benefit	34	76	79	3.9%	100	26.6%
Career Transition Services/Grant ²	409	644	741	15.1%	n/a ²	n/a ²
Retirement Income Security Benefit (RISB)	41	72	124	72.2%	160	29.0%
Critical Injury Benefit	114	36	15	-58.3%	20	33.3%
Family Caregiver Relief Benefit (FCRB)	178	277	363	31.0%	20	-94.5%

¹ Included in Other Health Purchased Services (OHPS)

² The delivery method for Career Transition Services will change on April 1, 2018. Recipients and Expenditures will be 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	2018-19 Forecast ¹	Forecasted Percentage Change
Traditional Programs						
Disability Pensions	\$1,404.3	\$1,331.1	\$1,261.2	-5.3%	\$1,227.1	-2.7%
Other Health Purchased Services (incl. Treatment Benefit)	\$517.1	\$590.1	\$583.3	-1.2%	\$698.4	19.7%
Veterans Independence Program	\$352.6	\$350.2	\$344.6	-1.6%	\$354.7	2.9%
War Veterans Allowance	\$7.5	\$6.5	\$6.1	-6.2%	\$5.5	-9.8%
New Veterans Charter Programs						
Disability Awards	\$660.0	\$700.0	\$1,621.4	131.6%	\$1,042.5	-35.7%
Rehabilitation & NVC Support Services	\$26.8	\$33.5	\$43.6	30.1%	\$58.8	34.9%
Earnings Loss	\$180.3	\$269.9	\$420.1	55.7%	\$499.1	18.8%
Career Impact Allowance	\$51.5	\$79.7	\$123.1	54.5%	\$147.4	19.7%
Canadian Forces Income Support	\$0.9	\$1.1	\$1.5	36.4%	\$2.1	40.0%
Supplementary Retirement Benefit	\$0.1	\$0.3	\$0.3	0.0%	\$0.6	100.0%
Career Transition Services/Grant ^{2,3}	\$0.0	\$0.0	\$0.0	94.7%	n/a ³	n/a ³
Retirement Income Security Benefit	\$0.3	\$0.5	\$0.9	80.0%	\$1.4	55.6%
Critical Injury Benefit	\$7.9	\$2.5	\$1.2	-52.0%	\$1.6	33.3%
Family Caregiver Relief Benefit	\$1.3	\$2.1	\$2.8	33.3%	\$0.1	-96.4%

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

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

³ The delivery method for Career Transition Services will change on April 1, 2018. Recipients and Expenditures will be 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 21% in WS Veterans and a 7% decrease in WS survivor clients. CAF Veteran and survivor clients are expected to increase by 5% over the next year.

VAC Program Trends

Overall, VAC's program expenditures increased by 31% to \$4,441.5 million in 2017-18 from \$3,398.2 million in 2016-17. Due to the one time Disability Award (DA) additional amount to increase the maximum DA payment to \$360,000 in 2017-18, expenditures are expected to decrease in 2018-19, and then see continued growth over the next five years.

Traditional Programs

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

While expenditures in Other Health Purchased Services (OHPS) had been declining, expenditures have continued to increase since 2015-16 and this trend is expected to continue. The increase is driven by an increase in use of Treatment Benefits.

New Veterans Charter (NVC) Programs

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

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 \$1,042.5 million.

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

¹Totals may not add due to rounding.

Source: Statistics Directorate: 2018 Population Estimates

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: Statistics Directorate: 2017 Population Estimates

Veterans Affairs Canada

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

Table 1.3 Veterans and survivors served by VAC (Unique)

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

Source: Statistics Directorate, Client Cube, March 2018

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
War Service	16,000	12,500	9,700	7,400	5,500
CAF	102,900	107,400	111,700	115,800	119,700
RCMP	14,100	14,900	15,700	16,400	17,100
Subtotal: Veterans	133,000	134,800	137,100	139,600	142,300
War Service	43,700	39,700	36,700	33,500	30,200
CAF	10,500	11,000	12,100	13,300	14,400
RCMP	1,200	1,300	1,700	2,000	2,400
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

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

²Totals may not add due to rounding.

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

All Veterans by Gender	War Service	CAF	RCMP	Total	% Total
Male	16,983	86,746	10,625	114,354	89%
Female	3,156	9,898	1,735	14,789	11%
Total	20,139	96,644	12,360	129,143	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	1,806	29	1,835	1%	0	295	19	314	0%
30-39	0	8,042	632	8,674	7%	0	1,413	244	1,657	1%
40-49	0	12,054	1,302	13,356	10%	0	2,354	555	2,909	2%
50-59	0	20,921	2,225	23,146	18%	0	3,424	591	4,015	3%
60-69	0	13,845	3,474	17,319	13%	0	1,246	287	1,533	1%
70-79	12	17,148	2,164	19,324	15%	72	533	34	639	0%
80-89	2,495	12,406	763	15,664	12%	335	579	5	919	1%
90+	14,476	524	36	15,036	12%	2,749	54	0	2,803	2%
Total	16,983	86,746	10,625	114,354	89%	3,156	9,898	1,735	14,789	11%

Source: Statistics Directorate, Client Cube, March 2018

Table 1.5 Veterans served by Area Office as of March 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	908	11,143	888	12,939	1,416
Sydney	142	1,071	87	1,300	188
Nova Scotia	1,050	12,214	975	14,239	1,604
Campbellton	183	946	85	1,214	89
Charlottetown	151	1,051	170	1,372	154
Oromocto	164	3,767	210	4,141	725
Saint John	449	3,404	381	4,234	328
NB, PEI and Gaspésie	947	9,168	846	10,961	1,296
Corner Brook	54	520	74	648	152
St John's	200	1,517	304	2,021	351
Newfoundland and Labrador	254	2,037	378	2,669	503
Quebec	275	7,335	106	7,716	1,532
Eastern Quebec	275	7,335	106	7,716	1,532
Gatineau	104	1,803	196	2,103	301
Montreal	880	3,025	305	4,210	555
St-Jean-sur-Richelieu	180	1,899	101	2,180	281
Western Quebec	1,164	6,727	602	8,493	1,137
North Bay	328	1,485	25	1,838	290
Ottawa	925	7,002	892	8,819	884
Pembroke	170	3,258	111	3,539	508
Thunder Bay	277	541	18	836	82
North Eastern Ontario and Nunavut	1,700	12,286	1,046	15,032	1,764
Kingston	374	3,800	106	4,280	435
Peterborough	550	891	32	1,473	71
Toronto	2,084	1,933	96	4,113	421
Trenton	233	2,873	27	3,133	280
Central Ontario	3,241	9,497	261	12,999	1,207
Hamilton	793	1,611	77	2,481	248
London	517	1,221	64	1,802	193
Mississauga	1,757	3,978	228	5,963	392
Windsor	508	1,318	53	1,879	194
South Western Ontario	3,575	8,128	422	12,125	1,027
Brandon	224	989	169	1,382	164
Regina	318	680	448	1,446	87
Saskatoon	399	692	296	1,387	95
Winnipeg	650	2,171	368	3,189	287
Manitoba and Saskatchewan	1,591	4,532	1,281	7,404	633
Calgary	1,037	4,543	1,219	6,799	463
Edmonton	628	5,929	886	7,443	786
Alberta and Northwest Territories	1,665	10,472	2,105	14,242	1,249
Kelowna	413	1,092	639	2,144	123
Penticton	585	1,566	791	2,942	116
Prince George	117	401	219	737	49
Surrey	993	1,988	1,220	4,201	224
Vancouver	932	1,184	469	2,585	182
BC Mainland and Yukon	3,040	6,231	3,338	12,609	694
Victoria	1,364	6,939	940	9,243	689
Vancouver Island and the Islands	1,364	6,939	940	9,243	689
Foreign Countries	273	1,078	60	1,411	102
Total	20,139	96,644	12,360	129,143	13,437

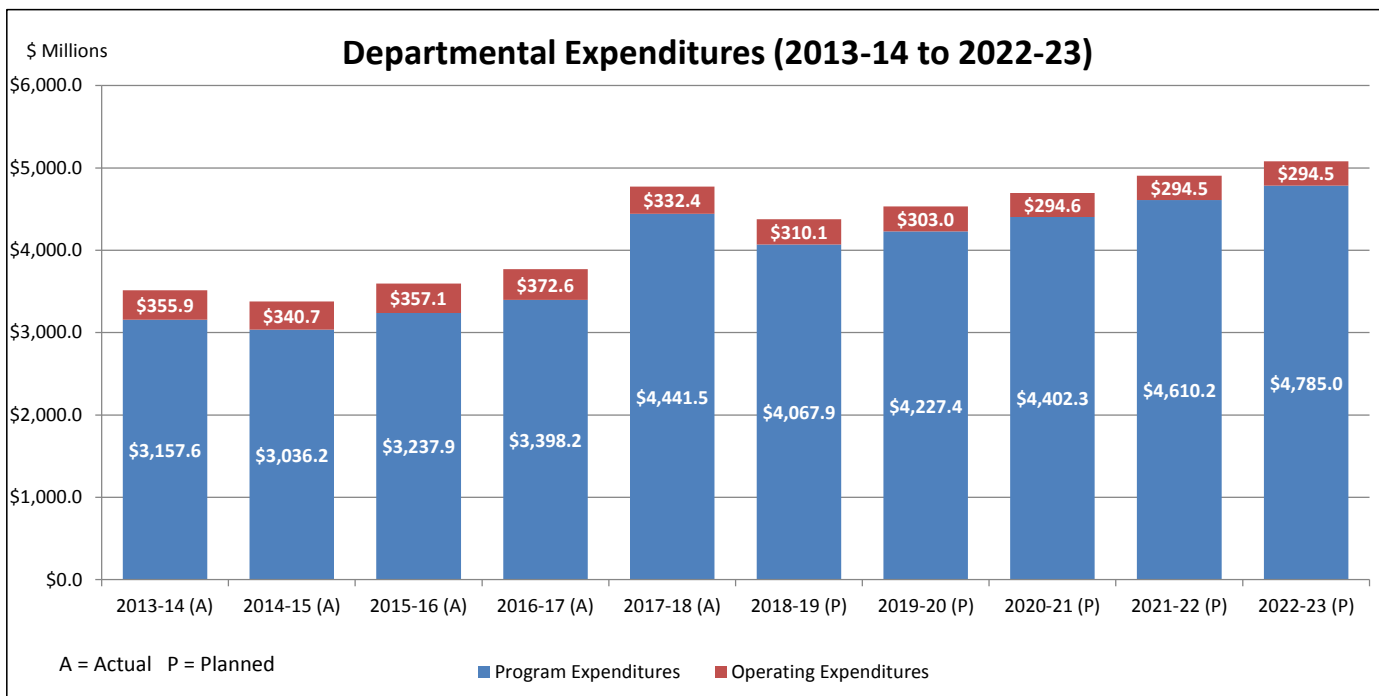
¹A Case Plan is a set of organized interventions/actions accompanied by a chronological listing of scheduled follow ups and monitoring, which respond to the unmet needs and desired goals of the Veteran.

Source: Statistics Directorate, Client Cube, March 2018 & 05.210.06.01 Case Management (CM) - Clients with Open Case Plans

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

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



Expenditures (in \$ millions)	Actual				
	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				
	2018-19	2019-20	2020-21	2021-22	2022-23
Total Program ¹	\$4,067.9	\$4,227.4	\$4,402.3	\$4,610.2	\$4,785.0
Total Operating ²	\$310.1	\$303.0	\$294.6	\$294.5	\$294.5
Total: Planned Expenditures	\$4,378.0	\$4,530.4	\$4,696.9	\$4,904.7	\$5,079.5

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

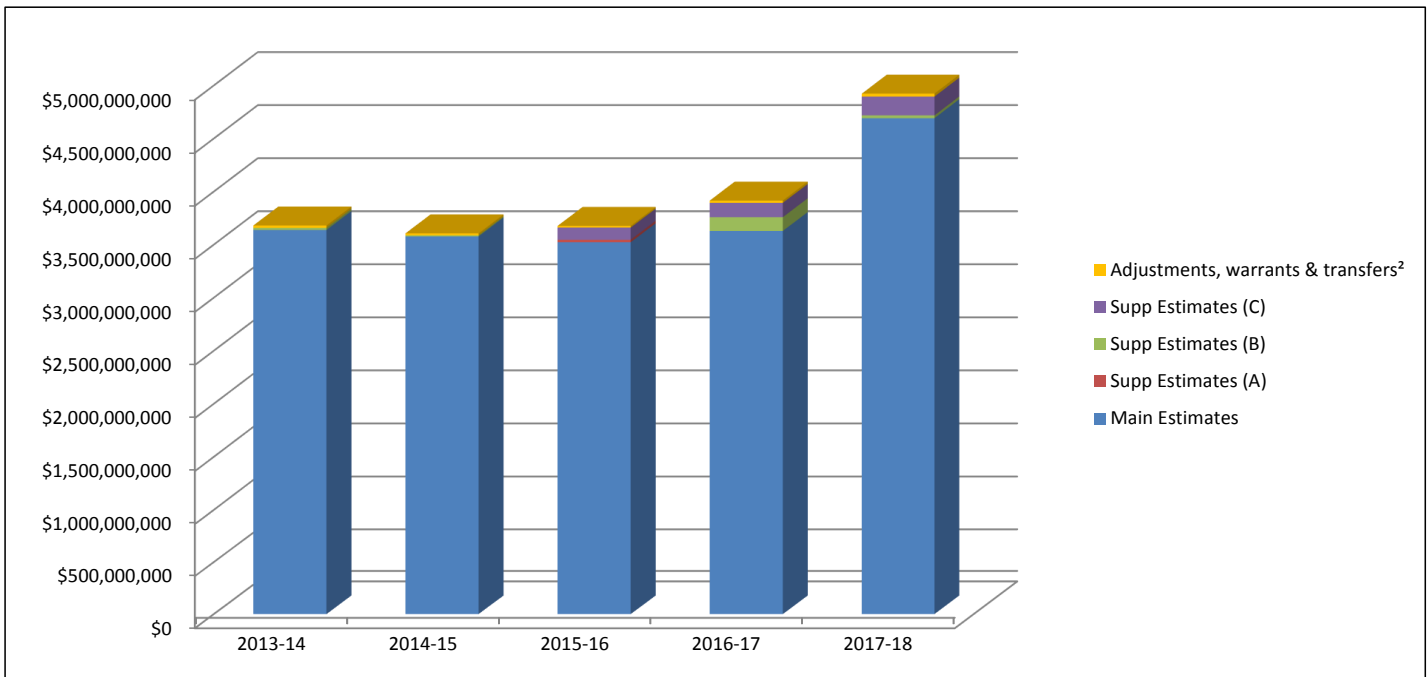
¹ Includes Grants and Contributions, Other Health Purchased Services (OHPS) and New Veterans Charter Support Services.

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

³ Totals may not add due to rounding.

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for 2018-19 is currently **\$4.39 billion**¹. Approximately 93% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2013-14	2014-15	2015-16	2016-17	2017-18 ¹
Main Estimates	\$3,637,899,334	\$3,576,978,766	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582
% change from Previous Year	2.0%	-1.7%	-1.5%	3.0%	29.0%
Supp Estimates (A)	-	-	\$23,779,759	-	-
Supp Estimates (B)	\$20,189,404	\$10,850,080	-	\$129,961,829	\$26,213,870
Supp Estimates (C)	\$103,811	-	\$114,410,854	\$134,848,828	\$177,172,873
Adjustments, warrants & transfers ²	\$21,784,870	\$17,611,671	\$15,694,995	\$21,338,217	\$27,750,542
Total Authorities	\$3,679,977,419	\$3,605,440,517	\$3,675,963,783	\$3,914,430,576	\$4,922,536,867
% Increase from Previous Year	0.6%	-2.0%	1.9%	6.5%	25.8%

¹As of March 31, 2018.

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

Prepared by: Finance Division

Chapter 3: Program Expenditure Overview

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

Table 3.1 Expenditures by Program

Expenditures By Program (in \$ millions)	Actual as of March 31, 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
Disability Awards ¹	\$461.4	\$472.6	\$660.0	\$700.0	\$1,621.4
Other Health Purchased Services	\$503.6	\$480.9	\$517.1	\$590.1	\$583.3
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$429.6	\$363.1	\$352.6	\$350.2	\$344.6
Earnings Loss	\$127.2	\$156.4	\$180.3	\$269.9	\$420.1
Career Impact Allowance (CIA) ²	\$22.2	\$34.2	\$51.5	\$79.7	\$123.1
Canadian Forces Income Support	\$0.3	\$0.6	\$0.9	\$1.1	\$1.5
Supplementary Retirement Benefit	\$0.0	\$0.1	\$0.1	\$0.3	\$0.3
War Veterans Allowance	\$8.5	\$8.5	\$7.5	\$6.5	\$6.1
Rehabilitation and New Veterans Charter Support Services	\$18.5	\$21.2	\$26.8	\$33.5	\$43.6
Career Transition Services ³	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Retirement Income Security Benefit	-	-	\$0.3	\$0.5	\$0.9
Critical Injury Benefit	-	-	\$7.9	\$2.5	\$1.2
Family Caregiver Relief Benefit	-	-	\$1.3	\$2.1	\$2.8
Subtotal: Program Expenditures	\$3,134.2	\$3,011.0	\$3,210.6	\$3,367.5	\$4,410.1
Other Program Expenditures ⁴	\$23.4	\$25.2	\$27.3	\$30.7	\$31.4
Total Program Expenditures	\$3,157.6	\$3,036.2	\$3,237.9	\$3,398.2	\$4,441.5

Expenditures By Program (in \$ millions)	Forecast ⁵				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Pensions	\$1,227.1	\$1,175.7	\$1,134.6	\$1,104.8	\$1,075.8
Disability Awards ^{1,6}	\$1,042.5	\$1,099.1	\$1,177.3	\$1,257.3	\$1,334.0
Other Health Purchased Services	\$698.4	\$739.7	\$771.0	\$813.4	\$825.7
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$354.7	\$355.0	\$348.2	\$354.2	\$362.0
Earnings Loss	\$499.1	\$575.0	\$647.3	\$713.6	\$777.0
Career Impact Allowance (CIA) ²	\$147.4	\$175.4	\$209.8	\$245.7	\$283.0
Canadian Forces Income Support	\$2.1	\$2.8	\$3.5	\$4.3	\$5.1
Supplementary Retirement Benefit	\$0.6	\$0.8	\$0.9	\$1.1	\$1.5
War Veterans Allowance	\$5.5	\$5.1	\$4.7	\$4.4	\$4.0
Rehabilitation and New Veterans Charter Support Services ⁶	\$58.8	\$67.1	\$73.2	\$79.2	\$84.0
Career Transition Services ³	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Retirement Income Security Benefit	\$1.4	\$1.9	\$2.3	\$2.9	\$3.6
Critical Injury Benefit	\$1.6	\$1.2	\$0.9	\$0.7	\$0.7
Family Caregiver Relief Benefit	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal: Program Expenditures	\$4,039.3	\$4,198.8	\$4,373.7	\$4,581.6	\$4,756.4
Other Program Expenditures ⁴	\$28.6	\$28.6	\$28.6	\$28.6	\$28.6
Total Program Expenditures	\$4,067.9	\$4,227.4	\$4,402.3	\$4,610.2	\$4,785.0

¹ Includes Financial Counseling expenditures.

² Includes CIA Supplement.

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

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

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

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

Sources: Finance Division, Financial Planning

Chapter 4: Disability Benefits

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

Table 4.1 Disability Benefits Recipients

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

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				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans	80,681	74,943	69,739	64,804	60,087
Survivors	59,810	57,367	54,409	51,227	48,790
Total Recipients	140,491	132,310	124,148	116,031	108,877
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	56,600	53,000	49,800	47,000	44,500
Survivors	45,500	42,400	41,100	39,400	37,600
Total Recipients	102,100	95,400	90,900	86,400	82,100
Attendance Allowance	5,700	5,300	4,900	4,500	4,200
Exceptional Incapacity Allowance	1,400	1,300	1,300	1,200	1,100
Clothing Allowance	1,300	1,200	1,200	1,100	1,100

¹ Excludes RCMP.

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

Table 4.3 Disability Pension Expenditures

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

Disability Pension Expenditures (in \$ millions)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veteran Pensions	\$672.1	\$646.6	\$624.2	\$605.8	\$590.6
Survivor Pensions	\$477.8	\$456.6	\$442.2	\$434.5	\$424.0
Subtotal: Pensions	\$1,149.9	\$1,103.2	\$1,066.4	\$1,040.3	\$1,014.6
Total Special Awards	\$77.2	\$72.5	\$68.2	\$64.4	\$61.2
Total Pensions and Special Awards⁴	\$1,227.1	\$1,175.7	\$1,134.6	\$1,104.8	\$1,075.8

¹ Totals may not add due to rounding.

² Includes Gallantry Awards & Flying Accidents, therefore numbers differ from table 3.1.

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

⁴ 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				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans	44,765	49,372	55,698	61,759	67,575
Survivors	850	999	1,186	1,373	1,581
Subtotal	45,615	50,371	56,884	63,132	69,156
Death Benefits	324	352	431	467	538
Total Awards	45,939	50,723	57,315	63,599	69,694

Disability Awards	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Awards	75,990	82,210	88,530	94,640	100,450
Death Benefits	610	690	770	860	950
Total Awards	76,600	82,900	89,300	95,500	101,400

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

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

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18 ¹
Disability Awards	\$451.5	\$461.6	\$643.0	\$690.0	\$1,603.9
Death Benefits	\$9.8	\$11.2	\$17.0	\$10.0	\$17.5
Total Awards²	\$461.4	\$472.6	\$660.0	\$700.0	\$1,621.4

Disability Award Expenditures (in \$ millions)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Disability Awards	\$1,028.7	\$1,084.3	\$1,161.5	\$1,240.4	\$1,316.0
Death Benefits	\$13.8	\$14.8	\$15.8	\$16.9	\$18.0
Total Awards	\$1,042.5	\$1,099.1	\$1,177.3	\$1,257.3	\$1,334.0

¹ Includes one time DA additional amount as well as DA max rate adjustments.

² Totals may not add due to rounding.

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

Disability Award and Disability Pension Duals

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

Table 4.6 Disability Award and Disability Pension Duals¹

Dual Recipients	Actuals as of March 31, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans	14,267	15,108	16,283	17,225	18,202
Survivors	603	743	914	1,068	1,133
Total	14,870	15,851	17,197	18,293	19,335

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 March 31, 2018

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award	Disability Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,524	2,055	861	4,440	4,796
Class 2 (93%-97%)	254	415	194	863	222
Class 3 (88%-92%)	324	470	232	1,026	297
Class 4 (83%-87%)	410	525	294	1,229	330
Class 5 (78%-82%)	550	579	418	1,547	614
Class 6 (73%-77%)	676	649	455	1,780	562
Class 7 (68%-72%)	781	689	540	2,010	785
Class 8 (63%-67%)	859	722	696	2,277	787
Class 9 (58%-62%)	1,175	747	722	2,644	1,164
Class 10 (53%-57%)	1,174	839	943	2,956	1,117
Class 11 (48%-52%)	1,754	842	1,175	3,771	2,187
Class 12 (43%-47%)	1,611	926	1,252	3,789	1,168
Class 13 (38%-42%)	2,521	1,005	1,596	5,122	2,263
Class 14 (33%-37%)	2,740	1,175	1,854	5,769	2,399
Class 15 (28%-32%)	4,263	1,286	2,728	8,277	3,812
Class 16 (23%-27%)	5,110	1,377	3,390	9,877	4,635
Class 17 (18%-22%)	6,057	1,356	4,289	11,702	5,583
Class 18 (13%-17%)	5,640	1,304	6,044	12,988	4,462
Class 19 (8%-12%)	7,957	944	10,053	18,954	5,512
Class 20 (5%-7%)	6,949	276	7,994	15,219	6,120
Class 21 (1%-4%)	2,723	21	3,643	6,387	76
Nil Assessments	162	0	0	162	1,859
Not Available	0	0	0	0	68
Total	55,214	18,202	49,373	122,789	50,818

Source: Statistics Directorate, Client Cube, March 2018

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

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

²Afghanistan Veterans are also included under CAF Veterans.

Source: Listing provided by Statistics Directorate

Table 4.9 Most Common Conditions - First Applications Completed (Fiscal Year 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: Disability Benefits (First Application) Decisions and Favourable Rates

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

First Applications	Actuals as of March 31, 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
Unfavourable (Denied) Decisions	5,017	2,948	3,279	3,242	3,516
Total Applications - Decisions Rendered ¹	16,908	14,398	20,453	18,687	21,164
Favourable Rate (Dockets) %	70%	80%	84%	83%	83%
Medical Conditions					
Favourable (Approved) Conditions	17,133	16,360	24,802	22,567	27,715
Unfavourable (Denied) Conditions	12,677	8,371	8,543	8,281	7,967
Total Conditions - Decisions Rendered	29,810	24,732	33,345	30,848	35,682
Favourable Rate (Conditions) %	58%	66%	74%	73%	78%

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

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

Critical Injury Benefit (CIB)

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

¹ Recipients is based on completed application date.

Critical Injury Benefit (CIB)	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	20	20	10	10	10
Total Expenditures (in \$ millions)	\$1.6	\$1.2	\$0.9	\$0.7	\$0.7

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

Chapter 5: Health Care Programs

Treatment Benefits and Services

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

Table 5.1 Treatment Benefits Recipients

Treatment Benefits Recipients	Actuals as of March 31, 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	18,800	15,000	11,800	9,200	7,000
Canadian Armed Forces (CAF) Veterans	61,600	66,800	72,200	77,900	80,500
Total	80,400	81,800	84,000	87,100	87,500

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

Table 5.2 Treatment Benefits and Other Health Purchased Services Expenditures¹

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

Treatment Benefits and OHPS Expenditures (in \$ millions)	Actuals as of March 31, 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	\$1.8	\$1.9	\$2.1	\$2.5	\$2.5
POC 2 - Ambulance Services	\$1.1	\$0.9	\$0.8	\$0.7	\$0.7
POC 3 - Audio Program	\$50.5	\$53.4	\$56.8	\$60.9	\$63.3
POC 4 - Dental Services	\$9.9	\$9.3	\$8.8	\$8.5	\$8.1
POC 5 - Hospital Services	\$22.7	\$25.3	\$28.0	\$31.1	\$33.0
POC 6 - Medical Services	\$5.7	\$6.3	\$7.0	\$7.8	\$8.3
POC 7 - Medical Supplies	\$4.7	\$4.6	\$4.7	\$4.9	\$4.8
POC 8 - Nursing Services	\$6.9	\$6.6	\$6.4	\$6.3	\$6.2
POC 9 - Oxygen Therapy	\$2.1	\$2.2	\$2.4	\$2.6	\$2.7
POC 10 - Prescription Drugs	\$170.0	\$178.3	\$189.5	\$205.4	\$209.3
POC 11 - Prosthetics & Orthotics	\$4.8	\$5.2	\$5.6	\$6.2	\$6.5
POC 12 - Related Health Services	\$78.8	\$91.4	\$106.5	\$124.5	\$131.4
POC 13 - Special Equipment	\$20.6	\$20.8	\$21.5	\$22.8	\$22.3
POC 14 - Vision Care	\$3.8	\$3.6	\$3.5	\$3.4	\$3.4
Subtotal: Treatment Benefits Expenditures²	\$380.5	\$406.8	\$440.4	\$484.0	\$498.7
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$194.5	\$188.5	\$182.2	\$177.3	\$173.1
Veterans Travel	\$22.9	\$25.7	\$29.0	\$32.7	\$34.4
Other Remainder of OHPS ³	\$100.5	\$118.7	\$119.5	\$119.5	\$119.5
Subtotal: OHPS Expenditures	\$317.9	\$332.9	\$330.6	\$329.4	\$327.0
Total: Treatment Benefits and OHPS Expenditures	\$698.4	\$739.7	\$771.0	\$813.4	\$825.7

¹ Totals may not add due to rounding.

² Treatment Benefit expenditures include an adjustment to match FreeBalance.

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

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

Veterans Independence Program

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 ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
War Service Veterans	14,100	11,100	7,200	5,500	4,100
Canadian Armed Forces Veterans	37,700	39,400	41,000	42,700	44,200
Subtotal: Veterans	51,800	50,500	48,300	48,100	48,300
Survivors	35,100	34,000	32,700	31,300	29,800
Total VIP Recipients¹	86,800	84,500	81,000	79,400	78,100

¹Totals may not add due to rounding.

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

Table 5.4 Veterans Independence Program Expenditures¹

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

VIP Expenditures (in \$ millions)	Actuals as of March 31, 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	\$0.4	\$0.4	\$0.4
Health and Support Services	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0
Access to Nutrition	\$5.2	\$4.9	\$4.2	\$4.0	\$4.0
Personal Care	\$22.1	\$20.7	\$18.3	\$17.9	\$17.9
Transportation Services	\$0.5	\$0.4	\$0.3	\$0.3	\$0.2
Home Adaptations	\$1.7	\$1.8	\$1.9	\$2.0	\$2.1
Adult Residential Care	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$44.8	\$44.0	\$41.4	\$42.2	\$43.3
Subtotal: Contributions	\$75.8	\$73.2	\$67.5	\$67.8	\$68.9
Housekeeping (Grants)	\$208.6	\$209.2	\$206.4	\$209.0	\$212.4
Grounds Maintenance (Grants)	\$70.3	\$72.7	\$74.5	\$77.5	\$80.7
Subtotal: Grants	\$279.0	\$281.9	\$280.8	\$286.5	\$293.1
Total: VIP Expenditures	\$354.8	\$355.1	\$348.3	\$354.3	\$362.0

¹ Totals may not add due to rounding.

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

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

Long Term Care

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

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

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

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

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

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

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

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

Table 5.5 Long Term Care (LTC) Recipients and Expenditures

Care Settings	Actuals as of March 31, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans in Departmental Beds	340	325	302	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	2,450	2,252	2,178	2,157	1,810
Veterans in Community Beds (LTC funded)	2,011	1,796	1,522	1,247	1,288
Veterans in Community Beds (VIP funded)	2,858	2,536	2,439	2,326	2,012
Total : Veterans in LTC Beds	7,659	6,909	6,441	5,730	5,110
Veterans in Departmental Beds	\$63.0	\$63.8	\$70.8	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	\$174.9	\$170.7	\$171.0	\$183.1	\$175.6
Veterans in Community Beds (LTC funded)	\$28.7	\$25.1	\$24.0	\$20.3	\$16.8
Veterans in Community Beds (VIP funded)	\$52.5	\$49.1	\$48.9	\$46.7	\$44.6
Subtotal : LTC Facility Funding	\$319.1	\$308.7	\$314.7	\$250.1	\$237.0
Additional Funding: Ste. Anne's Hospital	\$0.0	\$0.0	\$0.0	\$55.7 ²	\$4.9
Total: LTC Expenditures	\$319.1	\$308.7	\$314.7	\$305.8	\$241.9

Care Settings	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans in Contract Beds (LTC funded)	1,871	1,669	1,317	1,021	778
Veterans in Community Beds (LTC funded)	925	778	618	487	383
Veterans in Community Beds (VIP funded)	2,010	1,908	1,817	1,771	1,756
Total: Forecasted Veterans in LTC Beds	4,806	4,355	3,752	3,279	2,917
Veterans in Contract Beds (LTC funded)	\$179.3	\$175.2	\$171.0	\$168.2	\$165.7
Veterans in Community Beds (LTC funded)	\$15.2	\$13.3	\$11.2	\$9.1	\$7.4
Veterans in Community Beds (VIP funded)	\$44.8	\$44.0	\$41.4	\$42.2	\$43.3
Total: Forecasted LTC Funding	\$239.3	\$232.5	\$223.6	\$219.5	\$216.4

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

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

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

³ Long Term Care Forecast 2018-19, prepared in October 2017 by the Statistics Directorate, Finance.

Rehabilitation and NVC Support Services

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

Table 5.6 Rehabilitation Program: Eligible Recipients¹ and Expenditures

Rehabilitation Recipients & Expenditures	Actuals as of March 31, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans	6,265	7,175	8,478	11,600	13,058
Survivors/Spouses	146	165	173	187	175
Total Rehabilitation Recipients	6,411	7,340	8,651	11,787	13,233
Rehabilitation Expenditures (in \$ millions) ²	\$18.5	\$21.2	\$26.8	\$33.5	\$43.6

Rehabilitation Recipients & Expenditures	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	16,500	18,400	19,900	21,200	22,300
Survivors/Spouses	200	200	200	200	200
Total Rehabilitation Recipients	16,700	18,600	20,100	21,400	22,500
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$58.8	\$67.1	\$73.2	\$79.2	\$84.0

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 New Veterans Charter Support Services and are for the full year or quarter end.

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

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

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		
	2015-16	2016-17	2017-18
Recipients ²	178	277	363
Total Expenditures (in \$ millions)	\$1.3	\$2.1	\$2.8

Family Caregiver Relief Benefit (FCRB)	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	20	-	-	-	-
Total Expenditures (in \$ millions)	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0

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

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

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

Chapter 6: Financial Benefits

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

Earnings Loss Benefit

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

Table 6.1 Earnings Loss Recipients¹ and Expenditures

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

Earnings Loss Recipients and Expenditures	Forecast ³				
	2018-19	2019-20	2020-21	2021-22	2022-23
Temporary	10,500	11,600	12,600	13,400	14,100
Extended	7,200	8,400	9,600	10,900	12,200
Total: Recipients (Veterans and Survivors) ⁴	17,700	20,000	22,200	24,300	26,300
Expenditures (in \$ millions)	\$499.1	\$575.0	\$647.3	\$713.6	\$777.0

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

² Total for 2014-2015 includes payments made under the Budget Implementation Act.

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

⁴ Totals may not add due to rounding.

Career Impact Allowance (CIA)

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

Table 6.2 Career Impact Allowance Recipients and Expenditures

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

CIA Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	10,800	13,000	15,300	17,600	19,800
Recipients Receiving CIA Supplement	5,300	5,900	6,900	7,900	8,900
Expenditures (in \$ millions)	\$147.4	\$175.4	\$209.8	\$245.7	\$283.0

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

Supplementary Retirement Benefit (SRB) Program

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

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

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

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients (Veterans)	100	120	120	150	200
Expenditures (\$ thousands)	\$588	\$794	\$855	\$1,127	\$1,526

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

Retirement Income Support Benefit (RISB)

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

Table 6.4 Retirement Income Support Benefit Recipients and Expenditures

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

Retirement Income Support Benefit (RISB)	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	160	210	260	310	390
Expenditures (in \$ millions)	\$1.4	\$1.9	\$2.3	\$2.9	\$3.6

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

Canadian Forces Income Support (CFIS) Program

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

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

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

Canadian Forces Income Support - Recipients and Expenditures	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Recipients	130	160	200	240	270
Expenditures (in \$ millions)	\$2.1	\$2.8	\$3.5	\$4.3	\$5.1

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

War Veterans Allowance Program (WVA)

The War Veterans Allowance 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				
	2013-14	2014-15	2015-16	2016-17	2017-18
Veterans	667	527	404	355	312
Survivors	2,577	2,271	2,041	1,796	1,543
Total Recipients	3,244	2,798	2,445	2,151	1,855

WVA Recipients	Forecast ¹				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	250	200	160	120	100
Survivors	1,540	1,420	1,300	1,190	1,080
Total Recipients	1,790	1,620	1,460	1,310	1,180

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

Table 6.7 War Veterans Allowance Expenditures¹

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

WVA Expenditures (in \$ millions)	Forecast ²				
	2018-19	2019-20	2020-21	2021-22	2022-23
Veterans	\$0.8	\$0.6	\$0.5	\$0.4	\$0.3
Survivors	\$4.8	\$4.5	\$4.2	\$3.9	\$3.7
Total Expenditures	\$5.5	\$5.1	\$4.7	\$4.4	\$4.0

¹ Totals may not add due to rounding.

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

Chapter 7: Career Transition Services (CTS)

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

Table 7.1 Career Transition Services Recipients and Expenditures¹

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

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

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

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

Chapter 8: Mental Health

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

Table 8.1 Veterans in Receipt of Disability Benefits with Psychiatric Disability

	Actuals as of March 31, 2018				
	2013-14	2014-15	2015-16	2016-17	2017-18
War Service	1,591	1,323	1,114	925	751
Canadian Armed Forces (CAF)	13,385	14,847	16,850	18,826	21,872
Royal Canadian Mounted Police (RCMP)	3,094	3,469	3,937	4,469	5,107
Missing Service Code	1	2	1	1	4
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
War Service	1,003	856	743	622	509
CAF	9,576	10,695	12,075	13,342	15,232
RCMP	2,496	2,819	3,233	3,658	4,187
Missing Service Code	1	2	1	1	2
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	13,076	14,372	16,052	17,623	19,930

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

Age	Male ¹	Female	Total	% by Age
Under 30	515	112	627	2%
30 - 39	3,765	657	4,422	16%
40 - 49	5,915	1,252	7,167	26%
50 - 59	7,818	1,489	9,307	34%
60 - 69	3,480	422	3,902	14%
70 or More	2,260	49	2,309	8%
Total	23,753	3,981	27,734	100%
% by Gender	86%	14%	100%	

¹ Includes numbers for those with an unknown gender.

Table 8.3 Mental Health - Quick Facts as of March 2018

QUICK FACTS
21% of all Veterans in receipt of VAC benefits have disability benefits for a service-related psychiatric diagnosis.
72% 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.
31% 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: Statistics Directorate, Mental Health Cube 05.93.06.07

Chapter 9: Afghanistan Veterans

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

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

Table 9.1 Afghanistan Deployed Members (Unique)

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

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

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

	Actuals as of March 31, 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	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	2%

Table 9.3 Afghanistan Veterans (including RCMP) by Age - March 2018

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	501	3%	372	4%
30 - 39	4,813	29%	3,647	35%
40 - 49	5,521	34%	3,537	34%
50 or more	5,597	34%	2,995	28%
Total	16,432	100%	10,551	100%

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

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

Table 9.4 Afghanistan Veterans in Receipt of Disability Benefits¹ by Disability Class - March 2018

Disability Class	Disability Pension & Awards	Percentage
78% and above	1,951	18%
53%-77%	2,205	21%
28%-52%	2,746	26%
5%-27%	3,352	32%
1%-4%	215	2%
Entitlement Only	82	1%
Total	10,551	100%

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

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

Afghanistan Veterans in Receipt of Disability Benefits	March 2014	March 2015	March 2016	March 2017	March 2018
For Mental Health Conditions	3,572	4,269	5,048	5,800	6,732
For Post-traumatic Stress Disorder (PTSD)	2,977	3,578	4,243	4,833	5,598

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

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

Table 9.6 Afghanistan Veterans - Quick Facts - March 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.
64% 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).
17% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition related to their service in Afghanistan.
14% of members deployed to Afghanistan, are in receipt of a VAC pension/award for Post Traumatic Stress Disorder (PTSD) related to their service in Afghanistan.

Source: Statistics Directorate, Finance - Afghanistan Cube 05.55.06.02

Chapter 10: Service Delivery

Table 10.1 Case Managed Veterans as of March 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	14.0	503	35.9
New Brunswick, PEI and the Gaspésie	38.0	1,296	34.1
Nova Scotia	50.0	1,604	32.1
Eastern Quebec	51.0	1,532	30.0
Western Quebec	38.0	1,137	29.9
North Eastern Ontario and Nunavut ¹	59.0	1,866	31.6
Central Ontario	34.0	1,207	35.5
South Western Ontario	32.0	1,027	32.1
Saskatchewan/Manitoba	17.0	633	37.2
Alberta and Northwest Territories	31.0	1,249	40.3
BC Mainland and the Yukon	24.0	694	28.9
Vancouver Island and the Islands	21.0	689	32.8
National Total	409.0	13,437	32.9

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

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

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

Results	2014-15	2015-16 ¹	% Change 2014-15 to 2015-16	2016-17 ¹	% Change 2015-16 to 2016-17	2017-18 ¹	% Change 2016-17 to 2017-18
Calls Offered	588,872	588,854	0.0%	592,874	0.7%	586,107	-1.1%
Calls Answered	561,598	556,673	-0.9%	543,446	-2.4%	524,258	-3.5%
Calls Abandoned	27,274	30,749	12.7%	49,428	60.7%	61,849	25.1%
% Response Rate	95%	95%		92%		89%	
% NCCN Grade of Service ²	75%	77%		66%		62%	
% Medavie Grade of Service ³				74%		73%	

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

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

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

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
	2016-17	2017-18	
Total number of My VAC Account Users	50,671	71,644	41.4%

Source: 05.220.06.07 - My VAC Account active users

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
	2016-17	2017-18	
Total number of session logins	1,185,837	1,811,273	52.7%

Source: 05.220.07.01 - My VAC Account Count Sessions by Month

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
Departmental Reviews ¹ Completed	1,973	2,072	2,017	2,168	2,222
Cases Presented to VRAB ²	4,496	3,638	3,469	3,255	2,603
Cases Counseled Out ³	4,736	4,147	4,763	5,210	5,212
Total Cases completed by BPA	11,205	9,857	10,249	10,633	10,037

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

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

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

Source: Bureau of Pensions Advocates - CSDN

Chapter 12: Human Resources

Table 12.1 Historical Full Time Equivalents (FTE) Numbers

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

Fiscal Year	FTEs in Department ^{1,2}
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.

¹ Year end reports (up to 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.