



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

March 2021 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) 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 2021 Edition

Summary of Program Recipients

Program	2018-19	2019-20	2020-21	2021-22 Forecast	Forecasted Percentage Change ¹
Traditional Programs					
Disability Pensions	101,451	92,881	87,554	82,600	-5.7%
Treatment Benefits ²	78,689	78,220	74,730	94,900	27.0%
Veterans Independence Program (VIP)	85,826	83,855	81,709	91,000	11.4%
War Veterans Allowance	1,650	1,391	1,174	1,080	-8.0%
New Veterans Charter (NVC) Programs					
Disability Awards ³	76,829	n/a ³	n/a ³	n/a ³	n/a ³
Rehabilitation & NVC Support Services	13,749	14,199	14,377	14,620	1.7%
Earnings Loss	17,534	n/a ⁴	n/a ⁴	n/a ⁴	n/a ⁴
Career Impact Allowance (CIA)	12,805	n/a ⁴	n/a ⁴	n/a ⁴	n/a ⁴
Canadian Forces Income Support	86	95	106	125	17.9%
Supplementary Retirement Benefit ^{4,5}	151	10,333	181	140	-22.7%
Retirement Income Security Benefit (RISB)	183	n/a ⁴	n/a ⁴	n/a ⁴	n/a ⁴
Critical Injury Benefit	9	11	18	21	16.7%
Caregiver Recognition Benefit	661	756	852	1,040	22.1%
Education and Training Benefit	1,072	1,700	1,933	2,230	15.4%
Veteran and Family Well-Being Fund ⁶	21	32	22	n/a ⁷	n/a ⁷
Veteran Emergency Fund	686	865	620	n/a ⁸	n/a ⁸
Pain and Suffering Compensation	n/a	82,367	88,744	106,400	19.9%
Additional Pain and Suffering Compensation	n/a	14,223	18,326	22,330	21.8%
Income Replacement Benefit	n/a	21,729	24,420	26,550	8.7%

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. The following programs came into effect April 1, 2019: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit.

Source: Chief Financial Officer and Corporate Services Branch

¹ Forecasted Percentage Change calculation: 2020-21 figure subtracted from the 2021-22 forecast figure, divided by the 2020-21 figure.

² Included in Other Health Purchased Services (OHPS).

³ On April 1, 2019 Disability Awards were replaced by the Pain and Suffering Compensation.

⁴ On April 1, 2019, the Earnings loss Benefit, Career Impact Allowance/Supplement, Retirement Income Security Benefit; and Supplementary Retirement Benefit were consolidated into one new monthly Income Replacement Benefit (IRB).

⁵ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit. As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable DEC decision were paid out what they had accrued in SRB to date.

⁶ Recipients refer to organizations approved for funding as of March 31, 2020 or quarter end.

⁷ 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.

⁸ 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.

Facts & Figures Summary March 2021 Edition

Summary of Program Expenditures

Program (in \$ millions)	2018-19	2019-20	2020-21	2021-22 Forecast ¹	Forecasted Percentage Change ^{2,3}
Traditional Programs					
Disability Pensions	\$1,216.5	\$1,227.6	\$1,125.5	\$1,085.3	-3.6%
Other Health Purchased Services (incl. Treatment Benefits)	\$621.6	\$630.2	\$627.6	\$840.9	34.0%
Veterans Independence Program	\$342.2	\$339.2	\$339.1	\$383.4	13.1%
War Veterans Allowance	\$5.7	\$4.6	\$3.9	\$3.7	-5.1%
New Veterans Charter Programs					
Disability Awards ⁴	\$1,323.7	\$115.6	\$3.0	\$2.2	-27.6%
Rehabilitation & NVC Support Services	\$53.2	\$62.1	\$65.5	\$89.2	36.1%
Earnings Loss ⁵	\$527.7	\$13.9	\$7.0	\$6.3	-9.4%
Career Impact Allowance ⁶	\$189.0	\$0.0	\$0.1	\$0.0	n/a
Canadian Forces Income Support	\$1.5	\$1.9	\$2.1	\$2.7	28.6%
Supplementary Retirement Benefit ^{5,7}	\$0.6	\$40.6	\$0.9	\$0.8	-15.9%
Retirement Income Security Benefit ⁵	\$1.6	\$0.1	\$0.0	\$0.1	278.1%
Critical Injury Benefit	\$0.7	\$0.8	\$1.4	\$1.7	23.7%
Caregiver Recognition Benefit	\$6.6	\$9.5	\$10.6	\$14.1	33.0%
Education and Training Benefit	\$12.3	\$20.6	\$23.4	\$28.8	23.2%
Veteran and Family Well-Being Fund	\$3.0	\$4.8	\$7.0	\$8.0	14.3%
Veteran Emergency Fund	\$1.2	\$1.5	\$1.5	\$1.0	-31.2%
Pain and Suffering Compensation	n/a	\$917.0	\$1,085.5	\$2,149.2	98.0%
Additional Pain and Suffering Compensation	n/a	\$119.1	\$154.1	\$178.0	15.5%
Income Replacement Benefit	n/a	\$777.5	\$868.4	\$1,042.7	20.1%

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. The following programs came into effect April 1, 2019: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit.

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

² Forecasted Percentage Change calculation: 2020-21 figure subtracted from the 2021-22 forecast figure, divided by the 2020-21 figure.

³ Percentage change may be impacted by rounded figures.

⁴ On April 1, 2019 Disability Awards were replaced by the Pain and Suffering Compensation.

⁵ As of April 1, 2019, Pension for Life (PFL) was introduced. As a result, the Retirement Income Support Benefit (RISB), along with the Supplementary Retirement Benefit (SRB) Program and Earnings Loss Benefit are 3 of 6 financial benefits being consolidated into the Income Replacement Benefit under the Income Support Program

⁶ Expenditures are forecasted to account for recalculations, adjustments or appeals for clients who were in the program prior to April 1, 2019.

⁷ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit. As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision rendered prior to April 1, 2019, are being paid out what they had accrued in SRB up to March 31, 2019.

Analysis of VAC Facts and Figures

As of March 31, 2021, VAC estimated the total Veteran population in Canada to be 617,800, consisting of 25,500 War Service (WS) Veterans and 592,300 Canadian Armed Forces (CAF) Veterans. Both the WS and CAF Veteran populations are forecasted to decline through the next five years.

Veterans served by VAC account for approximately 19% of the Veteran population in Canada. As of March 31, 2021 VAC served 8,026 (31%) of the WS Veteran population and 112,252 (19%) of the CAF Veteran population. In addition, VAC provided benefits to 34,398 WS survivors, 15,729 CAF survivors, and administers benefits on behalf of 17,957 RCMP members or former members and their survivors.

VAC's budget fluctuates each year due to the demand-driven nature of its programs which are based on Veterans' needs and entitlements. In other words, a Veteran who is entitled to a benefit is paid that benefit, whether 10 Veterans come forward or 10,000.

Overall, total VAC clients (Veterans and survivors) increased by 0.7% in 2020-21. It is forecasted that growth in CAF and RCMP Veterans and Survivors will slightly outpace the decline of WS Veterans and Survivors, resulting in an average of 2.8% total VAC client growth over the next 5 years.

Pension For Life

April 1, 2019, Pension for Life (PFL) was 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 actual spending for 2020-21 was lower than planned due mainly to the demand for certain programs being less than originally forecasted as well as the impacts of the pandemic.

Retired Programs

The former Career Transition Services Program was discontinued as of April 1, 2018 and replaced by the new Career Transition Services Program (see New Programs at VAC on pg.9).

The Family Caregiver Relief Benefit was discontinued as of April 1, 2018 and replaced by the Caregiver Recognition Benefit (see New Programs at VAC on pg.8).

Automation of the VAC Facts & Figures

The VAC Facts & Figures is transitioning from its current format to an automated dashboard in 2021. The dashboard will contain automated client data which will be updated on a monthly basis. It will provide access to client figures for each program with drill-down capability by geographical area, province, age, service type, sex, client type and urban/rural breakdown and will link to the following information:

[Wait Time Tool](#)

[Departmental Plan](#)

[Main Estimates](#)

[Service Standards](#)

[GC InfoBase](#)

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): Approved Applications and Expenditures

CTS Approved Applications & Expenditures	Actuals as of March 31, 2021		
	2018-19	2019-20	2020-21
CTS Approved Applications ^{1,2}	1,559	1,236	1,018
CTS Expenditures (in \$ millions) ³	\$1.6	\$1.8	\$2.3

CTS Expenditures	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
CTS Expenditures (in \$ millions) ³	\$2.8	\$3.0	\$3.3	\$3.5	\$3.7

Source: Chief Financial Officer and Corporate Services Branch

¹ This number represents clients who have a favorable eligibility decision. However, they may not currently have an active plan with the National Service Provider. Full data is not yet available for this program as it involved the launch of a new case management system and data and reporting packages are still in development.

² The delivery method for Career Transition Services changed on April 1, 2018. Historical data is currently unavailable for 2017-18 application figures.

³ 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. Some CTS (grant) recipients in 2018-19 were reimbursed for services rendered prior to April 1, 2018.

⁴ VAC Client and Expenditure Forecast is prepared in October 2020 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, 2021		
	2018-19	2019-20	2020-21
Recipients (Veterans)	1,072	1,700	1,933
ETB Expenditures (in \$ millions)	\$12.3	\$20.6	\$23.4

ETB Recipients & Expenditures	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients (Veterans)	2,230	1,950	2,210	2,560	2,560
ETB Expenditures (in \$ millions)	\$28.8	\$25.4	\$29.4	\$34.7	\$35.5

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients refer to Veterans who have received a payment in the fiscal year.

² VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

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

Veteran and Family Well-Being Fund

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.

Veteran and Family Well-Being Fund: Recipients¹ and Expenditures

Veteran and Family Well-Being Fund Recipients & Expenditures	Actuals as of March 31, 2021		
	2018-19	2019-20	2020-21
Recipients (Organizations) ²	21	32	22
Expenditures (in \$ millions)	\$3.0	\$4.8	\$7.0

Veteran and Family Well-Being Fund Expenditures	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
Expenditures (in \$ millions)	\$8.0	\$8.0	\$8.0	\$3.0	\$3.0

Source: Strategic Policy and Commemoration (Actuals and Forecast)

¹ Recipients refer to organizations approved for funding in the fiscal year.

² There are no recipients for 2017-18 as the Veteran and Family Well-Being Fund came into effect April 1, 2018.

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^{1,2} and Expenditures

Veteran Emergency Fund Recipients & Expenditures	Actuals as of March 31, 2021		
	2018-19	2019-20	2020-21
Recipients ³	686	865	620
Expenditures (in \$ millions)	\$1.2	\$1.5	\$1.5

Veteran Emergency Fund Expenditures	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
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 who have received a payment in the fiscal year.

² 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.

³ There are no VEF recipients for 2017-18 as the Veteran Emergency Fund came into effect April 1, 2018.

⁴ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

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) Recipients & Expenditures	Actuals as of March 31, 2021		
	2018-19	2019-20	2020-21
Recipients ^{2,3}	661	756	852
Total Expenditures (in \$ millions)	\$6.6	\$9.5	\$10.6

Caregiver Recognition Benefit (CRB) Recipients & Expenditures	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients	1,040	1,230	1,460	1,730	2,040
Total Expenditures (in \$ millions)	\$14.1	\$17.0	\$20.6	\$24.8	\$30.0

Source: Chief Financial Officer and Corporate Services Branch

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 There are no CRB recipients for 2017-18 as the Caregiver Recognition Benefit came into effect April 1, 2018.

⁴ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

New Programs at VAC: 2019-20

Pension For Life (PFL)

April 1, 2019, Pension for Life (PFL) was 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 and Death Benefits: Recipients and Expenditures

Pain and Suffering Compensation and Benefits Recipients	Death	Actuals as of March 31, 2021		
		2018-19 ¹	2019-20	2020-21
Veterans		-	79,771	85,176
Survivors		-	2,009	2,819
Subtotal		-	81,780	87,995
Death Benefits Recipients		-	587	749
Total Recipients		-	82,367	88,744

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Actuals as of March 31, 2021		
	2018-19 ¹	2019-20	2020-21
Pain and Suffering Compensation	-	\$904.5	\$1,063.6
Death Benefits ²	-	\$12.4	\$21.9
Total Expenditures³	-	\$917.0	\$1,085.5

Pain and Suffering Compensation and Death Benefits Recipients	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans	100,900	106,300	111,400	116,300	120,900
Survivors	4,700	5,000	5,200	5,500	5,800
Subtotal	105,600	111,300	116,600	121,800	126,700
Death Benefits Recipients	800	900	1,000	1,100	1,200
Total Recipients	106,400	112,200	117,600	122,900	127,900

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Pain and Suffering Compensation	\$2,118.2	\$1,137.9	\$1,187.0	\$1,236.1	\$1,275.1
Death Benefits	\$30.9	\$15.1	\$15.5	\$15.8	\$16.0
Total Expenditures¹	\$2,149.2	\$1,153.0	\$1,202.4	\$1,251.9	\$1,291.1

Source: Chief Financial Officer and Corporate Services Branch

¹ There are no recipients or expenditures for 2017-18 / 2018-19 as the Pain and Suffering Compensation came into effect April 1, 2019.

² Death Benefits figures are reported at fiscal year-end.

³ Totals may not add due to rounding.

⁴ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

New Programs at VAC: 2019-20.../cont'd

Additional Pain and Suffering Compensation: Recipients and Expenditures

Additional Pain and Suffering Compensation	Actuals as of March 31, 2021		
	2018-19 ¹	2019-20	2020-21
Recipients (Veterans)	-	14,223	18,326
Expenditures (in \$ millions)	-	\$119.1	\$154.1

Additional Pain and Suffering Compensation	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients (Veterans)	22,330	25,410	28,270	31,160	34,060
Expenditures (in \$ millions)	\$178.0	\$192.2	\$211.7	\$233.5	\$256.1

Source: Chief Financial Officer and Corporate Services Branch

¹ There are no recipients or expenditures for 2017-18 / 2018-19 as the Additional Pain and Suffering Compensation came into effect April 1, 2019.

² VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Income Replacement Benefit: Recipients and Expenditures

Income Replacement Benefit (IRB)	Actuals as of March 31, 2021		
	2018-19 ¹	2019-20	2020-21
IRB Recipients < 65 years of age			
Veterans	-	20,247	22,551
Survivors/Orphans	-	578	659
IRB Recipients > 65 years of age			
Veterans	-	623	970
Survivors	-	21	20
Career Impact Allowance Supplement (CIAS) Protected²			
CIAS Protected	-	260	220
Total: Recipients	-	21,729	24,420
Expenditures (in \$ millions)	-	\$777.5	\$868.4

Income Replacement Benefit (IRB)	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
IRB Recipients < 65 years of age					
Veterans	24,500	26,600	28,800	30,900	33,100
Survivors/Orphans	850	990	1,130	1,270	1,410
IRB Recipients > 65 years of age					
Veterans	920	1,000	1,100	1,200	1,300
Survivors	30	40	50	60	70
Career Impact Allowance Supplement (CIAS) Protected²					
CIAS Protected	250	250	240	230	230
Total: Recipients	26,550	28,880	31,320	33,660	36,110
Expenditures (in \$ millions)	\$1,042.7	\$1,145.2	\$1,253.5	\$1,368.9	\$1,489.1

Source: Chief Financial Officer and Corporate Services Branch

¹ There are no recipients or expenditures for 2017-18 / 2018-19 as the Income Replacement Benefit came into effect April 1, 2019.

² Includes CIAS clients who transitioned to IRB who either were not in receipt of ELB/RISB or have offsets from other income sources that offset their remaining IRB portion to \$0.

³ VAC Client and Expenditure Forecast is prepared in October 2020 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 Province¹

Province	War Service Veterans (Second World War, Korean War)	Canadian Armed Forces Veterans (Regular and Primary Reserve)	Total Estimated Veterans
Newfoundland & Labrador	300	15,100	15,400
Prince Edward Island	200	3,700	3,900
Nova Scotia	1,300	38,500	39,800
New Brunswick	1,000	28,100	29,100
Quebec	2,000	115,200	117,200
Ontario	11,000	212,400	223,400
Manitoba	1,100	18,700	19,800
Saskatchewan	800	14,500	15,300
Alberta	2,000	64,200	66,200
British Columbia	5,500	80,000	85,500
Territories	-	1,900	1,900
Foreign Countries	300	-	300
Total: Estimated Canadian Veteran Population²	25,500	592,300	617,800

Source: Chief Financial Officer and Corporate Services Branch

¹ Veteran population estimates are as of March 31, 2021.

² Totals may not add due to rounding.

Table 1.2 Estimated Veteran Population by Average Age¹

Type of Service	Average Age	March 2021
Second World War Veterans	96	20,300
Korean War Veterans	89	5,200
Total Estimated War Service Veteran Population²	94	25,500
Canadian Armed Forces - Regular Forces	62	315,000
Canadian Armed Forces - Primary Reserves	57	277,300
Total Estimated Canadian Armed Forces Veteran Population²	59	592,300
Total Estimated Canadian Veteran Population	n/a	617,800

Source: Chief Financial Officer and Corporate Services Branch

¹ Veteran population estimates are as of March 31, 2021.

² Due to rounding, the individual totals will not add to the total estimated Veteran population.

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, 2021					Average Age (March 31, 2021)
	2016-17	2017-18	2018-19	2019-20	2020-21	
War Service	25,016	20,273	15,644	12,375	8,026	95
Canadian Armed Forces (CAF)	93,123	97,231	101,049	106,744	112,252	59
Royal Canadian Mounted Police (RCMP)	12,482	13,169	13,136	14,081	16,640	59
Subtotal: Veterans	130,621	130,673	129,829	133,200	136,918	61
War Service	51,471	47,375	43,184	37,828	34,398	88
CAF	9,560	9,847	11,928	14,848	15,729	68
RCMP	945	1,032	1,139	1,225	1,317	73
Subtotal: Survivors	61,976	58,254	56,251	53,901	51,444	82
Total: VAC Veterans and Survivors	192,597	188,927	186,080	187,101	188,362	67

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2021-22	2022-23	2023-24	2024-25	2025-26
War Service	8,200	6,300	4,800	3,500	2,600
CAF	131,500	135,900	140,000	143,900	147,300
RCMP	18,400	19,400	20,300	21,300	22,000
Subtotal: Veterans	158,200	161,600	165,100	168,700	172,000
War Service	30,100	26,500	23,100	20,100	17,300
CAF	17,500	19,100	20,800	22,500	24,200
RCMP	1,500	1,600	1,800	2,000	2,200
Subtotal: Survivors	49,100	47,300	45,800	44,600	43,700
Total: VAC Veterans and Survivors²	207,300	208,900	210,900	213,300	215,600

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

² Totals may not add due to rounding.

Table 1.4 Total Number of Veterans by Sex, Service Type, and Age - March 2021

All Veterans by Sex	War Service	CAF	RCMP	Total	% Total
Male	6,656	99,498	13,996	120,150	88%
Female	1,324	12,296	2,635	16,255	12%
Unknown	46	458	9	513	0%
Total	8,026	112,252	16,640	136,918	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	2,263	74	2,337	2%	0	443	26	469	0%
30-39	0	11,046	1,172	12,218	9%	0	1,878	398	2,276	2%
40-49	0	13,331	2,173	15,504	11%	0	2,891	887	3,778	3%
50-59	0	23,599	2,825	26,424	19%	0	4,109	863	4,972	4%
60-69	0	16,659	3,890	20,549	15%	0	1,918	400	2,318	2%
70-79	0	17,453	2,852	20,305	15%	0	479	56	535	0%
80-89	756	13,575	936	15,267	11%	19	511	5	535	0%
90+	5,900	1,572	74	7,546	6%	1,305	67	0	1,372	1%
Total	6,656	99,498	13,996	120,150	88%	1,324	12,296	2,635	16,255	12%

Veterans by Age	Total Unknown Veterans				
	War Service	CAF	RCMP	Total	% Unknown
29 and under	0	1	0	1	0%
30-39	0	5	1	6	0%
40-49	0	11	0	11	0%
50-59	0	70	1	71	0%
60-69	0	96	1	97	0%
70-79	0	139	3	142	0%
80-89	4	123	3	130	0%
90+	42	13	0	55	0%
Total	46	458	9	513	0%

Source: Chief Financial Officer and Corporate Services Branch

Table 1.5 Veterans served by Area Office as of March 2021

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	399	13,415	1,188	15,002	1,881
Sydney	64	1,342	124	1,530	158
Nova Scotia Area²	463	14,757	1,312	16,532	2,039
Campbellton	64	914	104	1,082	87
Charlottetown	70	1,210	210	1,490	168
Cornerbrook	23	620	110	753	163
Oromocto	74	4,382	254	4,710	869
Saint John	204	4,262	492	4,958	391
St. John's	87	1,883	404	2,374	372
NF and LAB, NB, PEI	522	13,271	1,574	15,367	2,050
Montreal	412	3,501	345	4,258	513
Quebec	140	9,145	121	9,406	1,798
St-Jean	74	2,211	130	2,415	316
Quebec Area	626	14,857	596	16,079	2,627
Gatineau	46	2,329	239	2,614	318
Ottawa	459	8,314	1,125	9,898	1,059
Pembroke	92	3,830	130	4,052	540
National Capital Area	597	14,473	1,494	16,564	1,917
Kingston	174	4,400	140	4,714	540
Peterborough	228	955	36	1,219	124
Thunder Bay	120	661	17	798	115
Toronto	964	2,103	107	3,174	339
Trenton	117	3,156	30	3,303	303
Central Ontario Area	1,603	11,275	330	13,208	1,421
Hamilton	366	1,822	94	2,282	228
London	234	1,408	94	1,736	259
North Bay	171	1,765	31	1,967	260
Mississauga	740	4,362	272	5,374	411
Windsor	230	1,503	69	1,802	127
South Western Ontario Area	1,741	10,860	560	13,161	1,285
Brandon	99	1,097	228	1,424	142
Calgary	402	4,219	1,230	5,851	432
Edmonton	314	7,905	1,440	9,659	1,146
Regina	122	778	539	1,439	103
Saskatoon	167	766	374	1,307	119
Winnipeg	285	2,484	491	3,260	331
Prairie Area	1,389	17,249	4,302	22,940	2,273
Kelowna	163	1,215	752	2,130	117
Penticton	264	1,698	949	2,911	154
Prince George	37	477	335	849	78
Surrey	461	1,986	1,434	3,881	201
Vancouver	381	1,407	649	2,437	231
Victoria	646	7,705	1,086	9,437	839
British Columbia and the North	1,952	14,488	5,205	21,645	1,620
Foreign Country Operations	122	1,214	63	1,399	94
Unknown/Missing	0	10	13	23	2
Total	9,015	112,454	15,449	136,918	15,328

Source: Chief Financial Officer and Corporate Services Branch

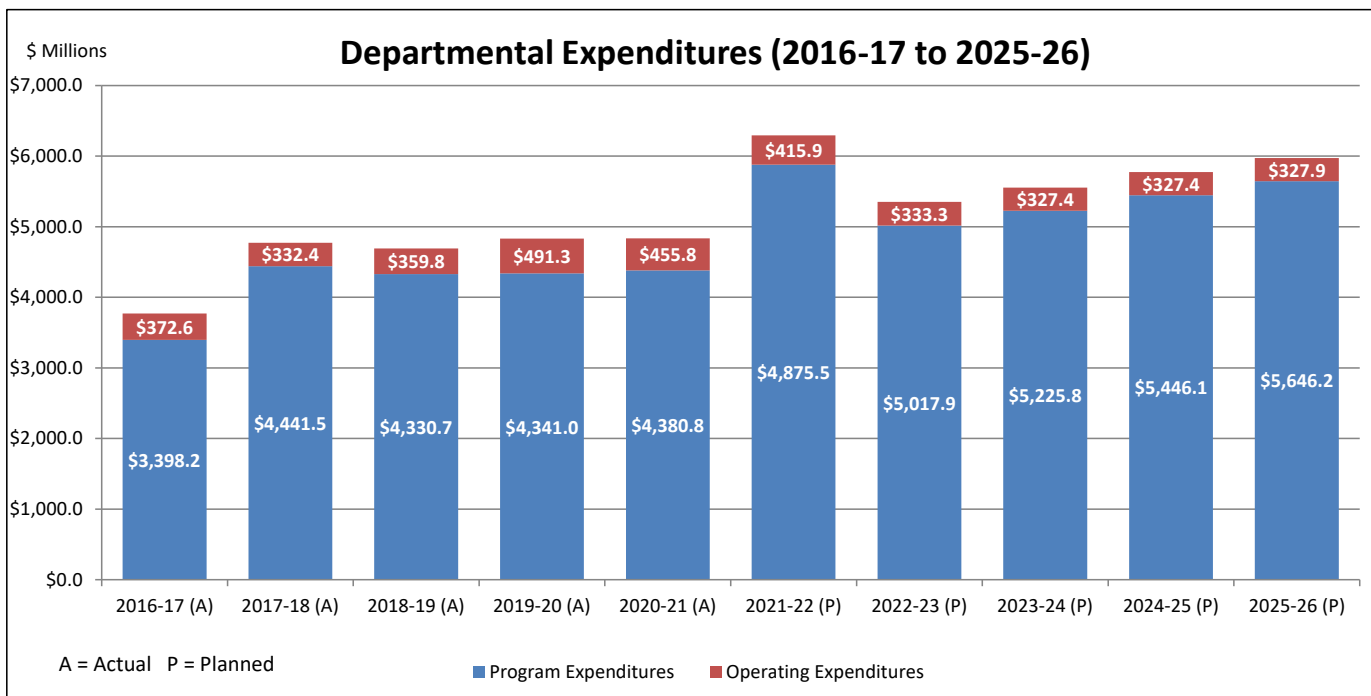
¹ A Case Plan is a set of organized interventions/actions accompanied by a chronological listing of scheduled follow ups and monitoring, which respond to the unmet needs and desired goals of the Veteran.

² Nova Scotia Area includes Foreign Countries Operations

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

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



Expenditures (in \$ millions)	Actual				
	2016-17	2017-18	2018-19	2019-20	2020-21
Total Program ¹	\$3,398.2	\$4,441.5	\$4,330.7	\$4,341.0	\$4,380.8
Total Operating ²	\$372.6	\$332.4	\$359.8	\$491.3	\$455.8
Total: Actual Expenditures³	\$3,770.8	\$4,773.9	\$4,690.5	\$4,832.3	\$4,836.6

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Total Program ¹	\$5,880.1	\$5,017.9	\$5,225.8	\$5,446.1	\$5,646.2
Total Operating ^{2,5}	\$415.9	\$333.3	\$327.4	\$327.4	\$327.9
Total: Planned Expenditures	\$6,296.0	\$5,351.2	\$5,553.2	\$5,773.5	\$5,974.1

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, TOTH 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.

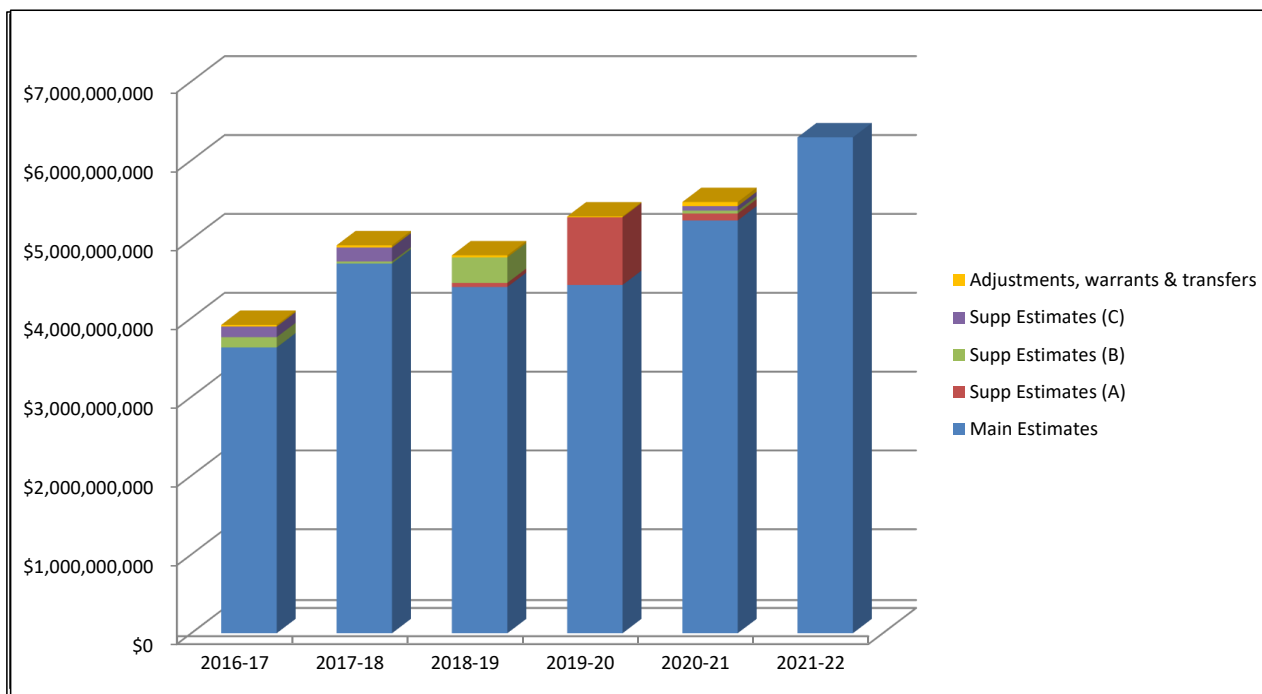
³ Totals may not add due to rounding.

⁴ Planned spending figures (FY 2021-22 through to 2025-26) are based on forecasts prepared in October 2020 by the Statistics Directorate, Finance.

⁵ Planned spending figures (FY 2021-2022 to 2025-2026) for Operating Expenditures are based on the 2021-22 Annual Reference Level Update.

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for the 2021-22 fiscal year is currently \$6.29 billion. Over 90% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Main Estimates	\$3,628,281,702	\$4,691,399,582	\$4,394,554,432	\$4,419,994,365	\$5,237,702,254	\$6,290,972,437
% change from Previous Year	1.4%	29.3%	-6.3%	0.6%	18.5%	20.1%
Supp Estimates (A)	-	-	\$51,618,013	\$857,597,414	\$87,725,159	
Supp Estimates (B)	\$129,961,829	\$26,213,870	\$323,177,757	-	\$37,759,214	
Supp Estimates (C)	\$134,848,828	\$177,172,873	-	-	\$56,268,000	
Adjustments, warrants & transfers ¹	\$21,338,217	\$27,750,542	\$26,547,620	\$11,173,956	\$51,712,957	
Total Authorities	\$3,914,430,576	\$4,922,536,867	\$4,795,897,822	\$5,288,765,735	\$5,471,167,584	\$6,290,972,437
% Increase from Previous Year	8.6%	25.8%	-2.6%	10.3%	3.4%	15.0%

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes adjustments/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 - Actuals

Expenditures By Program (in \$ millions)	Actual as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Disability Pensions	\$1,331.1	\$1,261.2	\$1,215.9	\$1,227.0	\$1,125.0
Disability Awards ¹	\$700.0	\$1,621.4	\$1,323.7	\$115.6	\$3.0
Pain and Suffering Compensation	-	-	-	\$917.0	\$1,085.5
Additional Pain and Suffering Compensation	-	-	-	\$119.1	\$154.1
Other Health Purchased Services	\$590.1	\$583.3	\$621.6	\$630.2	\$627.6
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$350.2	\$344.6	\$342.2	\$339.2	\$339.1
Earnings Loss	\$269.9	\$420.1	\$527.7	\$13.9	\$7.0
Career Impact Allowance (CIA) ²	\$79.7	\$123.1	\$189.0	\$0.0	\$0.1
Income Replacement Benefit	-	-	-	\$777.5	\$868.4
Canadian Forces Income Support	\$1.1	\$1.5	\$1.5	\$1.9	\$2.1
Supplementary Retirement Benefit ³	\$0.3	\$0.3	\$0.6	\$40.6	\$0.9
War Veterans Allowance	\$6.5	\$6.1	\$5.7	\$4.6	\$3.8
Rehabilitation and New Veterans Charter (NVC) Support Services	\$33.5	\$43.6	\$53.2	\$62.1	\$65.5
Education and Training Benefit	-	-	\$12.3	\$20.6	\$23.4
Retirement Income Security Benefit	\$0.5	\$0.9	\$1.6	\$0.1	\$0.0
Veterans Emergency Fund	-	-	\$1.2	\$1.5	\$1.5
Veteran and Family Well-Being Fund	-	-	\$3.0	\$4.8	\$7.0
Critical Injury Benefit	\$2.5	\$1.2	\$0.7	\$0.8	\$1.4
Caregiver Recognition benefit	-	-	\$6.6	\$9.5	\$10.6
Family Caregiver Relief Benefit ⁴	\$2.1	\$2.8	\$0.3	\$0.0	\$0.0
Subtotal: Program Expenditures⁵	\$3,367.5	\$4,410.1	\$4,306.8	\$4,285.9	\$4,325.9
Other Program Expenditures ^{6,7,8}	\$30.7	\$31.4	\$23.9	\$55.1	\$54.9
Total Program Expenditures⁵	\$3,398.2	\$4,441.5	\$4,330.7	\$4,341.0	\$4,380.8

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes Financial Counseling expenditures.

² Includes CIA Supplement.

³ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit (IRB). As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision rendered prior to April 1, 2019, are being paid out what they had accrued in SRB up to

⁴ The Family Caregiver Relief Benefit was replaced by the Caregiver Recognition Benefit as of April 1, 2018.

⁵ Totals may not add due to rounding.

⁶ Includes Other Grants & Contributions such as the Last Post Fund, Commonwealth War Graves Commission, Commemorative Partnership Program, etc.

⁷ Expenditures 2019-2020: Government of Canada invests \$30 million in order to recognize the Métis veterans of the second world war for their experiences before and after the war and to support commemorative initiatives to promote awareness of the Métis people and the general Canadian population to the sacrifices and contributions of Métis veterans.

⁸ Expenditures 2020-2021: Government of Canada invested \$20 million for statutory payments to support Veterans organizations

Chapter 3: Program Expenditure Overview.../cont'd

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

Table 3.2 Expenditures by Program - Forecasts

Expenditures By Program (in \$ millions)	Forecast ¹				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability Pensions ²	\$1,085.3	\$1,053.8	\$1,024.9	\$998.6	\$975.2
Disability Awards ^{3,4}	\$2.2	\$0.8	\$0.3	\$0.1	\$0.0
Pain and Suffering Compensation	\$2,149.2	\$1,153.0	\$1,202.4	\$1,251.9	\$1,291.1
Additional Pain and Suffering Compensation	\$178.0	\$192.2	\$211.7	\$233.5	\$256.1
Other Health Purchased Services	\$840.9	\$874.2	\$903.5	\$936.7	\$950.1
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$383.4	\$399.4	\$416.8	\$436.1	\$454.4
Earnings Loss	\$6.3	\$5.6	\$5.1	\$4.6	\$4.1
Career Impact Allowance (CIA) ⁵	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Income Replacement Benefit	\$1,042.7	\$1,145.2	\$1,253.5	\$1,368.9	\$1,489.1
Canadian Forces Income Support	\$2.7	\$3.0	\$3.3	\$3.5	\$3.8
Supplementary Retirement Benefit ⁶	\$0.8	\$0.0	\$0.0	\$0.0	\$0.0
War Veterans Allowance	\$3.7	\$3.3	\$3.0	\$2.7	\$2.4
Rehabilitation and NVC Support Services	\$89.2	\$92.9	\$96.9	\$101.1	\$105.5
Education and Training Benefit	\$28.8	\$25.4	\$29.4	\$34.7	\$35.5
Retirement Income Security Benefit	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1
Veterans Emergency Fund	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0
Veteran and Family Well-Being Fund	\$8.0	\$8.0	\$8.0	\$3.0	\$3.0
Critical Injury Benefit	\$1.7	\$1.7	\$1.7	\$1.8	\$1.8
Caregiver Recognition Benefit	\$14.1	\$17.0	\$20.6	\$24.8	\$30.0
Subtotal: Program Expenditures⁷	\$5,837.9	\$4,976.6	\$5,182.3	\$5,403.1	\$5,603.2
Other Program Expenditures ⁸	\$42.2	\$41.3	\$43.5	\$43.0	\$43.0
Total Program Expenditures⁷	\$5,880.1	\$5,017.9	\$5,225.8	\$5,446.1	\$5,646.2

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

² Forecast does not include Disability Pension Corrective Payments.

³ Includes Financial Counseling expenditures.

⁴ The Pain and Suffering Compensation replaces the Disability Award (DA) as the new non-taxable monthly benefit on April 1, 2019.

⁵ Includes CIA Supplement.

⁶ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit (IRB). As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision rendered prior to April 1, 2019, are being paid out what they had accrued in SRB up to March 31, 2019.

⁷ Totals may not add due to rounding.

⁸ Includes Other Grants & Contributions such as the Last Post Fund, Commonwealth War Graves Commission, Commemorative Partnership Program, etc.

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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, Disability Benefits changed 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	109,338	109,460	110,848	112,631	114,888
Survivors	51,999	49,776	46,386	43,428	39,419
Subtotal: Veterans & Survivors	161,337	159,236	157,234	156,059	154,307
RCMP	13,424	14,371	15,328	16,436	17,867
Total Recipients	174,761	173,607	172,562	172,495	172,174

Source: Chief Financial Officer and Corporate Services Branch

Disability Pensions (DP)

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	64,804	60,087	56,168	52,177	49,365
Survivors	51,227	48,790	45,283	40,704	38,189
Total Recipients	116,031	108,877	101,451	92,881	87,554
Attendance Allowance	6,732	6,315	6,466	6,060	5,914
Exceptional Incapacity Allowance	1,524	1,507	1,517	1,422	1,357
Clothing Allowance	1,369	1,374	1,415	1,416	1,487

Disability Pension Recipients ¹	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans	47,600	45,200	42,900	40,900	39,000
Survivors	35,000	32,300	29,800	27,500	25,300
Total Recipients	82,600	77,500	72,700	68,400	64,300
Attendance Allowance	5,800	5,400	5,100	4,900	4,600
Exceptional Incapacity Allowance	1,400	1,400	1,300	1,200	1,200
Clothing Allowance	1,400	1,400	1,300	1,300	1,200

Source: Chief Financial Officer and Corporate Services Branch

¹ Excludes RCMP.

² VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veteran Pensions	\$729.0	\$689.9	\$676.6	\$647.6	\$639.9
Survivor Pensions	\$517.2	\$488.3	\$454.5	\$432.7	\$405.9
Subtotal: Pensions	\$1,246.2	\$1,178.2	\$1,131.1	\$1,080.4	\$1,045.8
Total Special Awards	\$85.5	\$83.7	\$85.0	\$84.1	\$81.7
Total Pensions and Special Awards (Includes Adjustments and Corrective Payments)^{1,2,3}	\$1,331.7	\$1,261.9	\$1,216.5	\$1,227.6	\$1,125.5

Disability Pension Expenditures (in \$ millions)	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veteran Pensions	\$624.9	\$614.3	\$606.6	\$600.6	\$596.3
Survivor Pensions	\$378.8	\$360.4	\$342.0	\$323.9	\$306.9
Subtotal: Pensions	\$1,003.7	\$974.7	\$948.6	\$924.5	\$903.2
Total Special Awards	\$81.6	\$79.1	\$76.4	\$74.0	\$72.0
Total Pensions and Special Awards⁵	\$1,085.3	\$1,053.8	\$1,024.9	\$998.6	\$975.2

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

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

³ [More information about the payment can be found at this link Disability Pension Corrective Payment.](#)

⁴ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

⁵ Excludes Gallantry Awards & Flying Accidents.

Disability Awards (DA)

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, 2019, the maximum award is \$374,169.60, 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. The Pain and Suffering Compensation replaced the Disability Award (DA) as the new non-taxable monthly benefit on April 1, 2019.

Table 4.4 Disability Award Recipients^{1,2}

Disability Awards	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	61,759	67,575	73,844	-	-
Survivors	1,373	1,581	2,383	-	-
Subtotal Awards	63,132	69,156	76,227	-	-
Death Benefits	467	538	602	-	-
Total Awards	63,599	69,694	76,829	-	-

Disability Awards	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability Awards	-	-	-	-	-
Death Benefits	-	-	-	-	-
Total Awards	-	-	-	-	-

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 April 1, 2019 Pain and Suffering Compensation was introduced and replaced Disability Awards. As of April 1, 2019 Disability Award recipients are Pain and Suffering Compensation recipients. Expenditures include one-time DA additional amount as well as DA max rate adjustments and outstanding periodic payments.

³ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2021				
	2016-17	2017-18 ¹	2018-19 ¹	2019-20 ¹	2020-21 ¹
Disability Awards	\$690.0	\$1,603.9	\$1,306.7	\$115.1	\$2.8
Death Benefits	\$10.0	\$17.5	\$16.9	\$0.6	\$0.3
Total Awards²	\$700.0	\$1,621.4	\$1,323.7	\$115.6	\$3.0

Disability Award Expenditures (in \$ millions)	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability Awards	\$2.2	\$0.8	\$0.3	\$0.1	\$0.0
Death Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Total Awards	\$2.2	\$0.8	\$0.3	\$0.1	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

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 is prepared in October 2020 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	17,225	18,202	19,164	19,811	19,642
Survivors	1,068	1,133	1,280	1,447	1,758
Total Recipients²	18,293	19,335	20,444	21,258	21,400

Source: Chief Financial Officer and Corporate Services Branch

¹ Please note that these clients are included in tables 4.1, 4.2 and the Pain and Suffering Compensation.

² Excludes RCMP

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 December 31, 2020.

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, 2021¹

Disability Class	Veterans			Survivors	
	Disability Pension (DP) Only	Disability Pension & Award & Pain and Suffering Award	Disability Award/Pain and Suffering Compensation Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,911	3,556	2,165	7,632	3,986
Class 2 (93%-97%)	320	578	494	1,392	189
Class 3 (88%-92%)	438	647	590	1,675	255
Class 4 (83%-87%)	479	678	692	1,849	296
Class 5 (78%-82%)	645	730	783	2,158	514
Class 6 (73%-77%)	742	757	933	2,432	433
Class 7 (68%-72%)	893	822	1,116	2,831	597
Class 8 (63%-67%)	1,012	783	1,345	3,140	644
Class 9 (58%-62%)	1,250	860	1,501	3,611	932
Class 10 (53%-57%)	1,363	864	1,897	4,124	896
Class 11 (48%-52%)	2,009	885	2,137	5,031	1,736
Class 12 (43%-47%)	1,828	1,000	2,224	5,052	972
Class 13 (38%-42%)	2,547	1,072	2,830	6,449	1,788
Class 14 (33%-37%)	2,436	1,101	3,009	6,546	2,004
Class 15 (28%-32%)	3,217	1,179	3,888	8,284	3,130
Class 16 (23%-27%)	3,637	1,173	4,283	9,093	3,824
Class 17 (18%-22%)	4,352	1,095	5,648	11,095	4,455
Class 18 (13%-17%)	4,244	982	7,005	12,231	3,492
Class 19 (8%-12%)	5,730	694	10,834	17,258	4,219
Class 20 (5%-7%)	5,137	188	8,526	13,851	4,677
Class 21 (1%-4%)	1,917	15	3,619	5,551	71
Nil Assessments	143	1	4	148	1,630
Not Available	1	0	0	1	0
Total	46,251	19,660	65,523	131,434	40,740

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes RCMP

Table 4.8 Most Common Medical Conditions¹ (Fiscal Year 2020-21)

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	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder
2	Tinnitus	Tinnitus	Tinnitus	Tinnitus
3	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Hearing Loss	Hearing Loss
4	Lumbar Disc Disease	Lumbar Disc Disease	Lumbar Disc Disease	Lumbar Disc Disease
5	Osteoarthritis Knee	Osteoarthritis Knee	Osteoarthritis Knee	Cervical Disc Disease
6	Cervical Disc Disease	Cervical Disc Disease	Cervical Disc Disease	Depressive Disorders, including Dysthymia and Major Depression
7	Internal Derangement Knee	Internal Derangement Knee	Depressive Disorders, including Dysthymia and Major Depression	Chronic Mechanical Low Back Pain
8	Depressive Disorders, including Dysthymia and Major Depression	Depressive Disorders, including Dysthymia and Major Depression	Internal Derangement Knee	Osteoarthritis Knee
9	Osteoarthritis Lumbar Spine	Osteoarthritis Lumbar Spine	Osteoarthritis Lumbar Spine	Internal Derangement Knee
10	Chronic Mechanical Low Back Pain	Chronic Mechanical Low Back Pain	Osteoarthritis Hip	Erectile Dysfunction

Source: Chief Financial Officer and Corporate Services Branch

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

² Afghanistan Veterans are also included under CAF Veterans.

Table 4.9 Most Common Conditions - First Applications Completed (Fiscal Year 2020-21)

The table below represents the number of decisions for fiscal year 2020-21 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	4,927	90%	574	10%	5,501
Post Traumatic Stress Disorder	3,475	96%	140	4%	3,615
Hearing Loss	2,860	67%	1,411	33%	4,271
Depressive Disorders	794	95%	45	5%	839
Lumbar Disc Disease	731	88%	96	12%	827
Osteoarthritis Knee	588	84%	108	16%	696
Osteoarthritis Hip	545	82%	119	18%	664
Adjustment Disorder	498	94%	31	6%	529
Cervical Disc Disease	438	76%	139	24%	577
Arthrosis of Knee	414	81%	98	19%	512

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Applications					
Favourable (Approved) Decisions	15,445	17,648	18,729	20,593	20,773
Unfavourable (Denied) Decisions	3,242	3,516	4,131	4,739	3,607
Total Applications - Decisions Rendered ¹	18,687	21,164	22,860	25,332	24,380
Favourable Rate (Dockets) %	83%	83%	82%	81%	85%
Medical Conditions					
Favourable (Approved) Conditions	22,567	27,715	26,077	29,110	27,497
Unfavourable (Denied) Conditions	8,281	7,967	8,463	9,161	6,986
Total Conditions - Decisions Rendered	30,848	35,682	34,540	38,271	34,483
Favourable Rate (Conditions) %	73%	78%	75%	76%	80%

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Recipients ¹	35	16	9	11	18
Expenditures (in \$ millions)	\$2.5	\$1.2	\$0.7	\$0.8	\$1.4

Critical Injury Benefit (CIB)	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients	21	21	21	21	21
Expenditures (in \$ millions)	\$1.7	\$1.7	\$1.7	\$1.8	\$1.8

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients is based on completed application date.

² VAC Client and Expenditure Forecast is prepared in October 2020 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
War Service Veterans	28,266	23,330	18,548	14,565	10,790
Canadian Armed Forces (CAF) Veterans	51,698	55,422	60,141	63,655	63,940
Total Recipients	79,964	78,752	78,689	78,220	74,730

Treatment Benefits Recipients	Forecast ¹				
	2021-22	2022-23	2023-24	2024-25	2025-26
War Service Veterans	9,700	7,500	5,600	4,200	3,000
Canadian Armed Forces (CAF) Veterans	85,200	90,600	93,200	95,600	97,700
Total Recipients	94,900	98,100	98,800	99,800	100,700

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Table 5.2 Treatment Benefits and Other Health Purchased Services Expenditures

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
POC 1 - Aids for Daily Living	\$1.7	\$1.6	\$1.7	\$1.6	\$1.4
POC 2 - Ambulance Services	\$1.3	\$1.1	\$0.8	\$0.7	\$0.5
POC 3 - Audio Program	\$44.6	\$44.1	\$45.7	\$41.0	\$37.9
POC 4 - Dental Services	\$11.4	\$10.1	\$9.1	\$9.9	\$4.9
POC 5 - Hospital Services	\$10.4	\$10.7	\$13.1	\$12.5	\$12.3
POC 6 - Medical Services	\$3.1	\$4.2	\$5.2	\$6.1	\$7.2
POC 7 - Medical Supplies	\$4.9	\$4.5	\$4.1	\$3.9	\$4.0
POC 8 - Nursing Services	\$7.6	\$6.9	\$6.8	\$6.4	\$4.7
POC 9 - Oxygen Therapy	\$2.0	\$1.8	\$2.1	\$2.4	\$2.4
POC 10 - Prescription Drugs ¹	\$70.9	\$66.3	\$66.2	\$66.1	\$71.8
POC 10 - Cannabis for Medical Purposes	\$63.7	\$50.8	\$74.6	\$85.2	\$119.0
POC 11 - Prosthetics & Orthotics	\$3.5	\$3.4	\$3.6	\$4.2	\$4.3
POC 12 - Related Health Services	\$58.8	\$71.7	\$86.7	\$92.2	\$91.3
POC 13 - Special Equipment	\$20.7	\$19.4	\$19.3	\$18.0	\$13.6
POC 14 - Vision Care	\$3.6	\$3.2	\$2.6	\$2.4	\$1.6
Subtotal: Treatment Benefits Expenditures^{2,3}	\$308.0	\$299.6	\$340.9	\$352.7	\$375.2
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$203.4	\$192.3	\$184.1	\$173.4	\$157.2
Veterans Travel	\$18.2	\$19.6	\$22.6	\$24.8	\$15.2
Other Remainder of OHPS ⁴	\$60.4	\$71.7	\$74.2	\$79.3	\$80.0
Subtotal: OHPS Expenditures²	\$282.0	\$283.7	\$280.9	\$277.5	\$252.4
Total: Treatment Benefits and OHPS Expenditures²	\$590.1	\$583.3	\$621.6	\$630.2	\$627.6

Treatment Benefits and OHPS Expenditures (in \$ millions)	Forecast ⁵				
	2021-22	2022-23	2023-24	2024-25	2025-26
POC 1 - Aids for Daily Living	\$1.7	\$1.8	\$1.8	\$1.8	\$1.7
POC 2 - Ambulance Services	\$0.7	\$0.7	\$0.6	\$0.6	\$0.6
POC 3 - Audio Program	\$48.9	\$47.6	\$44.4	\$40.5	\$41.5
POC 4 - Dental Services	\$7.6	\$7.4	\$7.0	\$6.8	\$6.7
POC 5 - Hospital Services	\$17.6	\$19.0	\$19.9	\$20.9	\$21.7
POC 6 - Medical Services	\$9.1	\$9.8	\$10.3	\$10.8	\$11.2
POC 7 - Medical Supplies	\$4.7	\$4.9	\$5.0	\$5.3	\$5.3
POC 8 - Nursing Services	\$7.0	\$7.0	\$6.9	\$6.9	\$6.9
POC 9 - Oxygen Therapy	\$3.2	\$3.4	\$3.5	\$3.6	\$3.7
POC 10 - Prescription Drugs ¹	\$89.5	\$98.0	\$104.8	\$112.6	\$115.8
POC 10 - Cannabis for Medical Purposes (CMP) ^b	\$185.1	\$185.1	\$185.1	\$185.1	\$185.1
POC 11 - Prosthetics & Orthotics	\$5.6	\$6.0	\$6.2	\$6.5	\$6.7
POC 12 - Related Health Services	\$151.1	\$177.3	\$201.2	\$227.7	\$237.0
POC 13 - Special Equipment	\$18.7	\$18.5	\$18.0	\$17.7	\$17.7
POC 14 - Vision Care	\$2.2	\$2.1	\$2.0	\$1.9	\$1.9
Subtotal: Treatment Benefits Expenditures^{2,3}	\$552.7	\$588.5	\$616.9	\$648.6	\$663.4
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$162.6	\$155.8	\$150.6	\$146.2	\$142.5
Veterans Travel	\$35.3	\$39.2	\$44.9	\$51.2	\$53.4
Other Remainder of OHPS ⁴	\$94.5	\$95.2	\$95.9	\$95.9	\$95.9
Subtotal: OHPS Expenditures²	\$292.5	\$290.2	\$291.4	\$293.2	\$291.8
Total: Treatment Benefits and OHPS Expenditures²	\$840.9	\$874.2	\$903.5	\$936.7	\$950.1

Source: Chief Financial Officer and Corporate Services Branch

¹ Line item, Prescription Drugs, does not include the cost of reimbursing cannabis for medical purposes.

² Totals may not add due to rounding.

³ Treatment Benefit expenditures include an adjustment to match FreeBalance.

⁴ 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.

⁵ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

⁶ The rapid increase in Veteran utilization of CMP, along with the introduction of VAC's Cannabis Reimbursement Policy in 2017, has made regression modeling unreliable beyond the short-term. Therefore, the CMP forecast has been flat-lined at 2019-20 and will be updated in the future as the program gains stability. A methodology change in the next forecast cycle removes the flat line and accounts for recent trends in CMP data.

Veterans Independence Program (VIP)

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

Table 5.3 Veterans Independence Program Recipients

VIP Recipients	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
War Service Veterans	21,497	17,548	13,910	11,668	9,137
Canadian Armed Forces Veterans	32,912	35,807	38,822	42,022	44,399
Subtotal: Veterans	54,409	53,355	52,732	53,690	53,536
Survivors	36,445	34,931	33,094	30,165	28,173
Total VIP Recipients¹	90,854	88,286	85,826	83,855	81,709

VIP Recipients	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
War Service Veterans	7,000	5,400	4,100	3,000	2,200
Canadian Armed Forces Veterans	55,700	57,900	60,000	61,900	63,700
Subtotal: Veterans	62,600	63,300	64,100	65,000	65,900
Survivors	28,400	27,700	27,000	26,400	25,900
Total VIP Recipients¹	91,000	91,000	91,100	91,400	91,800

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² VAC Client and Expenditure Forecast prepared in October 2020 by the Statistics Directorate, Finance.

Table 5.4 Veterans Independence Program Expenditures

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Ambulatory Care	\$0.4	\$0.3	\$0.3	\$0.3	\$0.1
Health and Support Services	\$0.9	\$1.1	\$1.6	\$2.1	\$1.4
Access to Nutrition	\$6.0	\$5.2	\$4.8	\$4.5	\$4.6
Personal Care	\$25.0	\$25.6	\$27.4	\$26.9	\$29.1
Housekeeping ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Grounds Maintenance ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Transportation Services	\$0.7	\$0.5	\$0.4	\$0.3	\$0.2
Home Adaptations	\$1.5	\$1.7	\$2.3	\$2.8	\$2.8
Adult Residential Care ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$46.7	\$44.6	\$38.4	\$34.6	\$33.7
Subtotal: Contributions²	\$81.3	\$79.1	\$75.3	\$71.5	\$71.9
Housekeeping & Grounds Maintenance Grants ²	\$268.8	\$265.5	\$266.9	\$267.6	\$267.1
Total: VIP Expenditures²	\$350.2	\$344.6	\$342.2	\$339.2	\$339.1

VIP Expenditures (in \$ millions)	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
Ambulatory Care	\$0.3	\$0.3	\$0.3	\$0.3	\$0.3
Health and Support Services	\$2.6	\$2.7	\$2.9	\$3.1	\$3.3
Access to Nutrition	\$4.3	\$4.3	\$4.2	\$4.3	\$4.3
Personal Care	\$31.3	\$33.3	\$35.5	\$38.1	\$38.3
Transportation Services	\$0.2	\$0.2	\$0.1	\$0.1	\$0.1
Home Adaptations	\$3.4	\$3.7	\$3.9	\$4.1	\$4.4
Adult Residential Care ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$38.3	\$39.2	\$40.5	\$41.9	\$43.4
Subtotal: Contributions²	\$80.4	\$83.7	\$87.5	\$91.9	\$94.1
Housekeeping (Grants)	\$217.1	\$224.7	\$232.8	\$241.9	\$251.9
Grounds Maintenance (Grants)	\$85.8	\$91.0	\$96.4	\$102.2	\$108.3
Subtotal: Grants	\$303.0	\$315.7	\$329.3	\$344.2	\$360.2
Total: VIP Expenditures²	\$383.4	\$399.4	\$416.8	\$436.1	\$454.4

Source: Chief Financial Officer and Corporate Services Branch

¹ Some figures are too low to round to millions and are reported as \$0.0.

² Totals may not add due to rounding.

³ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Long Term Care (LTC)

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans in Departmental Beds	n/a ¹	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	2,157	1,810	1,525	1,285	946
Veterans in Community Beds (LTC funded)	1,247	1,288	1,027	928	718
Veterans in Community Beds (VIP funded)	2,326	2,012	1,969	1,776	1,470
Total : Veterans in LTC Beds	5,730	5,110	4,521	3,989	3,134
Veterans in Departmental Beds	n/a ¹	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	\$183.1	\$175.6	\$169.0	\$160.4	\$147.0
Veterans in Community Beds (LTC funded)	\$20.3	\$16.8	\$15.1	\$13.0	\$10.2
Veterans in Community Beds (VIP funded)	\$46.7	\$44.6	\$38.4	\$34.6	\$33.7
Subtotal : LTC Facility Funding	\$250.1	\$237.0	\$222.5	\$208.0	\$190.9
Additional Funding: Ste. Anne's Hospital (SAH) ²	\$55.7	\$4.9	\$0.0	\$0.0	\$0.0
Total: LTC Expenditures	\$305.8	\$241.9	\$222.5	\$208.0	\$190.9

Care Settings	Forecast ⁴				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans in Contract Beds (LTC funded)	844	651	494	368	270
Veterans in Community Beds (LTC funded)	640	519	425	347	289
Veterans in Community Beds (VIP funded)	1,638	1,577	1,538	1,522	1,521
Total: Forecasted Veterans in LTC Beds	3,122	2,747	2,457	2,237	2,080
Veterans in Contract Beds (LTC funded)	\$152.7	\$147.5	\$143.5	\$140.1	\$137.4
Veterans in Community Beds (LTC funded)	\$9.9	\$8.3	\$7.1	\$6.0	\$5.2
Veterans in Community Beds (VIP funded)	\$38.3	\$39.2	\$40.5	\$41.9	\$43.4
Total: Forecasted LTC Funding⁵	\$200.9	\$195.0	\$191.1	\$188.1	\$185.9

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 is prepared in October 2020 by the Statistics Directorate, Finance.

⁵ Totals may not add due to rounding.

Rehabilitation and New Veterans Charter (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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	11,600	13,058	13,570	13,987	14,208
Survivors/Spouses	187	175	179	212	169
Total Rehabilitation Recipients	11,787	13,233	13,749	14,199	14,377
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$33.5	\$43.6	\$53.2	\$62.1	\$65.5

Rehabilitation Recipients & Expenditures	Forecast ³				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans	14,400	14,700	15,000	15,300	15,600
Survivors/Spouses	220	230	240	240	240
Total Rehabilitation Recipients	14,620	14,930	15,240	15,540	15,840
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$89.2	\$92.9	\$96.9	\$101.1	\$105.5

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 is prepared in October 2020 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.

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. April 1, 2019, Pension for Life (PFL) was 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, 2020				
	2016-17	2017-18	2018-19	2019-20	2020-21
Temporary	7,375	9,193	7,729	-	-
Extended	4,250	5,677	9,805	-	-
Total: Recipients (Veterans and Survivors)	11,625	14,870	17,534	-	-
Expenditures (in \$ millions)	\$269.9	\$420.1	\$527.7	\$13.9	\$7.0

Earnings Loss Recipients and Expenditures	Forecast ^{2,3}				
	2021-22	2022-23	2023-24	2024-25	2025-26
Temporary	-	-	-	-	-
Extended	-	-	-	-	-
Total: Recipients (Veterans and Survivors)⁴	-	-	-	-	-
Expenditures (in \$ millions)	\$6.3	\$5.6	\$5.1	\$4.6	\$4.1

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 VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

³ Expenditures are forecasted to account for recalculations, adjustments or appeals for clients who were in the program prior to April 1, 2019.

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. April 1, 2019, Pension for Life (PFL) was introduced, as a result, the Career Impact Allowance has become the Additional Pain and Suffering Compensation.

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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Recipients (Veterans)	6,011	7,801	12,805	-	-
Recipients Receiving CIA Supplement	3,410	4,372	6,956	-	-
Expenditures (in \$ millions)	\$79.7	\$123.1	\$189.0	\$0.0	\$0.1

Source: Chief Financial Officer and Corporate Services Branch

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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, the Supplementary Retirement Benefit (SRB) Program, along with the Retirement Income Support Benefit (RISB) have been consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures¹

Supplementary Retirement Benefit Recipients and Expenditures	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Recipients (Veterans)	76	79	151	10,333	181
Expenditures (in \$ thousands)	\$306	\$312	\$613	\$40,592	\$909

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ^{2,3}				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients (Veterans)	140	-	-	-	-
Expenditures (in \$ thousands)	\$764	\$0	\$0	\$0	\$0

Source: Chief Financial Officer and Corporate Services Branch

¹ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit (IRB). As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision rendered prior to April 1, 2019, are being paid out what they had accrued in SRB up to March 31, 2019.

² VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

³ Forecasted expenditures account for clients who did not receive their payout in 2019-20.

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) was introduced. As a result, the Retirement Income Support Benefit (RISB), along with the Supplementary Retirement Benefit (SRB) Program have been 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Recipients	72	124	183	-	-
Expenditures (in \$ millions)	\$0.5	\$0.9	\$1.6	\$0.1	\$0.0

Retirement Income Support Benefit (RISB)	Forecast ^{1,2}				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients	-	-	-	-	-
Expenditures (in \$ millions)	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1

Source: Chief Financial Officer and Corporate Services Branch

¹ VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

² Expenditures are forecasted to account for pending applications for clients who applied before April 1, 2019 and recalculations or adjustments for clients who were in the program prior to April 1, 2019.

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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, Canadian Forces Income Support along with the Income Replacement Benefit, 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Recipients	64	78	86	95	106
Expenditures (in \$ millions)	\$1.1	\$1.5	\$1.5	\$1.9	\$2.1

Canadian Forces Income Support Recipients and Expenditures	Forecast ¹				
	2021-22	2022-23	2023-24	2024-25	2025-26
Recipients	125	140	150	160	165
Expenditures (in \$ millions)	\$2.7	\$3.0	\$3.3	\$3.5	\$3.8

Source: Chief Financial Officer and Corporate Services Branch

¹VAC Client and Expenditure Forecast is prepared in October 2020 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, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	355	323	274	198	148
Survivors	1,796	1,572	1,376	1,193	1,026
Total Recipients	2,151	1,895	1,650	1,391	1,174

WVA Recipients	Forecast ¹				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans	130	110	90	70	60
Survivors	940	840	740	660	590
Total Recipients	1,080	950	830	730	650

Source: Chief Financial Officer and Corporate Services Branch

¹VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Table 6.7 War Veterans Allowance Expenditures

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
Veterans	\$1.0	\$1.1	\$1.2	\$0.7	\$0.5
Survivors	\$5.5	\$5.0	\$4.6	\$3.9	\$3.4
Budget Implementation Act Payments	-	-	\$0.0	\$0.0	\$0.0
Total Expenditures¹	\$6.5	\$6.1	\$5.7	\$4.6	\$3.9

WVA Expenditures (in \$ millions)	Forecast ²				
	2021-22	2022-23	2023-24	2024-25	2025-26
Veterans	\$0.5	\$0.4	\$0.3	\$0.3	\$0.2
Survivors	\$3.2	\$2.9	\$2.6	\$2.4	\$2.1
Total Expenditures¹	\$3.7	\$3.3	\$3.0	\$2.7	\$2.4

Source: Chief Financial Officer and Corporate Services Branch

¹Totals may not add due to rounding.

²Expenditure breakdown provided at fiscal year end only.

²VAC Client and Expenditure Forecast is prepared in October 2020 by the Statistics Directorate, Finance.

Chapter 7: 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 7.1 Veterans with Psychiatric Disability in Receipt of Disability Benefits

Veterans	Actuals as of March 31, 2021				
	2016-17	2017-18	2018-19	2019-20	2020-21
War Service	925	751	627	505	387
Canadian Armed Forces (CAF)	18,826	21,872	24,676	27,470	30,949
Royal Canadian Mounted Police (RCMP)	4,469	5,107	5,848	6,790	8,315
Missing Service Code	1	4	0	0	0
Total: Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder [PTSD])	24,221	27,734	31,151	34,765	39,651
War Service	622	509	436	366	284
CAF	13,342	15,232	16,893	18,623	20,876
RCMP	3,658	4,187	4,780	5,549	6,877
Missing Service Code	1	2	0	0	0
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	17,623	19,930	22,109	24,538	28,037

Source: Chief Financial Officer and Corporate Services Branch

Table 7.2 Veterans with Mental Health Conditions by Age and Sex as of March 2021

Age	Male ¹	Female	Unknown	Total	% by Age
Under 30	553	202	0	755	2%
30 - 39	5,653	1,087	1	6,741	17%
40 - 49	7,896	2,011	1	9,908	25%
50 - 59	11,046	2,316	10	13,372	34%
60 - 69	5,352	815	8	6,175	16%
70 or More	2,604	86	10	2,700	7%
Total	33,104	6,517	30	39,651	100%
% by Sex	83%	16%	0%	100%	

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes numbers for those with an unknown sex.

Table 7.3 Mental Health - Quick Facts as of March 2021

QUICK FACTS
29% 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.
54% of Veterans in receipt of disability benefits for a mental health condition are married or have a common-law partner.
25% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation Program.
43% 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 8: 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 8.1 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 8.2 Afghanistan Veterans (including RCMP) in Receipt of VAC Benefits

	Actuals as of March 31, 2021					% of CAF Veteran Population
	2016-17	2017-18	2018-19	2019-20	2020-21	
Afghanistan Service identified ¹	14,978	16,432	17,802	19,368	21,540	3%
Veterans in receipt of disability benefits related to Afghanistan service ² (included in above total)	9,357	10,551	11,645	12,659	13,735	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 8.3 Afghanistan Veterans (including RCMP) by Age - March 2021

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	174	1%	116	1%
30 - 39	5,858	27%	4,240	31%
40 - 49	7,114	33%	4,664	34%
50 or more	8,394	39%	4,715	34%
Total	21,540	100%	13,735	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 8.4 Afghanistan Veterans in Receipt of Disability Benefits¹ by Disability Class - March 2021

Disability Class	Disability Pension & Awards	Percentage
78% and above	3,717	27%
53%-77%	3,361	24%
28%-52%	3,558	26%
5%-27%	2,895	21%
1%-4%	201	1%
Entitlement Only	3	0%
Total	13,735	100%

Source: Chief Financial Officer and Corporate Services Branch

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

Table 8.5 Afghanistan Veterans in Receipt of Disability Benefits¹ - Mental Health Conditions

Afghanistan Veterans in Receipt of Disability Benefits	March 2017	March 2018	March 2019	March 2020	March 2021
For Mental Health Conditions	5,800	6,732	7,578	8,334	9,260
For Post-traumatic Stress Disorder (PTSD)	4,833	5,598	6,219	6,837	7,543

Source: Chief Financial Officer and Corporate Services Branch

¹ Mental 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 8.6 Afghanistan Veterans - Quick Facts - March 2021

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.
19% of Canadian Armed Forces (CAF) Veterans in receipt of VAC benefits have Afghanistan Service.
12% of CAF Veterans in receipt of VAC benefits have a disability benefit related to service in Afghanistan.
67% 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.
55% 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).
23% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a mental health condition related to their service in Afghanistan.
19% 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 9: Service Delivery

Table 9.1 Case Managed Clients as of March 2021

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

Area ¹	Assigned Case Managers ²	Case Managed Clients ^{4,5}	Average Clients per Case Manager
NF and LAB, NB, PEI	62.0	2,161	34.9
Nova Scotia ³	61.0	2,297	37.7
Quebec	86.0	2,668	31.0
National Capital Area	62.0	2,088	33.7
Central Ontario	47.0	1,539	32.7
South Western Ontario	45.0	1,419	31.5
Prairies	65.0	2,441	37.6
British Columbia & the North	48.0	1,725	35.9
National Total	476.0	16,338	34.3

Source: Service Delivery Branch

Source: Chief Financial Officer and Corporate Services Branch

¹ The organizational structure of field offices changed April 1, 2019. The table reflects the current field office organizational structure.

² Assigned Case Managers are defined as Case Managers who have open case plans assigned to them in the VAC Client Service Delivery Network.

³ Nova Scotia Area includes Foreign Countries Case Managed Veterans.

⁴ Missing/Unknowns are not included (3 clients have missing/unknown area/area offices).

⁵ Case Managed Client figures in this table represent all Case Managed clients. Table 1.5 figures represent Veterans only.

9.2 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	2016-17 ¹	2017-18 ¹	% Change 2016-17 to 2017-18	2018-19 ¹	% Change 2017-18 to 2018-19	2019-20 ¹	% Change 2018-19 to 2019-20	2020-21 ^{1,3}	% Change 2019-20 to 2020-21
Calls Offered	592,874	586,107	-1.1%	594,717	1.5%	561,930	-5.5%	434,846	-22.6%
Calls Answered	543,446	524,258	-3.5%	492,199	-6.1%	524,462	6.6%	416,792	-20.5%
Calls Abandoned	49,428	61,849	25.1%	98,081	58.6%	37,468	-61.8%	18,054	-51.8%
% Response Rate	92%	89%		83%		93%		96%	
% NCCN Grade of Service ²	66%	62%		36%		73%		85%	
% Medavie Grade of Service ³	74%	73%		75%		63%		71%	

Source: Service Delivery Branch

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 120 second service standard. This service standard had been 45 seconds but was changed effective April 2020.

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 9.3 My VAC Account Users

My VAC Account Users	Actuals as of March 31, 2021				% Change 2019-20 to 2020-21
	2017-18	2018-19	2019-20	2020-21	
Total number of My VAC Account Users	71,644	91,239	110,266	125,342	13.7%

Source: Chief Financial Officer and Corporate Services Branch

Table 9.4 My VAC Account Usage (session logins)

My VAC Account Usage	Actuals as of March 31, 2020				% Change 2018-19 to 2019-20
	2017-18	2018-19	2019-20	2020-21	
Total number of session logins	1,811,273	2,331,383	2,600,034	2,359,229	-9.3%

Source: Online Services Directorate

Chapter 10: 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 10.1 Total Cases Completed by Bureau of Pensions Advocates

Case Type	March 2017	March 2018	March 2019	March 2020	March 2021
Departmental Reviews ¹ Completed	2,168	2,222	3,837	3,444	949
Cases Presented to VRAB ²	3,255	2,603	2,016	2,981	2,734
Cases Counseled Out ³	5,210	5,212	4,285	4,981	3,152
Total Cases completed by BPA	10,633	10,037	10,138	11,406	6,835

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 11: 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 11.1 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
2018-19	2,869
2019-20	3,198
2020-21	3,455

Note: As of September 1, 2021 there were 171 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.