



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

March 2017 Edition



Please read the important disclaimer on the inside cover.

Ce livre est disponible en français.

Disclaimer

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

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

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

1. The [Departmental Plan](#) (previously known as the Report on Plans and Priorities) Departmental Plan describes departmental priorities, strategic outcomes, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report.
2. The [Departmental Results Report](#) (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 2017 Edition

Summary of Program Recipients

Program	2014-15	2015-16	2016-17	Percentage Change	2017-18 Forecast	Forecasted Percentage Change
Traditional Programs						
Disability Pensions	132,310	124,148	116,031	-6.5%	108,900	-6.1%
Other Health Purchased Services (ie. Treatment)	84,083	81,689	79,964	-2.1%	80,300	0.4%
Veterans Independence Program (VIP)	96,722	93,558	90,854	-2.9%	89,400	-1.6%
War Veterans Allowance	2,798	2,445	2,151	-12.0%	2,020	-6.1%
New Veterans Charter Programs						
Disability Awards	50,723	57,315	63,599	11.0%	69,500	9.3%
Rehabilitation & New Veterans Charter (NVC) Support Services	7,340	8,651	11,787	36.3%	11,000	-6.7%
Earnings Loss	4,823	5,746	11,625	102.3%	8,900	-23.4%
Permanent Impairment Allowance (PIA)	2,293	3,743	6,011	60.6%	6,930	15.3%
Canadian Forces Income Support	43	55	64	16.4%	90	40.6%
Supplementary Retirement Benefit	21	34	76	123.5%	70	-7.9%
Career Transition Services/Grant	232	409	644	57.5%	830	28.9%
Retirement Income Security Benefit (RISB)	n/a ¹	41	72	75.6%	180	150.0%
Critical Injury Benefit	n/a ¹	114	36	-68.4%	6	-83.3%
Family Caregiver Relief Benefit (FCRB)	n/a ¹	178	277	55.6%	680	145.5%

¹ n/a - Program was implemented in 2015-16

Summary of Program Expenditures

Program (in \$ millions)	2014-15	2015-16	2016-17	Percentage Change	2017-18 Forecast ¹	Forecasted Percentage Change
Traditional Programs						
Disability Pensions	\$1,473.4	\$1,404.3	\$1,331.1	-5.2%	\$1,286.2	-3.4%
Other Health Purchased Services	\$480.9	\$517.1	\$590.1	14.1%	\$620.8	5.2%
Veterans Independence Program (VIP)	\$363.1	\$352.6	\$350.2	-0.7%	\$351.5	0.4%
War Veterans Allowance	\$8.5	\$7.5	\$6.5	-13.3%	\$6.4	-1.5%
New Veterans Charter Programs						
Disability Awards	\$472.6	\$660.0	\$700.0	6.1%	\$1,491.8	113.1%
Rehabilitation & NVC Support Services	\$21.2	\$26.8	\$33.5	25.0%	\$44.1	31.6%
Earnings Loss	\$156.4	\$180.3	\$269.9	49.7%	\$423.1	56.8%
Permanent Impairment Allowance	\$34.2	\$51.5	\$79.7	54.8%	\$127.9	60.5%
Canadian Forces Income Support	\$0.6	\$0.9	\$1.1	22.2%	\$1.7	54.5%
Supplementary Retirement Benefit	\$0.1	\$0.1	\$0.3	200.0%	\$0.4	33.3%
Career Transition Services/Grant ²	\$0.0	\$0.0	\$0.0	-20.8%	\$0.0	189.5%
Retirement Income Security Benefit (RISB)	n/a ³	\$0.3	\$0.5	66.7%	\$3.8	660.0%
Critical Injury Benefit	n/a ³	\$7.9	\$2.5	-68.4%	\$0.5	-80.0%
Family Caregiver Relief Benefit (FCRB)	n/a ³	\$1.3	\$2.1	61.5%	\$5.1	142.9%

¹ 2017-18 figures include Budget 2016 planned program amendments.

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

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

Analysis of VAC Facts and Figures as at March 31, 2017

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

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

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

VAC Program Trends

Overall, VAC's program expenditures increased in 2016-17 by 5%, from \$3,237.9 million in 2015-16 to \$3,398.2 million in 2016-17. Expenditures are expected to increase by 29.3% in 2017-18 to \$4,393.0 million as a result of the Budget 2016 commitment to increase the maximum lump sum payable to disability award and death benefit recipients. This will be done through one-time, tax free lump sum payments.

Traditional Programs

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

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

New Veterans Charter (NVC) Programs

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

Analysis of VAC Facts and Figures as at March 31, 2017 .../cont'd

Highlights of 2016-17 Trends

Earnings Loss Benefit

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

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

Permanent Impairment Allowance (PIA)

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

In April 2017, VAC changed the way impairment grade levels are determined. VAC will implement a grading matrix which will better compensate for loss of earnings capacity by including factors for age and years left to serve at time of release. This will provide many clients with an increase to their monthly payment. It is expected that awareness of this change may also generate more interest in the benefit from those not currently in receipt of PIA, resulting in a gradual increase in clients, as there has been no change to current eligibility.

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

Other Health Purchased Services (OHPS)

OHPS expenditures increased by \$73 million from 2015-16 to 2016-17. This increase was attributable to increased Treatment Benefits.

Disability Awards

During 2015-16, Disability Award (DA) payments were \$660.0 million; an increase of 40% from \$472.6 million in 2014-15. This increase in expenditures was due to a 13% increase in DA clients from 2014-15 and an increase in average expenditures. DA clients were forecasted to increase by another 10% in 2016-17. As of March 2017, DA expenditures were \$700 million. This is below the forecast of \$732.5 million for the fiscal year, however, it is an increase of \$40 million from 2015-16.

Chapter 1 : Demographics

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

Table 1.1 Estimated Veteran Population by Province

	War Service Veterans (Second World War, Korean War)	Canadian Armed Forces Veterans (Regular and Primary Reserve)	Total Estimated Veterans
Newfoundland & Labrador	300	15,300	15,600
Prince Edward Island	400	3,700	4,100
Nova Scotia	3,000	39,000	42,000
New Brunswick	2,300	28,500	30,800
Quebec	4,500	116,800	121,300
Ontario	24,400	215,300	239,700
Manitoba	2,500	19,000	21,500
Saskatchewan	1,900	14,700	16,600
Alberta	5,000	65,000	70,000
British Columbia	12,700	81,100	93,800
Territories	0	1,900	1,900
Foreign Countries	1,000	0	1,000
TOTAL CANADA¹	58,100	600,300	658,400

¹Totals may not add due to rounding.

Source: Statistics Directorate: 2017 Population Estimates

Table 1.2 Estimated Veteran Population by Average Age

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

Source: Statistics Directorate: 2017 Population Estimates

Veterans Affairs Canada

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

Table 1.3 Veterans and survivors served by VAC (Unique)

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

Source: Statistics Directorate, Client Cube, March 2017

VAC Unique Veterans and Survivors by Type	Forecast				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	130,500	132,100	134,300	136,700	139,400
- War Service	20,000	16,200	13,000	10,200	8,000
- CAF	97,300	101,900	106,200	110,200	114,100
- RCMP	13,200	14,000	15,200	16,300	17,300
Survivors	59,200	55,800	54,500	52,900	51,000
- War Service	47,800	43,800	40,900	37,700	34,300
- CAF	10,300	10,800	12,000	13,100	14,300
- RCMP	1,100	1,300	1,600	2,000	2,400
Total¹	189,700	187,900	188,800	189,600	190,400

¹Totals may not add due to rounding.

Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

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

Veterans by Age	Total Male Veterans				
	War Service	CAF	RCMP	Total	% Male
29 and under	0	1,774	28	1,802	1%
30-39	0	7,416	626	8,042	6%
40-49	0	12,142	1,319	13,461	10%
50-59	0	20,084	2,392	22,476	17%
60-69	0	13,238	3,690	16,928	13%
70-79	55	16,991	2,046	19,092	15%
80-89	3,265	11,917	752	15,934	12%
90+	18,056	673	35	18,764	14%
Total	21,376	84,235	10,888	116,499	89%

Veterans by Age	Female Veterans				
	War Service	CAF	RCMP	Total	% Female
29 and under	0	280	18	298	0%
30-39	0	1,343	234	1,577	1%
40-49	0	2,238	511	2,749	2%
50-59	0	3,160	547	3,707	3%
60-69	0	1,018	253	1,271	1%
70-79	51	448	26	525	0%
80-89	480	370	5	855	1%
90+	3,109	31	0	3,140	2%
Total	3,640	8,888	1,594	14,122	11%

Source: Statistics Directorate, Client Cube, March 2017

Table 1.5 Veterans served by Area Office as of March 2017

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

Area Office	Veterans			Total	Veterans with Active Case Plans ¹
	War Service	CAF	RCMP		
Atlantic	2,756	22,208	2,213	27,177	2,789
Campbellton	242	910	105	1,257	83
Charlottetown	176	983	164	1,323	106
Corner Brook	64	488	67	619	126
Halifax	1,076	10,647	898	12,621	1,194
Saint John	737	6,712	587	8,036	802
St John's	255	1,448	297	2,000	321
Sydney	206	1,020	95	1,321	157
Quebec	1,808	13,537	752	16,097	2,450
Gatineau	129	1,721	208	2,058	259
Montreal	1,150	2,972	335	4,457	515
Quebec	318	6,994	107	7,419	1,418
Ste. Jean	211	1,850	102	2,163	258
Ontario	10,541	28,845	1,754	41,140	3,688
Hamilton	1,228	1,705	84	3,017	216
Kingston	470	3,633	116	4,219	398
London	1,225	2,456	112	3,793	350
Mississauga-Brampton	2,111	3,820	232	6,163	392
North Bay	431	1,429	24	1,884	242
Ottawa	1,022	6,613	889	8,524	756
Pembroke	179	3,149	107	3,435	465
Peterborough	687	894	39	1,620	85
Thunder Bay	339	514	19	872	66
Toronto	2,563	1,881	105	4,549	438
Trenton	286	2,751	27	3,064	280
Western	9,527	27,412	7,699	44,638	2,854
Brandon	276	934	173	1,383	103
British Columbia Interior	727	1,575	792	3,094	128
Calgary	1,306	4,563	1,266	7,135	443
Edmonton	765	5,618	847	7,230	622
Kelowna	522	1,038	621	2,181	105
Regina	406	657	462	1,525	82
Saskatoon	484	637	289	1,410	75
Vancouver	2,596	3,492	1,939	8,027	422
Victoria	1,644	6,736	945	9,325	601
Winnipeg	801	2,162	365	3,328	273
Foreign Countries	384	1,121	64	1,569	77
Total	25,016	93,123	12,482	130,621	11,858

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

Source: Statistics Directorate, Client Cube, March 2017

Source: 05.210.06.01 Case Management (CM) - Clients with Open Case Plans

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

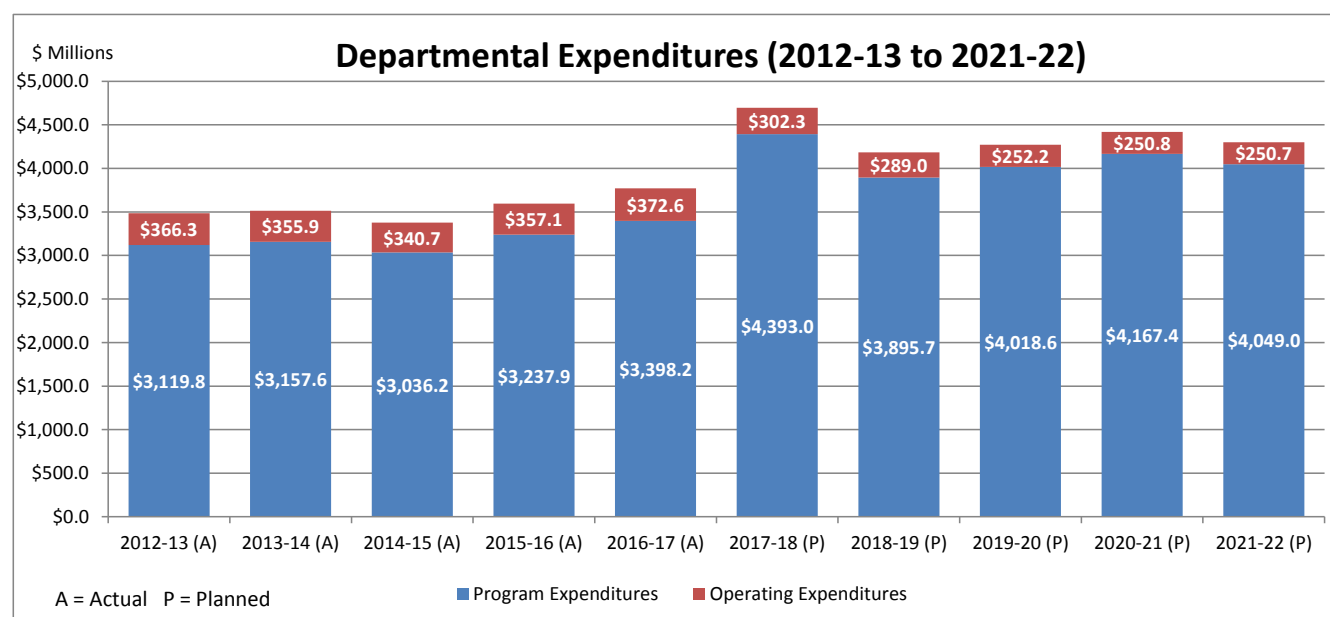
The information below illustrate departmental spending (actual and planned).

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

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned				
	2017-18	2018-19	2019-20	2020-21	2021-22
Total Program ¹	\$4,393.0	\$3,895.7	\$4,018.6	\$4,167.4	\$4,049.0
Total Operating ²	\$302.3	\$289.0	\$252.2	\$250.8	\$250.7
Total Planned	\$4,695.3	\$4,184.7	\$4,270.8	\$4,418.2	\$4,299.7

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



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

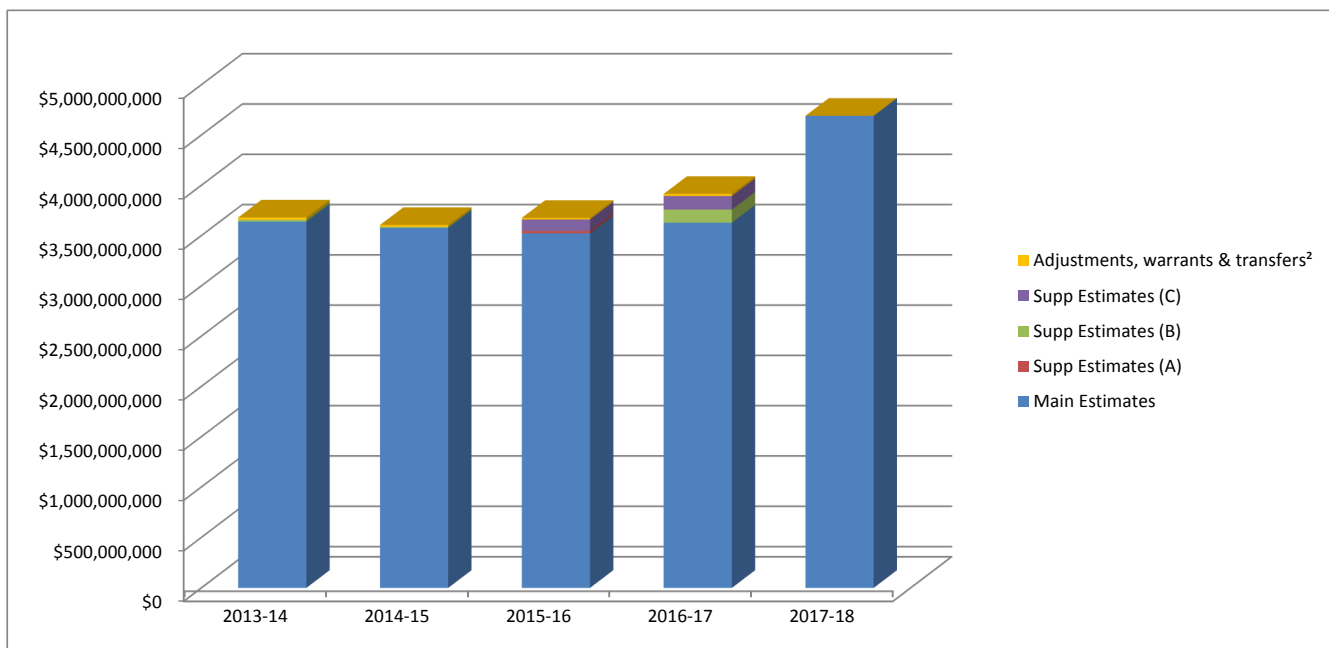
² Includes: salary & wages, operating, special benefits (Agent Orange, Merchant Navy), Ste. Anne's Hospital (previously reported in OHPS), Remembrance Vignette, Statutory Vote, and Capital (Ste. Anne's renovations). Operating does not include benefits provided to Veterans under Vote 1 operating i.e.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

³ Totals may not add due to rounding.

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for 2017-18 is currently **\$4.69 billion**¹. Approximately 90% of the Department's budget represents payments to Veterans, their families and other program recipients.

	2013-14	2014-15	2015-16	2016-17	2017-18 ¹
Main Estimates	\$3,637,899,334	\$3,576,978,766	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582
% change from Previous Year	2.0%	-1.7%	-1.5%	3.0%	29.0%
Supp Estimates (A)	-	-	\$23,779,759	-	-
Supp Estimates (B)	\$20,189,404	\$10,850,080	-	\$129,961,829	-
Supp Estimates (C)	\$103,811	-	\$114,410,854	\$134,848,828	-
Adjustments, warrants & transfers ²	\$21,784,870	\$17,611,671	\$15,694,995	\$21,338,217	-
Total Authorities	\$3,679,977,419	\$3,605,440,517	\$3,675,963,783	\$3,914,430,576	\$4,691,399,582
% Increase from Previous Year	0.6%	-2.0%	1.9%	6.5%	19.8%



¹As of March 31, 2017.

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

Prepared by: Finance Division

Chapter 3: Program Expenditure Overview

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

Table 3.1 Expenditures by Program

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

Expenditures By Program (\$millions)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Disability Pensions	\$1,286.2	\$1,232.9	\$1,189.9	\$1,157.2	\$1,123.6
Disability Awards ^{1,5}	\$1,491.8	\$930.0	\$994.4	\$1,057.4	\$1,061.5
Other Health Purchased Services	\$620.8	\$640.3	\$660.4	\$684.5	\$696.7
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$351.5	\$349.7	\$339.5	\$340.6	\$343.0
Earnings Loss ⁵	\$423.1	\$487.5	\$539.9	\$592.8	\$476.1
Permanent Impairment Allowance (PIA) ^{2,5}	\$127.9	\$156.9	\$187.1	\$218.3	\$228.1
CF Income Support	\$1.7	\$2.1	\$2.5	\$2.9	\$3.3
Supplementary Retirement Benefit ⁵	\$0.4	\$0.6	\$1.1	\$1.1	\$1.4
War Veterans Allowance	\$6.4	\$5.9	\$5.4	\$5.0	\$4.6
Rehabilitation and New Veterans Charter Support Services ⁵	\$44.1	\$47.1	\$50.0	\$52.6	\$49.7
Career Transition Services ³	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1
Retirement Income Security Benefit ⁵	\$3.8	\$6.2	\$10.4	\$16.2	\$21.3
Critical Injury Benefit	\$0.5	\$0.5	\$0.5	\$0.5	\$0.5
Family Caregiver Relief Benefit	\$5.1	\$6.5	\$8.1	\$8.9	\$9.8
Subtotal Program Expenditures	\$4,363.4	\$3,866.3	\$3,989.3	\$4,138.1	\$4,019.7
Other Program Expenditures ⁴	\$29.6	\$29.4	\$29.3	\$29.3	\$29.3
Total Program Expenditures	\$4,393.0	\$3,895.7	\$4,018.6	\$4,167.4	\$4,049.0

¹ Includes Financial Counseling expenditures.

² Includes PIA Supplement.

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

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

⁵ Includes Budget 2016 Planned Program Amendments. i.e. program changes

Sources: Finance Division, Financial Planning; *VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Chapter 4: Disability Benefits

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

Table 4.1 Disability Benefits Recipients

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

Disability Pensions

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

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

Table 4.2 Disability Pension Recipients

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

Disability Pension Recipients ¹	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	60,700	56,800	53,200	49,900	46,900
Survivors	48,200	45,000	43,800	42,200	40,300
Total	108,900	101,800	97,000	92,100	87,200
Attendance Allowance	6,000	5,500	5,100	4,700	4,300
Exceptional Incapacity Allowance	1,300	1,200	1,200	1,100	1,000
Clothing Allowance	1,300	1,200	1,200	1,100	1,100

¹ Excludes RCMP

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actual ³				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veteran Pensions	\$947.1	\$903.5	\$810.7	\$768.8	\$729.0
Survivor Pensions	\$571.3	\$555.0	\$567.5	\$548.2	\$517.2
Total Pensions	\$1,518.4	\$1,458.5	\$1,378.2	\$1,317.1	\$1,246.2
Total Special Awards	\$116.3	\$106.3	\$96.5	\$88.6	\$85.5
Total Pensions and Special Awards (Includes Adjustments)¹	\$1,634.6	\$1,563.6	\$1,474.1	\$1,405.7	\$1,331.7

Disability Pension Expenditures (in \$ millions)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veteran Pensions	\$700.7	\$674.1	\$649.5	\$627.2	\$607.6
Survivor Pensions	\$508.4	\$486.2	\$472.4	\$466.1	\$455.8
Total Pensions	\$1,209.1	\$1,160.3	\$1,121.9	\$1,093.3	\$1,063.4
Total Special Awards	\$77.1	\$72.6	\$68.0	\$63.9	\$60.2
Total Pensions and Special Awards²	\$1,286.2	\$1,232.9	\$1,189.9	\$1,157.2	\$1,123.6

¹ Includes Gallantry Awards & Flying Accidents, therefore numbers differ from table 3.1

² Excludes Gallantry Awards & Flying Accidents

³ Totals may not add due to rounding.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Disability Awards

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

Table 4.4 Disability Award Recipients¹

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

Disability Awards	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Disability Awards	68,890	75,090	81,290	87,280	93,070
Death Benefits	610	710	810	920	1,030
Total Awards	69,500	75,800	82,100	88,200	94,100

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.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (\$millions)	Actual				
	2012-13	2013-14	2014-15	2015-16	2016-17
Disability Awards	\$419.1	\$451.5	\$461.6	\$643.0	\$690.0
Death Benefits	\$8.5	\$9.8	\$11.2	\$17.0	\$10.0
Total Awards¹	\$427.6	\$461.4	\$472.6	\$660.0	\$700.0

Disability Award Expenditures (\$millions)	Forecast*				
	2017-18 ³	2018-19	2019-20	2020-21	2021-22
Disability Awards ²	\$1,471.3	\$908.0	\$970.7	\$1,032.1	\$1,034.5
Death Benefits	\$20.5	\$22.0	\$23.7	\$25.3	\$27.0
Total Awards	\$1,491.8	\$930.0	\$994.4	\$1,057.4	\$1,061.5

¹ Totals may not add due to rounding.

² Budget 2016 planned program amendments have been classified as Disability Awards.

³ Includes retrospective lump sum DA payments as well as DA max rate adjustments.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate

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				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veterans	13,003	14,267	15,108	16,283	17,225
Survivors	479	603	743	914	1,068
Total	13,482	14,870	15,851	17,197	18,293

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

Disability Benefit Recipients

The table below indicates the disability class (percentage disabled) to Veterans and survivors in receipt of Disability Pension/Award as of March 31, 2017.

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

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

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

Table 4.7 Recipients by Disability Class

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award	Disability Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,529	1,669	624	3,822	5,254
Class 2 (93%-97%)	237	357	132	726	236
Class 3 (88%-92%)	323	386	165	874	308
Class 4 (83%-87%)	407	437	226	1,070	367
Class 5 (78%-82%)	598	531	311	1,440	680
Class 6 (73%-77%)	713	561	350	1,624	628
Class 7 (68%-72%)	837	615	424	1,876	841
Class 8 (63%-67%)	860	667	512	2,039	843
Class 9 (58%-62%)	1,234	714	604	2,552	1,265
Class 10 (53%-57%)	1,208	828	703	2,739	1,198
Class 11 (48%-52%)	1,875	819	890	3,584	2,402
Class 12 (43%-47%)	1,711	900	990	3,601	1,227
Class 13 (38%-42%)	2,734	953	1,272	4,959	2,411
Class 14 (33%-37%)	3,029	1,138	1,589	5,756	2,544
Class 15 (28%-32%)	4,758	1,266	2,330	8,354	3,970
Class 16 (23%-27%)	5,724	1,370	3,125	10,219	4,862
Class 17 (18%-22%)	6,778	1,361	3,864	12,003	5,888
Class 18 (13%-17%)	6,231	1,317	5,634	13,182	4,750
Class 19 (8%-12%)	8,617	1,005	9,503	19,125	6,099
Class 20 (5%-7%)	7,629	308	7,649	15,586	6,609
Class 21 (1%-4%)	2,904	23	3,637	6,564	58
Nil Assessments	122	0	0	122	504
Total	60,058	17,225	44,534	121,817	52,944

Source: Statistics Directorate, Client Cube, March 2017

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

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

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

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

²Afghanistan Veterans are also included under CAF Veterans.

Source: Listing provided by Statistics Directorate

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

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

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

Source: 425 - Top 10 Conditions

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

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

First Applications	Actuals				
	2012-13	2013-14	2014-15	2015-16	2016-17
Applications					
Total Applications - Decisions Rendered¹	18,247	16,908	14,398	20,453	18,687
Favourable (Approved) Decisions	12,709	11,891	11,450	17,174	15,445
Unfavourable (Denied) Decisions	5,538	5,017	2,948	3,279	3,242
Favourable Rate (Dockets) %	70%	70%	80%	84%	83%
Medical Conditions					
Total Conditions - Decisions Rendered	29,684	27,731	22,707	30,263	28,150
Favourable (Approved) Conditions	17,113	16,050	15,183	20,359	18,023
Unfavourable (Denied) Conditions	12,571	11,681	7,524	9,904	10,127
Favourable Rate (Conditions) %	58%	58%	67%	67%	64%

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

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

Critical Injury Benefit (CIB)

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

Table 4.11 Critical Injury Benefit Recipients and Expenditures

Critical Injury Benefit (CIB)	Actuals	
	2015-16	2016-17
Recipients ¹	114	36
Total Expenditures (in \$ millions)	\$7.9	\$2.5

¹ Recipients is based on completed application date.

Critical Injury Benefit (CIB)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	6	6	6	6	6
Total Expenditures (in \$ millions)	\$0.5	\$0.5	\$0.5	\$0.5	\$0.5

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Chapter 5: Health Care Programs

Treatment Benefits and Services

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

Table 5.1 Treatment Benefits Recipients

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

Veterans	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
War Service Veterans	23,800	19,600	15,900	12,700	10,000
Canadian Armed Forces (CAF) Veterans	56,500	62,300	68,300	74,900	77,600
Total	80,300	81,900	84,200	87,600	87,600

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Treatment Benefits and Services Expenditures

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

Table 5.2 Treatment Benefits and Other Health Purchased Services Expenditures¹

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

Treatment Expenditures By Program of Choice (\$millions)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
POC 1 - Aids for Daily Living	\$1.6	\$1.5	\$1.4	\$1.4	\$1.4
POC 2 - Ambulance Services	\$1.4	\$1.3	\$1.2	\$1.0	\$1.0
POC 3 - Audio Program	\$42.8	\$45.2	\$48.2	\$51.7	\$53.6
POC 4 - Dental Services	\$10.3	\$9.6	\$9.0	\$8.5	\$8.0
POC 5 - Hospital Services	\$7.5	\$7.7	\$9.8	\$10.1	\$10.3
POC 6 - Medical Services	\$2.9	\$3.8	\$4.8	\$6.4	\$7.6
POC 7 - Medical Supplies	\$4.8	\$4.6	\$4.5	\$4.2	\$4.0
POC 8 - Nursing Services	\$7.4	\$6.9	\$6.7	\$6.7	\$6.2
POC 9 - Oxygen Therapy	\$1.6	\$1.5	\$1.8	\$1.7	\$1.7
POC 10 - Prescription Drugs	\$154.4	\$159.7	\$167.0	\$177.0	\$180.1
POC 11 - Prosthetics & Orthotics	\$3.1	\$3.4	\$3.6	\$3.7	\$3.8
POC 12 - Related Health Services	\$62.9	\$72.2	\$83.3	\$96.4	\$106.0
POC 13 - Special Equipment	\$19.6	\$19.2	\$18.3	\$17.9	\$17.2
POC 14 - Vision Care	\$3.7	\$3.5	\$3.2	\$3.1	\$3.0
Subtotal: Treatment Benefits Expenditures	\$321.4	\$337.5	\$360.1	\$386.6	\$400.5
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$202.5	\$196.2	\$190.1	\$183.9	\$179.2
Veterans Travel	\$22.2	\$24.9	\$28.1	\$32.0	\$35.0
Other Remainder of OHPS ²	\$74.8	\$81.8	\$82.0	\$82.0	\$82.0
Subtotal: OHPS Expenditures	\$299.5	\$302.9	\$300.2	\$297.9	\$296.2
Total: Treatment Benefits and OHPS Expenditures	\$620.9	\$640.4	\$660.3	\$684.5	\$696.7

¹ Totals may not add due to rounding.

² 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.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Veterans Independence Program

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

Table 5.3 Veterans Independence Program Recipients

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

VIP Recipients	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	52,000	50,500	47,600	47,100	46,900
War Service	17,700	14,400	9,800	7,700	6,000
Canadian Armed Forces	34,300	36,100	37,800	39,400	40,900
Survivors	37,400	36,700	36,000	34,600	32,900
Total VIP Recipients¹	89,400	87,200	83,600	81,700	79,800

¹Totals may not add due to rounding.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Veteran Independence Program Expenditures

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

Table 5.4 Veterans Independence Program Expenditures¹

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

VIP Expenditures (\$millions)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Ambulatory Care	\$0.5	\$0.5	\$0.4	\$0.4	\$0.4
Health and Support Services	\$0.4	\$0.4	\$0.4	\$0.4	\$0.4
Access to Nutrition	\$5.6	\$5.1	\$4.4	\$4.2	\$4.0
Personal Care	\$20.6	\$19.2	\$16.6	\$16.0	\$15.6
Transportation Services	\$0.7	\$0.6	\$0.4	\$0.3	\$0.3
Home adaptations	\$0.9	\$0.9	\$1.0	\$1.0	\$1.0
Adult Residential Care	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$47.1	\$45.5	\$41.7	\$41.3	\$41.6
Subtotal: Contributions	\$75.8	\$72.2	\$64.9	\$63.6	\$63.3
Housekeeping (Grants)	\$208.2	\$208.1	\$204.1	\$204.5	\$205.1
Grounds Maintenance (Grants)	\$67.6	\$69.4	\$70.6	\$72.5	\$74.5
Subtotal: Grants	\$275.8	\$277.5	\$274.7	\$277.0	\$279.6
Total: VIP Expenditures	\$351.5	\$349.7	\$339.5	\$340.6	\$343.0

¹ Totals may not add due to rounding.

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

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Long Term Care

The Intermediate and Long-Term Care Program supports eligible Veterans, Canadian Armed Forces Veterans and other individuals who require nursing home type care to meet their needs. The program works in cooperation with provincial agencies and long-term care facilities to support eligible Veterans and other individuals in an appropriate long-term care setting.

Eligible Veterans may qualify for financial support in three types of long term care settings: departmental, contract, and community beds.

Departmental beds are located at Ste. Anne's Hospital (SAH). Effective April 1, 2016, the hospital was transferred from VAC to the Province of Quebec. War Service Veterans will continue to be eligible for these beds.

Contract beds are located in approximately 200 health care facilities where the Department has an agreement (contractual arrangement) with the province, health authority and/or facility to provide priority access to a designated number of beds for War Service Veterans.

Community beds are located in approximately 2,200 nursing homes and other residential or long term care facilities found in many communities across Canada.

Table 5.5 Long Term Care (LTC) Recipients and Expenditures

Care Settings	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veterans in Departmental Beds	349	340	325	302	n/a ¹
Veterans in Contract Beds	2,557	2,450	2,252	2,178	2,152
Veterans in Community Beds	5,615	4,869	4,332	3,961	3,578
Total Veterans in LTC Beds	8,521	7,659	6,909	6,441	5,730
Expenditure Total	\$332.7	\$319.1	\$308.7	\$314.7	\$305.8

Care Settings	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans in Contract Beds ¹	1,952	1,699	1,444	1,128	865
Veterans in Community Beds	3,223	2,943	2,698	2,455	2,286
Total Veterans in LTC Beds	5,175	4,642	4,142	3,583	3,151
Expenditure Total²	\$202.5	\$196.2	\$190.1	\$183.9	\$179.2

Note: LTC expenditures are part of OHPS final expenditures.

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

² Expenditures are only available at fiscal year end.

*Source: Statistics Directorate, Long Term Care Forecast 2016-17

Rehabilitation and NVC Support Services

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

Table 5.6 Rehabilitation Program: Eligible Recipients and Expenditures

Rehabilitation Recipients ¹ & Expenditures	Actuals as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
Total Veterans & Survivors	5,866	6,411	7,340	8,651	11,787
Veterans	5,754	6,265	7,175	8,478	11,600
Survivors/Spouses	112	146	165	173	187
Rehabilitation Expenditures (in \$ millions) ²	\$18.4	\$18.5	\$21.2	\$26.8	\$33.5

Rehabilitation Recipients & Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Total Veterans & Survivors	11,000	12,000	12,800	13,500	14,100
Veterans	10,800	11,800	12,600	13,300	13,900
Survivors/Spouses	200	200	200	200	200
Rehabilitation Expenditures (in \$ millions) ²	\$44.1	\$47.1	\$50.0	\$52.6	\$49.7

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

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

Source: Client Cube, March 2017 and *VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate.

Family Caregiver Relief Benefit (FCRB)

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

Table 5.7 Family Caregiver Relief Benefit Recipients and Expenditures

Family Caregiver Relief Benefit (FCRB)	Actuals	
	2015-16	2016-17
Recipients ¹	178	277
Total Expenditures (in \$ millions)	\$1.3	\$2.1

¹ Recipients refer to those who have received a payment within a year of the reporting date.

Family Caregiver Relief Benefit (FCRB)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	680	850	1,030	1,120	1,200
Total Expenditures (in \$ millions)	\$5.1	\$6.5	\$8.1	\$8.9	\$9.8

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Chapter 6: Financial Benefits

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

Earnings Loss Benefit

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

Table 6.1 Earnings Loss Recipients¹ and Expenditures

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

Earnings Loss Recipients and Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Earnings Loss Veterans & Survivors ³	8,900	10,300	11,400	12,500	13,500
Temporary	4,600	5,000	5,300	5,600	5,900
Extended	4,300	5,400	6,100	6,900	7,600
Earnings Loss Expenditures (in \$ millions)	\$423.1	\$487.5	\$539.9	\$592.8	\$476.1

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

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

³ Totals may not add due to rounding.

Source: Client Cube March 2017, *VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate.

Permanent Impairment Allowance (PIA)

The Permanent Impairment 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.

Table 6.2 Permanent Impairment Allowance Recipients and Expenditures

PIA Recipients and Expenditures	Actuals				
	2012-13	2013-14	2014-15	2015-16	2016-17
Permanent Impairment Allowance (PIA)	941	1,647	2,293	3,743	6,011
- PIA Supplement	727	1,320	1,755	2,482	3,410
PIA Expenditures (in \$ millions)	\$10.4	\$22.2	\$34.2	\$51.5	\$79.7

PIA Recipients and Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Permanent Impairment Allowance	6,930	8,380	9,830	11,280	12,730
- PIA Supplement	4,600	5,560	6,520	7,480	8,440
PIA Expenditures (in \$ millions)	\$127.9	\$156.9	\$187.1	\$218.3	\$228.1

Source: Client Cube March 2017, *VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate.

Supplementary Retirement Benefit Program

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

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

Supplementary Retirement Benefit - Recipients and Expenditures	Actuals				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veterans	8	15	21	34	76
Expenditures (\$ thousands)	\$20	\$36	\$52	\$111	\$306

Supplementary Retirement Benefit- Recipients and Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	70	80	110	110	130
Expenditures (\$ thousands)	\$409	\$580	\$965	\$1,019	\$1,373

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate

Retirement Income Support Benefit (RISB)

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

Table 6.4 Retirement Income Support Benefit Recipients and Expenditures

Retirement Income Support Benefit (RISB)	Actuals	
	2015-16	2016-17
Recipients	41	72
Total Expenditures (in \$ millions)	\$0.3	\$0.5

Retirement Income Support Benefit (RISB)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Recipients	180	260	370	470	600
Total Expenditures (in \$ millions)	\$3.8	\$6.2	\$10.4	\$16.2	\$21.3

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate.

Canadian Forces Income Support Program

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

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

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

Canadian Forces Income Support - Recipients and Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	90	110	130	150	170
Expenditures (in \$ millions)	\$1.7	\$2.1	\$2.5	\$2.9	\$3.3

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

War Veterans Allowance Program (WVA)

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

Table 6.6 War Veterans Allowance Recipients

WVA Recipients	Actuals				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veterans	596	667	527	404	355
Survivors	2,898	2,577	2,271	2,041	1,796
WVA Recipients	3,494	3,244	2,798	2,445	2,151

WVA Recipients	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	280	230	190	150	110
Survivors	1,740	1,600	1,460	1,330	1,210
WVA Recipients	2,020	1,830	1,650	1,480	1,320

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Table 6.7 War Veterans Allowance Expenditures¹

WVA Expenditures (\$Millions)	Actual				
	2012-13	2013-14	2014-15	2015-16	2016-17
Veterans	\$1.4	\$1.3	\$1.2	\$1.0	\$1.0
Survivors	\$8.0	\$7.2	\$6.7	\$6.0	\$5.5
Budget Implementation Act Payments	-	-	\$0.7	\$0.5	-
WVA Expenditures	\$9.5	\$8.5	\$8.5	\$7.5	\$6.5

WVA Expenditures (\$Millions)	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	\$0.7	\$0.6	\$0.5	\$0.4	\$0.3
Survivors	\$5.2	\$4.9	\$4.6	\$4.2	\$3.9
GIS Increase Impact	\$0.5	\$0.4	\$0.4	\$0.4	\$0.3
Final WVA Expenditures	\$6.4	\$5.9	\$5.4	\$5.0	\$4.6

¹Totals may not add due to rounding.

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Chapter 7: Career Transition Services

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

Table 7.1 Career Transition Services Recipients and Expenditures

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

Career Transition Services - Recipients and Expenditures	Forecast*				
	2017-18	2018-19	2019-20	2020-21	2021-22
Veterans	830	980	1,110	1,210	1,290
Expenditures (in \$ thousands)	\$55	\$66	\$76	\$84	\$92

*Source: VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

Chapter 8: Mental Health

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

Table 8.1 Veterans in Receipt of Disability Benefits with Psychiatric Disability

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

Table 8.2 Veterans with Mental Health Conditions by Age and Gender

MENTAL HEALTH VETERANS BY AGE AND GENDER	Male ¹	Female	Total	% by Age
Under 30	475	87	562	2%
30 - 39	3,241	541	3,782	16%
40 - 49	5,407	1,070	6,477	27%
50 - 59	6,812	1,209	8,021	33%
60 - 69	2,889	309	3,198	13%
70 or More	2,137	44	2,181	9%
Total	20,961	3,260	24,221	100%
% by Gender	87%	13%	100%	

¹ Includes numbers for those with an unknown gender.

Table 8.3 Mental Health - Quick Facts

QUICK FACTS
19% of all Veterans in receipt of VAC benefits have disability benefits for a service-related psychiatric diagnosis.
73% of Veterans in receipt of disability benefits for a mental health condition have PTSD.
60% of Veterans in receipt of disability benefits for a mental health condition are married or have a common law partner.
30% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation program.
40% of Veterans in receipt of disability benefits for a mental health condition are in receipt of Veterans Independence Program (VIP) benefits.

Source: Statistics Directorate, Mental Health Cube 05.93.06.07

Chapter 9: Afghanistan Veterans

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

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

Table 9.1 Afghanistan Deployed Members (Unique)

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

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

Table 9.2 Afghanistan Veterans in Receipt of VAC Benefits

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

Table 9.3 Afghanistan Veterans by Age - March 2017

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	666	4%	494	5%
30 - 39	4,512	30%	3,354	36%
40 - 49	5,094	34%	3,133	33%
50 or more	4,706	31%	2,376	25%
Total	14,978	100%	9,357	100%

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

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

Table 9.4 Afghanistan Veterans in Receipt of Disability Benefits¹ by Disability Class

Disability Class	Disability Pension & Awards	Percentage
78% and above	1,461	16%
53%-77%	1,838	20%
28%-52%	2,418	26%
5%-27%	3,258	35%
1%-4%	224	2%
Entitlement Only	158	2%
Total %	9,357	100%

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

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

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

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

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

Table 9.6 Afghanistan Veterans - Quick Facts

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.
16% of Canadian Armed Forces (CAF) Veterans in receipt of VAC benefits have Afghanistan Service.
10% of CAF Veterans in receipt of VAC benefits have a disability benefit related to service in Afghanistan.
62% 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.
52% 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).
14% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition.
12% of members deployed to Afghanistan, are in receipt of a VAC pension/award for Post Traumatic Stress Disorder (PTSD).

Source: Statistics Directorate, Finance - Afghanistan Cube 05.55.06.02

Chapter 10: Service Delivery

Table 10.1 Case Managed Veterans

Table 10.1 represents the volume of Veterans who were receiving one-on-one Case Management Services as of March 2017 and the number of case managers providing this service.

Region	Case Managers (FTEs)	Case Managed Veterans	Average Veterans per Case Manager
Atlantic	84.0	2,789	33.2
Quebec	82.5	2,450	29.7
Ontario ¹	112.7	3,765	33.4
Western	81.4	2,854	35.1
National Total	360.6	11,858	32.9

¹ Ontario includes Foreign Countries Case Managed Veterans.

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

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

Results	2013-14	2014-2015	% Change 2013-14 to 2014-15	2015-16 ¹	% Change 2014-15 to 2015-16	2016-17 ¹	% Change 2015-16 to 2016-17
Calls Offered	657,935	588,872	-10.5%	588,854	0.0%	592,874	0.7%
Calls Answered	633,031	561,598	-11.3%	556,673	-0.9%	543,446	-2.4%
Calls Abandoned	24,904	27,274	9.5%	30,749	12.7%	49,428	60.7%
% Response Rate	96%	95%		95%		92%	
% NCCN Grade of Service ²	84%	75%		77%		66%	
% Medavie Grade of Service ³						74%	

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

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

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

Chapter 11: Appeals - Disability Pensions and Awards

Bureau of Pensions Advocates (BPA)

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

Table 11.1 Total Cases Completed by Bureau of Pensions Advocates

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

Source: Bureau of Pensions Advocates - CSDN

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

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

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

Chapter 12: Human Resources

Table 12.1 Historical Full Time Equivalents (FTE) Numbers

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

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

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

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

²At March 31, 2016, SAH was still part of Veterans Affairs Canada. 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.