



Veterans Affairs  
Canada

Anciens Combattants  
Canada

*Veterans Affairs Canada*

# Facts & Figures

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*June 2017 Edition*



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

*Ce livre est disponible en français.*

## Disclaimer

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

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

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

1. The [Departmental Plan](#) (DP) (previously known as the Report on Plans and Priorities) Departmental Plan describes departmental priorities, strategic outcomes, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report.
2. The [Departmental Results Report](#) (DRR) (previously known as the Departmental Performance Report) is a departmental account of actual performance for the most recently completed fiscal year against the plans, priorities and expected results set out in the respective Departmental Plan. DRRs inform Parliamentarians and Canadians of the results achieved by
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

### June 2017 Edition

#### Summary of Program Recipients

	2014-15	2015-16	2016-17	Percentage Change	2017-18 June YTD	2017-18 Forecast	Forecasted Percentage Change
<b>Traditional Programs</b>							
Disability Pensions	132,310	124,148	116,031	-6.5%	114,083	108,900	-6.1%
Other Health Purchased Services (OHPS) (ie. Treatment)	84,083	81,689	79,964	-2.1%	n/a <sup>1</sup>	80,300	0.4%
Veterans Independence Program (VIP)	96,722	93,558	90,854	-2.9%	n/a <sup>1</sup>	89,400	-1.6%
War Veterans Allowance	2,798	2,445	2,151	-12.0%	2,093	2,020	-6.1%
<b>New Veterans Charter Programs</b>							
Disability Awards	50,723	57,315	63,599	11.0%	64,623	69,500	9.3%
Rehabilitation & New Veterans Charter (NVC) Support Services	7,340	8,651	11,787	36.3%	12,441	11,000	-6.7%
Earnings Loss	4,823	5,746	11,625	102.3%	12,461	8,900	-23.4%
Career Impact Allowance (CIA)	2,293	3,743	6,011	60.6%	6,280	6,930	15.3%
Canadian Forces Income Support	43	55	64	16.4%	74	90	40.6%
Supplementary Retirement Benefit	21	34	76	123.5%	30	70	-7.9%
Career Transition Services/Grant	232	409	644	57.5%	655	830	28.9%
Retirement Income Security Benefit (RISB)	n/a <sup>2</sup>	41	72	75.6%	76	180	150.0%
Critical Injury Benefit	n/a <sup>2</sup>	114	36	-68.4%	2	6	-83.3%
Family Caregiver Relief Benefit (FCRB)	n/a <sup>2</sup>	178	277	55.6%	305	680	145.5%

<sup>1</sup> n/a - Program recipients are only reported on an annual basis

<sup>2</sup> 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 June YTD	2017-18 Forecast <sup>1</sup>	Forecasted Percentage Change
<b>Traditional Programs</b>							
Disability Pensions	\$1,473.4	\$1,404.3	\$1,331.1	-5.2%	\$338.8	\$1,286.2	-3.4%
Other Health Purchased Services (ie. Treatment)	\$480.9	\$517.1	\$590.1	14.1%	\$125.3	\$620.8	5.2%
Veterans Independence Program	\$363.1	\$352.6	\$350.2	-0.7%	\$76.4	\$351.5	0.4%
War Veterans Allowance	\$8.5	\$7.5	\$6.5	-13.3%	\$1.6	\$6.4	-1.5%
<b>New Veterans Charter Programs</b>							
Disability Awards	\$472.6	\$660.0	\$700.0	6.1%	\$828.3	\$1,491.8	113.1%
Rehabilitation & NVC Support Services	\$21.2	\$26.8	\$33.5	25.0%	\$7.4	\$44.1	31.6%
Earnings Loss	\$156.4	\$180.3	\$269.9	49.7%	\$97.0	\$423.1	56.8%
Career Impact Allowance	\$34.2	\$51.5	\$79.7	54.8%	\$26.4	\$127.9	60.5%
Canadian Forces Income Support	\$0.6	\$0.9	\$1.1	22.2%	\$0.4	\$1.7	54.5%
Supplementary Retirement Benefit	\$0.1	\$0.1	\$0.3	200.0%	\$0.1	\$0.4	33.3%
Career Transition Services/Grant <sup>2</sup>	\$0.0	\$0.0	\$0.0	-20.8%	\$0.0	\$0.0	189.5%
Retirement Income Security Benefit	n/a <sup>3</sup>	\$0.3	\$0.5	66.7%	\$0.2	\$3.8	660.0%
Critical Injury Benefit	n/a <sup>3</sup>	\$7.9	\$2.5	-68.4%	\$0.2	\$0.5	-80.0%
Family Caregiver Relief Benefit	n/a <sup>3</sup>	\$1.3	\$2.1	61.5%	\$0.4	\$5.1	142.9%

<sup>1</sup> VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance.

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

<sup>3</sup> n/a - Program was implemented in 2015-16

## Analysis of VAC Facts and Figures as at June 30, 2017

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

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

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

### VAC Program Trends

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

#### Traditional Programs

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

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

#### New Veterans Charter (NVC) Programs

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

### Highlights of 2017-18 Trends

#### Earnings Loss Benefit

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

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

#### Career Impact Allowance (CIA)

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

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

As of April 1, 2017, a new grading scheme was implemented for CIA, which gave access to higher grade levels for some clients. The result is that a greater proportion of clients are in Grades 1 and 2 than previous to the change. Grade 1 increased from 0.5% to 1.2% of CIA clients from March 31 to June 30, and Grade 2 clients increased from 9.4% to 33.3% of CIA clients in the same period. This resulted in a smaller ratio of clients in the lowest paying grade 3, changing from 90.1% to 65.5% from March 31 to June 30. This is in effect for all current and future clients, and will contribute to higher expenditures. It is expected that awareness of this change may also generate more interest in the benefit from those not currently in receipt of CIA, resulting in a gradual increase in clients, as there has been no change to current eligibility.

#### Other Health Purchased Services (OHPS)

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

#### Disability Awards

During 2016-17, Disability Award (DA) payments were \$700 million which was an increase of 6% from \$660 million in 2015-16. This increase in expenditures was due to an 11% increase in DA clients from 2015-16 and an increase in average expenditures. DA clients are forecast to increase by another 10% in 2017-18. Expenditures are forecast to be \$1,612.9 million in 2017-18. Included in the 2017-18 DA expenditure forecast is an increase in the maximum DA to \$360,000 as of April 1, 2017 and one-time retrospective payments that amount to an estimated \$723.1 million and will be paid by March 31, 2018.

## Chapter 1 : Demographics

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

**Table 1.1 Estimated Veteran Population by Province**

	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	n/a	1,000
<b>TOTAL CANADA<sup>1</sup></b>	<b>58,100</b>	<b>600,300</b>	<b>658,400</b>

<sup>1</sup>Totals may not add due to rounding.

Source: Statistics Directorate: 2017 Population Estimates

**Table 1.2 Estimated Veteran Population by Average Age**

	Average Age	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
<b>Total Estimated Canadian Veteran Population</b>	<b>n/a</b>	<b>658,400</b>

Source: Statistics Directorate: 2017 Population Estimates



## Veterans Affairs Canada

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

**Table 1.3 Veterans and survivors served by VAC (Unique)**

VAC Unique Veterans and Survivors by Type	Actuals as of March 31, 2017					Average Age (March 31, 2017)	YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17		
Veterans	135,616	133,291	130,326	129,784	130,621	66	130,310
- War Service	49,201	42,239	35,449	29,740	25,016	92	23,894
- Canadian Armed Forces (CAF)	76,446	80,577	83,872	88,301	93,123	60	93,795
- Royal Canadian Mounted Police (RCMP)	9,969	10,475	11,005	11,743	12,482	60	12,621
Survivors	74,460	71,922	68,828	65,505	61,976	85	60,944
- War Service	65,759	62,712	59,136	55,371	51,471	87	50,397
- CAF	8,016	8,467	8,876	9,257	9,560	73	9,581
- RCMP	685	743	816	877	945	72	966
<b>Total</b>	<b>210,076</b>	<b>205,213</b>	<b>199,154</b>	<b>195,289</b>	<b>192,597</b>	<b>72</b>	<b>191,254</b>

Source: Statistics Directorate, Client Cube, June 2017

VAC Unique Veterans and Survivors by Type	Forecast <sup>1</sup>				
	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
<b>Total<sup>2</sup></b>	<b>189,700</b>	<b>187,900</b>	<b>188,800</b>	<b>189,600</b>	<b>190,400</b>

<sup>1</sup>VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

<sup>2</sup>Totals may not add due to rounding.

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

Male Veterans by Age	Total Male Veterans				
	War Service	CAF	RCMP	Total	% Male
29 and under	0	1,789	27	1,816	1%
30-39	0	7,541	633	8,174	6%
40-49	0	12,125	1,337	13,462	10%
50-59	0	20,240	2,381	22,621	17%
60-69	0	13,304	3,683	16,987	13%
70-79	61	16,964	2,108	19,133	15%
80-89	3,016	12,054	785	15,855	12%
90+	17,275	719	34	18,028	14%
<b>Total</b>	<b>20,352</b>	<b>84,736</b>	<b>10,988</b>	<b>116,076</b>	<b>89%</b>

Female Veterans by Age	Total Female Veterans				
	War Service	CAF	RCMP	Total	% Female
29 and under	0	285	18	303	0%
30-39	0	1,342	240	1,582	1%
40-49	0	2,241	526	2,767	2%
50-59	0	3,232	545	3,777	3%
60-69	0	1,072	274	1,346	1%
70-79	62	475	25	562	0%
80-89	466	378	5	849	1%
90+	3,014	34	0	3,048	2%
<b>Total</b>	<b>3,542</b>	<b>9,059</b>	<b>1,633</b>	<b>14,234</b>	<b>11%</b>

Source: Statistics Directorate, Client Cube, June 2017

**Table 1.5 Veterans served by Area Office as of June 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 <sup>1</sup>
	War Service	CAF	RCMP		
<b>Atlantic</b>	<b>2,587</b>	<b>22,402</b>	<b>2,257</b>	<b>27,246</b>	<b>3,007</b>
Campbellton	228	930	106	1,264	90
Charlottetown	170	990	169	1,329	120
Corner Brook	62	493	69	624	132
Halifax	1,013	10,735	916	12,664	1,304
Saint John	688	6,769	598	8,055	856
St John's	240	1,456	302	1,998	339
Sydney	186	1,029	97	1,312	166
<b>Quebec</b>	<b>1,718</b>	<b>13,608</b>	<b>759</b>	<b>16,085</b>	<b>2,613</b>
Gatineau	118	1,728	209	2,055	284
Montreal	1,092	2,975	336	4,403	542
Quebec	308	7,051	108	7,467	1,515
Ste. Jean	200	1,854	106	2,160	272
<b>Ontario</b>	<b>10,119</b>	<b>29,074</b>	<b>1,773</b>	<b>40,966</b>	<b>3,826</b>
Hamilton	1,175	1,717	83	2,975	219
Kingston	445	3,637	117	4,199	421
London	689	1,591	74	2,354	268
Mississauga-Brampton	2,038	3,830	233	6,101	397
North Bay	410	1,434	24	1,868	250
Ottawa	985	6,715	902	8,602	807
Pembroke	170	3,153	109	3,432	479
Peterborough	655	898	40	1,593	92
Thunder Bay	314	526	19	859	67
Toronto	2,469	1,919	104	4,492	446
Trenton	279	2,761	27	3,067	276
Windsor	490	893	41	1,424	104
<b>Western</b>	<b>9,103</b>	<b>27,575</b>	<b>7,768</b>	<b>44,446</b>	<b>3,023</b>
Brandon	268	934	174	1,376	118
British Columbia Interior	695	1,584	801	3,080	138
Calgary	1,233	4,613	1,262	7,108	483
Edmonton	739	5,656	861	7,256	667
Kelowna	482	1,038	637	2,157	99
Prince George	2	15	0	17	30
Regina	393	650	465	1,508	80
Saskatoon	467	649	291	1,407	76
Surrey	1,191	1,983	1,272	4,446	260
Vancouver	1,295	1,490	682	3,467	131
Victoria	1,561	6,801	957	9,319	655
Winnipeg	777	2,162	366	3,305	286
<b>Foreign Countries</b>	<b>367</b>	<b>1,136</b>	<b>64</b>	<b>1,567</b>	<b>83</b>
<b>Total</b>	<b>23,894</b>	<b>93,795</b>	<b>12,621</b>	<b>130,310</b>	<b>12,552</b>

<sup>1</sup>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

Source: Statistics Directorate, Client Cube, June 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**

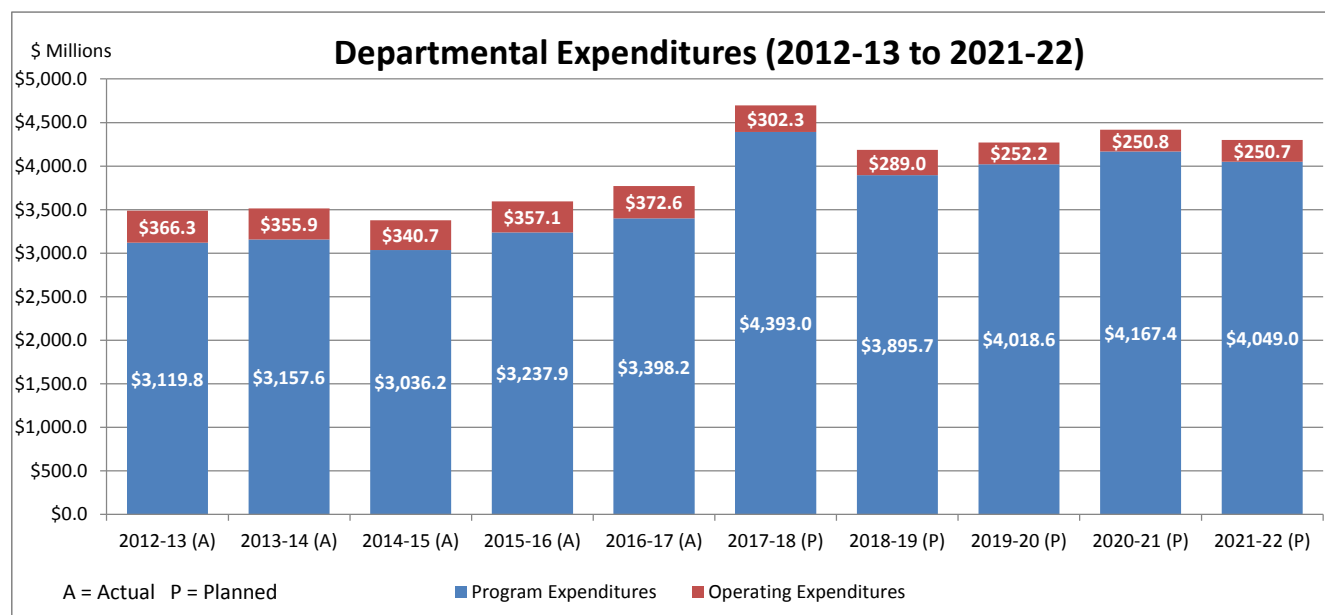
The information below illustrate departmental spending (actual and planned).

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

Source: Public Accounts of Canada

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

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



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

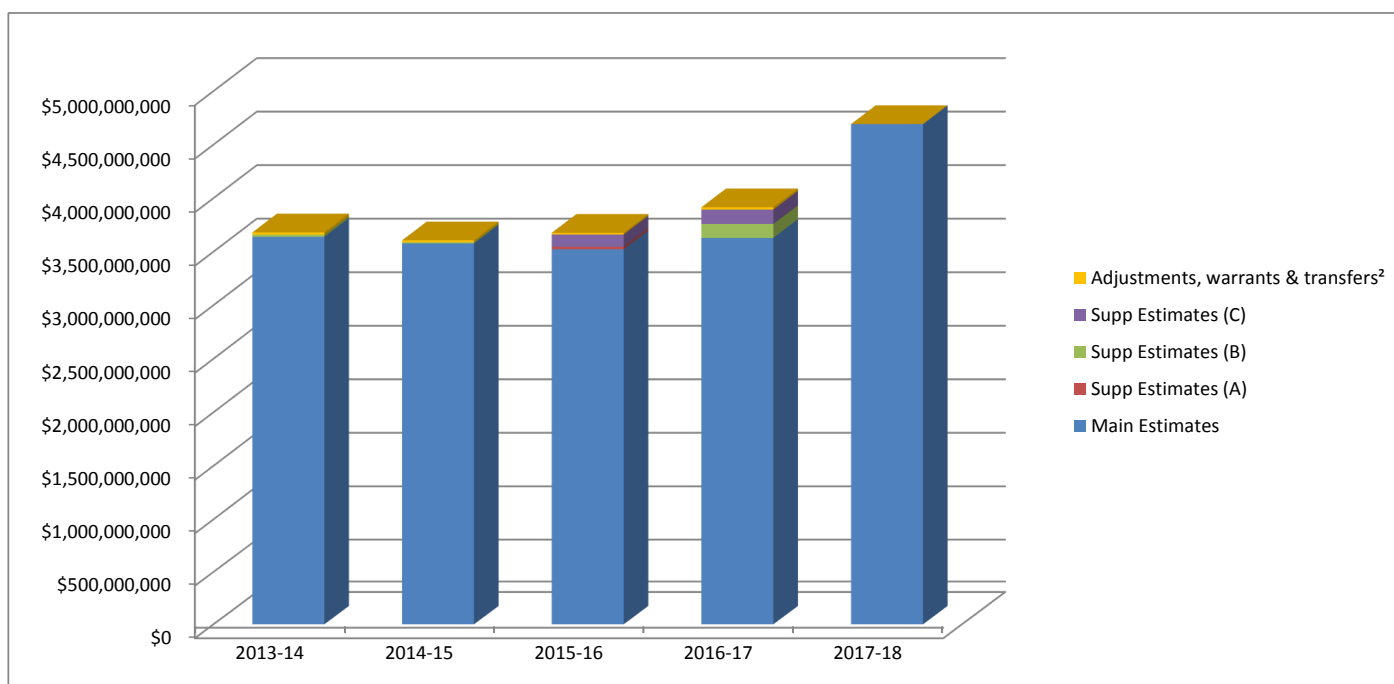
<sup>2</sup> Includes: salary & wages, operating, special benefits (Agent Orange, Merchant Navy), Ste. Anne's Hospital (previously reported in OHPS), Remembrance Vignette, Statutory Vote, and Capital (Ste. Anne's renovations). Operating does not include benefits provided to Veterans under Vote 1 operating 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.

<sup>3</sup> 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<sup>1</sup>**. 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 <sup>1</sup>
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 <sup>2</sup>	\$21,784,870	\$17,611,671	\$15,694,995	\$21,338,217	-
<b>Total Authorities</b>	<b>\$3,679,977,419</b>	<b>\$3,605,440,517</b>	<b>\$3,675,963,783</b>	<b>\$3,914,430,576</b>	<b>\$4,691,399,582</b>
<b>% Increase from Previous Year</b>	<b>0.6%</b>	<b>-2.0%</b>	<b>1.9%</b>	<b>6.5%</b>	<b>19.8%</b>



<sup>1</sup>As of March 31, 2017.

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

Prepared by: Finance Division

## Chapter 3: Program Expenditure Overview

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

**Table 3.1 Expenditures by Program**

Expenditures By Program (in \$ millions)	Actual as of March 31, 2017					YTD June 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	\$338.8
Disability Awards <sup>1</sup>	\$427.6	\$461.4	\$472.6	\$660.0	\$700.0	\$828.3
Other Health Purchased Services	\$521.6	\$503.6	\$480.9	\$517.1	\$590.1	\$125.3
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$380.1	\$429.6	\$363.1	\$352.6	\$350.2	\$76.4
Earnings Loss	\$94.7	\$127.2	\$156.4	\$180.3	\$269.9	\$97.0
Career Impact Allowance (CIA) <sup>2</sup>	\$10.4	\$22.2	\$34.2	\$51.5	\$79.7	\$26.4
Canadian Forces Income Support	\$0.2	\$0.3	\$0.6	\$0.9	\$1.1	\$0.4
Supplementary Retirement Benefit	\$0.0	\$0.0	\$0.1	\$0.1	\$0.3	\$0.1
War Veterans Allowance	\$9.5	\$8.5	\$8.5	\$7.5	\$6.5	\$1.6
Rehabilitation and New Veterans Charter Support Services	\$18.4	\$18.5	\$21.2	\$26.8	\$33.5	\$7.4
Career Transition Services <sup>3</sup>	\$1.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Retirement Income Security Benefit	-	-	-	\$0.3	\$0.5	\$0.2
Critical Injury Benefit	-	-	-	\$7.9	\$2.5	\$0.2
Family Caregiver Relief Benefit	-	-	-	\$1.3	\$2.1	\$0.4
<b>Subtotal Program Expenditures</b>	<b>\$3,097.3</b>	<b>\$3,134.2</b>	<b>\$3,011.0</b>	<b>\$3,210.6</b>	<b>\$3,367.5</b>	<b>\$1,502.5</b>
Other Program Expenditures <sup>4</sup>	\$22.5	\$23.4	\$25.2	\$27.3	\$30.7	\$11.6
<b>Total Program Expenditures</b>	<b>\$3,119.8</b>	<b>\$3,157.6</b>	<b>\$3,036.2</b>	<b>\$3,237.9</b>	<b>\$3,398.2</b>	<b>\$1,514.1</b>

Expenditures By Program (in \$ millions)	Forecast <sup>5</sup>				
	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 <sup>1</sup>	\$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	\$423.1	\$487.5	\$539.9	\$592.8	\$476.1
Career Impact Allowance (CIA) <sup>2</sup>	\$127.9	\$156.9	\$187.1	\$218.3	\$228.1
Canadian Forces Income Support	\$1.7	\$2.1	\$2.5	\$2.9	\$3.3
Supplementary Retirement Benefit	\$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	\$44.1	\$47.1	\$50.0	\$52.6	\$49.7
Career Transition Services <sup>3</sup>	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1
Retirement Income Security Benefit	\$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
<b>Subtotal Program Expenditures</b>	<b>\$4,363.4</b>	<b>\$3,866.3</b>	<b>\$3,989.3</b>	<b>\$4,138.1</b>	<b>\$4,019.7</b>
Other Program Expenditures <sup>4</sup>	\$29.6	\$29.4	\$29.3	\$29.3	\$29.3
<b>Total Program Expenditures</b>	<b>\$4,393.0</b>	<b>\$3,895.7</b>	<b>\$4,018.6</b>	<b>\$4,167.4</b>	<b>\$4,049.0</b>

<sup>1</sup> Includes Financial Counseling expenditures.

<sup>2</sup> Includes CIA Supplement.

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

<sup>4</sup> 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.

<sup>5</sup> VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance.

Sources: Finance Division, Financial Planning

## Chapter 4: Disability Benefits

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

**Table 4.1 Disability Benefits Recipients**

Disability Benefits Recipients	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	June 2017
Veterans	112,396	111,208	109,207	109,154	109,338	109,020
Survivors	62,366	60,352	57,975	55,112	51,999	51,133
Total Veterans & Survivors	174,762	171,560	167,182	164,266	161,337	160,153
RCMP	10,649	11,213	11,815	12,610	13,424	13,582
<b>Total</b>	<b>185,411</b>	<b>182,773</b>	<b>178,997</b>	<b>176,876</b>	<b>174,761</b>	<b>173,735</b>

### 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 <sup>1</sup>	Actuals as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	June 2017
Veterans	86,487	80,681	74,943	69,739	64,804	63,702
Survivors	61,901	59,810	57,367	54,409	51,227	50,381
<b>Total</b>	<b>148,388</b>	<b>140,491</b>	<b>132,310</b>	<b>124,148</b>	<b>116,031</b>	<b>114,083</b>
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 <sup>1</sup>	Forecast <sup>2</sup>				
	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
<b>Total</b>	<b>108,900</b>	<b>101,800</b>	<b>97,000</b>	<b>92,100</b>	<b>87,200</b>
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

<sup>1</sup> Excludes RCMP

<sup>2</sup> 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)	Actuals as of March 31, 2017 <sup>2</sup>					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	June 2017
Veteran Pensions	\$947.1	\$903.5	\$810.7	\$768.8	\$729.0	n/a <sup>3</sup>
Survivor Pensions	\$571.3	\$555.0	\$567.5	\$548.2	\$517.2	n/a <sup>3</sup>
Total Pensions	\$1,518.4	\$1,458.5	\$1,378.2	\$1,317.1	\$1,246.2	n/a <sup>3</sup>
Total Special Awards	\$116.3	\$106.3	\$96.5	\$88.6	\$85.5	n/a <sup>3</sup>
<b>Total Pensions and Special Awards (Includes Adjustments)<sup>1</sup></b>	<b>\$1,634.6</b>	<b>\$1,563.6</b>	<b>\$1,474.1</b>	<b>\$1,405.7</b>	<b>\$1,331.7</b>	<b>\$338.8</b>

Disability Pension Expenditures (in \$ millions)	Forecast <sup>5</sup>				
	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
<b>Total Pensions and Special Awards<sup>4</sup></b>	<b>\$1,286.2</b>	<b>\$1,232.9</b>	<b>\$1,189.9</b>	<b>\$1,157.2</b>	<b>\$1,123.6</b>

<sup>1</sup> Includes Gallantry Awards & Flying Accidents, therefore numbers differ from table 3.1

<sup>2</sup> Totals may not add due to rounding.

<sup>3</sup> Disability Pension and Special Award breakdown provided at fiscal year end only.

<sup>4</sup> Excludes Gallantry Awards & Flying Accidents

<sup>5</sup> 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 Recipients<sup>1</sup>**

Disability Awards	Actuals as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	38,912	44,765	49,372	55,698	61,759	62,753
Survivors	681	850	999	1,186	1,373	1,396
<b>Total</b>	<b>39,593</b>	<b>45,615</b>	<b>50,371</b>	<b>56,884</b>	<b>63,132</b>	<b>64,149</b>
Death Benefits	263	324	352	431	467	474
<b>Total Awards</b>	<b>39,856</b>	<b>45,939</b>	<b>50,723</b>	<b>57,315</b>	<b>63,599</b>	<b>64,623</b>

Disability Awards	Forecast <sup>2</sup>				
	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
<b>Total Awards</b>	<b>69,500</b>	<b>75,800</b>	<b>82,100</b>	<b>88,200</b>	<b>94,100</b>

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

<sup>2</sup> VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate

**Table 4.5 Disability Award Expenditures**

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2017					YTD June 2017 <sup>1</sup>
	2012-13	2013-14	2014-15	2015-16	2016-17	
Disability Awards	\$419.1	\$451.5	\$461.6	\$643.0	\$690.0	n/a <sup>2</sup>
Death Benefits	\$8.5	\$9.8	\$11.2	\$17.0	\$10.0	n/a <sup>2</sup>
<b>Total Awards<sup>3</sup></b>	<b>\$427.6</b>	<b>\$461.4</b>	<b>\$472.6</b>	<b>\$660.0</b>	<b>\$700.0</b>	<b>\$828.3</b>

Disability Award Expenditures (in \$ millions)	Forecast <sup>4</sup>				
	2017-18 <sup>1</sup>	2018-19	2019-20	2020-21	2021-22
Disability Awards	\$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
<b>Total Awards</b>	<b>\$1,491.8</b>	<b>\$930.0</b>	<b>\$994.4</b>	<b>\$1,057.4</b>	<b>\$1,061.5</b>

<sup>1</sup> Includes retrospective lump sum DA payments as well as DA max rate adjustments.

<sup>2</sup> Disability Award and Death Benefit breakdown provided at fiscal year end only.

<sup>3</sup> Totals may not add due to rounding.

<sup>4</sup> 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 Duals<sup>1</sup>**

Dual Recipients	Actuals as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	13,003	14,267	15,108	16,283	17,225	17,435
Survivors	479	603	743	914	1,068	1,118
<b>Total</b>	<b>13,482</b>	<b>14,870</b>	<b>15,851</b>	<b>17,197</b>	<b>18,293</b>	<b>18,553</b>

<sup>1</sup> Please note that the above clients are included in tables 4.1 and 4.2

## Disability Benefit Recipients

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

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

Disability Award - [http://www.veterans.gc.ca/pdf/services/disability-award/disaward\\_17.pdf](http://www.veterans.gc.ca/pdf/services/disability-award/disaward_17.pdf)

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

**Table 4.7 Recipients by Disability Class as of June 30, 2017**

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award	Disability Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,543	1,763	679	3,985	5,139
Class 2 (93%-97%)	239	377	145	761	235
Class 3 (88%-92%)	323	407	185	915	309
Class 4 (83%-87%)	411	461	238	1,110	361
Class 5 (78%-82%)	575	542	339	1,456	665
Class 6 (73%-77%)	715	555	386	1,656	611
Class 7 (68%-72%)	823	634	433	1,890	824
Class 8 (63%-67%)	861	696	546	2,103	840
Class 9 (58%-62%)	1,211	727	620	2,558	1,241
Class 10 (53%-57%)	1,195	825	766	2,786	1,189
Class 11 (48%-52%)	1,835	822	925	3,582	2,364
Class 12 (43%-47%)	1,698	912	1,047	3,657	1,224
Class 13 (38%-42%)	2,684	968	1,324	4,976	2,374
Class 14 (33%-37%)	2,950	1,137	1,620	5,707	2,508
Class 15 (28%-32%)	4,630	1,280	2,432	8,342	3,954
Class 16 (23%-27%)	5,597	1,350	3,152	10,099	4,808
Class 17 (18%-22%)	6,604	1,345	3,897	11,846	5,805
Class 18 (13%-17%)	6,094	1,318	5,666	13,078	4,689
Class 19 (8%-12%)	8,455	997	9,614	19,066	5,959
Class 20 (5%-7%)	7,469	296	7,675	15,440	6,450
Class 21 (1%-4%)	2,852	23	3,629	6,504	57
Nil Assessments	119	0	0	119	493
<b>Total %</b>	<b>58,883</b>	<b>17,435</b>	<b>45,318</b>	<b>121,636</b>	<b>52,099</b>

Source: Statistics Directorate, Client Cube, June 2017



**Table 4.8 Most Common Medical Conditions<sup>1</sup> (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 <sup>2</sup>
1	Hearing Loss	Hearing Loss	Hearing Loss	Post Traumatic Stress Disorder
2	Tinnitus	Tinnitus	Tinnitus	Tinnitus
3	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Hearing Loss
4	Lumbar Disc Disease	Lumbar Disc Disease	Lumbar Disc Disease	Depressive Disorders, including Dysthymia and Major Depression
5	Osteoarthritis Knee	Osteoarthritis Knee	Osteoarthritis Knee	Lumbar Disc Disease
6	Internal Derangement Knee	Internal Derangement Knee	Cervical Disc Disease	Erectile Dysfunction
7	Cervical Disc Disease	Cervical Disc Disease	Internal Derangement Knee	Anxiety Disorders, including Panic Disorder
8	Depressive Disorders, including Dysthymia and Major Depression	Osteoarthritis Lumbar Spine	Depressive Disorders, including Dysthymia and Major Depression	Adjustment Disorder
9	Osteoarthritis Lumbar Spine	Chronic Mechanical Low Back Pain	Osteoarthritis Lumbar Spine	Chronic Mechanical Low Back Pain
10	Chronic Mechanical Low Back Pain	Plantar Fasciitis	Rotator Cuff Disease	Cervical Disc Disease

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

<sup>2</sup>Afghanistan 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 as of March 31, 2017					YTD
	2012-13	2013-14	2014-15	2015-16	2016-17	June 2017
Applications						
Total Applications - Decisions Rendered <sup>1</sup>	18,247	16,908	14,398	20,453	18,687	4,623
Favourable (Approved) Decisions	12,709	11,891	11,450	17,174	15,445	3,934
Unfavourable (Denied) Decisions	5,538	5,017	2,948	3,279	3,242	689
Favourable Rate (Dockets) %	70%	70%	80%	84%	83%	85%
Medical Conditions						
Total Conditions - Decisions Rendered	31,958	29,810	24,732	33,345	30,848	7,597
Favourable (Approved) Conditions	18,156	17,133	16,360	24,802	22,567	5,738
Unfavourable (Denied) Conditions	13,802	12,677	8,371	8,543	8,281	1,859
Favourable Rate (Conditions) %	57%	58%	66%	74%	73%	76%

<sup>1</sup> An application can contain one or more than one condition.

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

### Critical Injury Benefit (CIB)

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

**Table 4.11 Critical Injury Benefit Recipients and Expenditures**

Critical Injury Benefit (CIB)	Actuals as of March 31, 2017		YTD June 2017
	2015-16	2016-17	
Recipients <sup>1</sup>	114	36	2
Total Expenditures (in \$ millions)	\$7.9	\$2.5	\$0.2

<sup>1</sup> Recipients is based on completed application date.

Critical Injury Benefit (CIB)	Forecast <sup>1</sup>				
	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

<sup>1</sup>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 as of March 31, 2017				
	2012-13	2013-14	2014-15	2015-16	2016-17
War Service Veterans	54,986	47,889	41,018	34,593	28,266
Canadian Armed Forces (CAF) Veterans	37,632	40,622	43,065	47,096	51,698
<b>Total</b>	<b>92,618</b>	<b>88,511</b>	<b>84,083</b>	<b>81,689</b>	<b>79,964</b>

Veterans	Forecast <sup>1</sup>				
	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
<b>Total</b>	<b>80,300</b>	<b>81,900</b>	<b>84,200</b>	<b>87,600</b>	<b>87,600</b>

<sup>1</sup>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 Expenditures<sup>1</sup>**

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

Treatment Expenditures By Program of Choice (in \$ millions)	Forecast <sup>3</sup>				
	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
<b>Subtotal: Treatment Benefits Expenditures</b>	<b>\$321.4</b>	<b>\$337.5</b>	<b>\$360.1</b>	<b>\$386.6</b>	<b>\$400.5</b>
<b>Remainder of OHPS</b>					
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 <sup>2</sup>	\$74.8	\$81.8	\$82.0	\$82.0	\$82.0
<b>Subtotal: OHPS Expenditures</b>	<b>\$299.5</b>	<b>\$302.9</b>	<b>\$300.2</b>	<b>\$297.9</b>	<b>\$296.2</b>
<b>Total: Treatment Benefits and OHPS Expenditures</b>	<b>\$620.9</b>	<b>\$640.4</b>	<b>\$660.3</b>	<b>\$684.5</b>	<b>\$696.7</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> 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.

<sup>3</sup> 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
<b>Total VIP Recipients</b>	<b>102,995</b>	<b>101,595</b>	<b>96,722</b>	<b>93,558</b>	<b>90,854</b>

VIP Recipients	Forecast <sup>2</sup>				
	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
<b>Total VIP Recipients<sup>1</sup></b>	<b>89,400</b>	<b>87,200</b>	<b>83,600</b>	<b>81,700</b>	<b>79,800</b>

<sup>1</sup>Totals may not add due to rounding.

<sup>2</sup>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 Expenditures<sup>1</sup>**

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

VIP Expenditures (in \$ millions)	Forecast <sup>3</sup>				
	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
<b>Subtotal: Contributions</b>	<b>\$75.8</b>	<b>\$72.2</b>	<b>\$64.9</b>	<b>\$63.6</b>	<b>\$63.3</b>
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
<b>Subtotal: Grants</b>	<b>\$275.8</b>	<b>\$277.5</b>	<b>\$274.7</b>	<b>\$277.0</b>	<b>\$279.6</b>
<b>Total: VIP Expenditures</b>	<b>\$351.5</b>	<b>\$349.7</b>	<b>\$339.5</b>	<b>\$340.6</b>	<b>\$343.0</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> 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.

<sup>3</sup> 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					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans in Departmental Beds	349	340	325	302	n/a <sup>1</sup>	n/a <sup>1</sup>
Veterans in Contract Beds	2,557	2,450	2,252	2,178	2,152	2,064
Veterans in Community Beds	5,615	4,869	4,332	3,961	3,578	3,606
<b>Total Veterans in LTC Beds</b>	<b>8,521</b>	<b>7,659</b>	<b>6,909</b>	<b>6,441</b>	<b>5,730</b>	<b>5,670</b>
<b>Expenditure Total</b>	<b>\$332.7</b>	<b>\$319.1</b>	<b>\$308.7</b>	<b>\$314.7</b>	<b>\$305.8</b>	<b>n/a<sup>2</sup></b>

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

**Note:** LTC expenditures are part of OHPS final expenditures.

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

<sup>2</sup> Expenditures are only available at fiscal year end.

<sup>3</sup> LTC Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

## Rehabilitation and NVC Support Services

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

**Table 5.6 Rehabilitation Program: Eligible Recipients<sup>1</sup> and Expenditures**

Rehabilitation Recipients & Expenditures	Actuals as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Total Veterans & Survivors	5,866	6,411	7,340	8,651	11,787	12,441
Veterans	5,754	6,265	7,175	8,478	11,600	12,245
Survivors/Spouses	112	146	165	173	187	196
Rehabilitation Expenditures (in \$ millions) <sup>2</sup>	\$18.4	\$18.5	\$21.2	\$26.8	\$33.5	\$7.4

Rehabilitation Recipients & Expenditures	Forecast <sup>3</sup>				
	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) <sup>2</sup>	\$44.1	\$47.1	\$50.0	\$52.6	\$49.7

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

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

<sup>3</sup> 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 as of March 31, 2017		YTD June 2017
	2015-16	2016-17	
Recipients <sup>1</sup>	178	277	305
Total Expenditures (in \$ millions)	\$1.3	\$2.1	\$0.4

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

Family Caregiver Relief Benefit (FCRB)	Forecast <sup>1</sup>				
	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

<sup>1</sup> 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 Recipients<sup>1</sup> and Expenditures**

Earnings Loss Recipients and Expenditures	Actuals as of March 31, 2017					YTD June 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	12,461
Temporary	2,564	2,709	2,963	3,435	7,375	7,793
Extended	1,024	1,506	1,860	2,311	4,250	4,668
Earnings Loss Expenditures (in \$ millions) <sup>2</sup>	\$94.7	\$127.2	\$156.4	\$180.3	\$269.9	\$97.0

Earnings Loss Recipients and Expenditures	Forecast <sup>4</sup>				
	2017-18	2018-19	2019-20	2020-21	2021-22
Earnings Loss Veterans & Survivors <sup>3</sup>	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

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

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

<sup>3</sup> Totals may not add due to rounding.

<sup>4</sup> VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate.

### Career Impact Allowance (CIA)

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

**Table 6.2 Career Impact Allowance Recipients and Expenditures**

CIA Recipients and Expenditures	Actuals as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Career Impact Allowance (CIA)	941	1,647	2,293	3,743	6,011	6,280
- CIA Supplement	727	1,320	1,755	2,482	3,410	3,602
CIA Expenditures (in \$ millions)	\$10.4	\$22.2	\$34.2	\$51.5	\$79.7	\$26.4

CIA Recipients and Expenditures	Forecast <sup>1</sup>				
	2017-18	2018-19	2019-20	2020-21	2021-22
Career Impact Allowance	6,930	8,380	9,830	11,280	12,730
- CIA Supplement	4,600	5,560	6,520	7,480	8,440
CIA Expenditures (in \$ millions)	\$127.9	\$156.9	\$187.1	\$218.3	\$228.1

<sup>1</sup> 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 as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	8	15	21	34	76	30
Expenditures (\$ thousands)	\$20	\$36	\$52	\$111	\$306	\$131.3

Supplementary Retirement Benefit- Recipients and Expenditures	Forecast <sup>1</sup>				
	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

<sup>1</sup> 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 as of March 31, 2017		YTD June 2017
	2015-16	2016-17	
Recipients	41	72	76
Total Expenditures (in \$ millions)	\$0.3	\$0.5	\$0.2

Retirement Income Support Benefit (RISB)	Forecast <sup>1</sup>				
	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

<sup>1</sup> 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					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	12	23	43	55	64	74
Expenditures (in \$ millions)	\$0.2	\$0.3	\$0.6	\$0.9	\$1.1	\$0.4

Canadian Forces Income Support - Recipients and Expenditures	Forecast <sup>1</sup>				
	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

<sup>1</sup> 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 as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	596	667	527	404	355	349
Survivors	2,898	2,577	2,271	2,041	1,796	1,744
<b>WVA Recipients</b>	<b>3,494</b>	<b>3,244</b>	<b>2,798</b>	<b>2,445</b>	<b>2,151</b>	<b>2,093</b>

WVA Recipients	Forecast <sup>1</sup>				
	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
<b>WVA Recipients</b>	<b>2,020</b>	<b>1,830</b>	<b>1,650</b>	<b>1,480</b>	<b>1,320</b>

<sup>1</sup> VAC Client and Expenditure Forecast 2017-18, prepared in October 2016 by the Statistics Directorate, Finance

**Table 6.7 War Veterans Allowance Expenditures<sup>1</sup>**

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	\$1.4	\$1.3	\$1.2	\$1.0	\$1.0	n/a <sup>2</sup>
Survivors	\$8.0	\$7.2	\$6.7	\$6.0	\$5.5	n/a <sup>2</sup>
Budget Implementation Act Payments	-	-	\$0.7	\$0.5	-	n/a <sup>2</sup>
<b>WVA Expenditures</b>	<b>\$9.5</b>	<b>\$8.5</b>	<b>\$8.5</b>	<b>\$7.5</b>	<b>\$6.5</b>	<b>\$1.6</b>

WVA Expenditures (in \$ millions)	Forecast <sup>3</sup>				
	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
<b>Final WVA Expenditures</b>	<b>\$6.4</b>	<b>\$5.9</b>	<b>\$5.4</b>	<b>\$5.0</b>	<b>\$4.6</b>

<sup>1</sup> Totals may not add due to rounding.

<sup>2</sup> Expenditure breakdown provided at fiscal year end only.

<sup>3</sup> 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 as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
Veterans	27	92	232	409	644	655
Expenditures (in \$ thousands)	\$1,003	\$12	\$13	\$24	\$19	\$12.7

Career Transition Services - Recipients and Expenditures	Forecast <sup>1</sup>				
	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

<sup>1</sup> 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 as of March 31, 2017					YTD June 2017
	2012-13	2013-14	2014-15	2015-16	2016-17	
<b>Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder [PTSD])</b>	16,673	18,071	19,641	21,902	24,221	24,971
- War Service	1,863	1,591	1,323	1,114	925	875
- Canadian Armed Forces (CAF)	12,016	13,385	14,847	16,850	18,826	19,472
- Royal Canadian Mounted Police (RCMP)	2,794	3,094	3,469	3,937	4,469	4,623
- Missing Service Code	-	1	2	1	1	1
<b>Veterans (in receipt of disability benefits) with a PTSD diagnosis</b>	11,955	13,076	14,372	16,052	17,623	18,157
- War Service	1,162	1,003	856	743	622	591
- CAF	8,557	9,576	10,695	12,075	13,342	13,780
- RCMP	2,236	2,496	2,819	3,233	3,658	3,785
- Missing Service Code	-	1	2	1	1	1

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

MENTAL HEALTH VETERANS BY AGE AND GENDER	Male <sup>1</sup>	Female	Total	% by Age
Under 30	475	92	567	2%
30 - 39	3,362	559	3,921	16%
40 - 49	5,515	1,097	6,612	26%
50 - 59	7,050	1,260	8,310	33%
60 - 69	3,025	335	3,360	13%
70 or More	2,159	42	2,201	9%
<b>Total</b>	<b>21,586</b>	<b>3,385</b>	<b>24,971</b>	<b>100%</b>
% by Gender	86%	14%	100%	

<sup>1</sup> Includes numbers for those with an unknown gender.

**Table 8.3 Mental Health - Quick Facts as of June 2017**

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.
31% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation program.
41% of Veterans in receipt of disability benefits for a mental health condition are in receipt of Veterans Independence Program (VIP) benefits.

Source: Statistics Directorate, Mental Health Cube 05.93.06.07

## Chapter 9: Afghanistan Veterans

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

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

**Table 9.1 Afghanistan Deployed Members (Unique)**

	March 2014
Regular Forces	34,640
Primary Reserves	5,386
<b>Total</b>	<b>40,026</b>

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

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

	Actuals as of March 31, 2017					YTD June 2017	% of CAF Veteran Population
	2012-13	2013-14	2014-15	2015-16	2016-17		
Afghanistan Service identified <sup>1</sup>	8,945	10,459	11,909	13,583	14,978	15,338	3%
- Veterans in receipt of disability benefits related to Afghanistan service <sup>2</sup> (included in above total)	5,427	6,376	7,293	8,339	9,357	9,645	2%

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

Age Band	Afghanistan Service Identified <sup>1</sup>	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan <sup>2</sup>	% by Age
Under 30	623	4%	457	5%
30 - 39	4,590	30%	3,445	36%
40 - 49	5,192	34%	3,214	33%
50 or more	4,933	32%	2,529	26%
<b>Total</b>	<b>15,338</b>	<b>100%</b>	<b>9,645</b>	<b>100%</b>

<sup>1</sup> 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.

<sup>2</sup> 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 Benefits<sup>1</sup> by Disability Class - June 2017**

Disability Class	Disability Pension & Awards	Percentage
<b>78% and above</b>	1,589	16%
<b>53%-77%</b>	1,911	20%
<b>28%-52%</b>	2,460	26%
<b>5%-27%</b>	3,298	34%
<b>1%-4%</b>	224	2%
<b>Entitlement Only</b>	163	2%
<b>Total %</b>	<b>9,645</b>	<b>100%</b>

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

**Table 9.5 Afghanistan Veterans in Receipt of Disability Benefits<sup>1</sup> - Mental Health Conditions**

Afghanistan Veterans in Receipt of Disability Benefits	March 2014	March 2015	March 2016	March 2017	YTD June 2017
For Mental Health Conditions	3,572	4,269	5,048	5,800	6,031
For Post-traumatic Stress Disorder (PTSD)	2,977	3,578	4,243	4,833	5,028

<sup>1</sup>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.

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

**Table 9.6 Afghanistan Veterans - Quick Facts - June 2017**

QUICK FACTS
73% of deployed members had 1 tour of Afghanistan, 21% had 2 tours and 6% had 3 or more.
90% of Afghanistan deployed members were males, 10% females.
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.
63% of CAF Veterans, with a disability benefit related to service in Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition.
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).
15% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a Mental Health condition.
13% 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 - June 2017**

Table 10.1 represents the volume of Veterans who were receiving 1 on 1 Case Management Services and the number of case managers providing this service.

Area	Assigned Case Managers	Case Managed Veterans	Average Veterans per Case Manager
Newfoundland and Labrador	16.0	471	29.4
New Brunswick, PEI and the Gaspésie	33.0	1,066	32.3
Nova Scotia	45.0	1,470	32.7
Eastern Quebec	54.0	1,515	28.1
Western Quebec	38.0	1,098	28.9
North Eastern Ontario and Nunavut <sup>1</sup>	55.0	1,686	30.7
Central Ontario	34.0	1,235	36.3
South Western Ontario	34.0	988	29.1
Saskatchewan/Manitoba	17.0	560	32.9
Alberta and Northwest Territories	26.0	1,150	44.2
BC Mainland and the Yukon	27.0	658	24.4
Vancouver Island and the Islands	21.0	655	31.2
<b>National Total</b>	<b>400.0</b>	<b>12,552</b>	<b>31.4</b>

<sup>1</sup> North Eastern Ontario and Nunavut includes Foreign Countries Case Managed Veterans.

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

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

Results	2014-15	2015-16 <sup>1</sup>	% Change 2014-15 to 2015-16	2016-17 <sup>1</sup>	% Change 2015-16 to 2016-17	YTD June 2017 <sup>1</sup>
Calls Offered	588,872	588,854	0.0%	592,874	0.7%	169,165
Calls Answered	561,598	556,673	-0.9%	543,446	-2.4%	137,091
Calls Abandoned	27,274	30,749	12.7%	49,428	60.7%	31,901
% Response Rate	95%	95%		92%		81%
% NCCN Grade of Service <sup>2</sup>	75%	77%		66%		49%
% Medavie Grade of Service <sup>3</sup>				74%		70%

<sup>1</sup> Calls Offered includes Medavie Calls transferred to Second Level or dropped.

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

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



## Chapter 11: Appeals - Disability Pensions and Awards

### Bureau of Pensions Advocates (BPA)

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

**Table 11.1 Total Cases Completed by Bureau of Pensions Advocates**

Case Type	March 2013	March 2014	March 2015	March 2016	March 2017	YTD June 2017
Departmental Reviews <sup>1</sup> Completed	1,847	1,973	2,072	2,017	2,168	635
Cases Presented to VRAB <sup>2</sup>	4,423	4,496	3,638	3,469	3,255	674
Cases Counseled Out <sup>3</sup>	5,166	4,736	4,147	4,763	5,210	1,547
<b>Total Cases completed by BPA</b>	<b>11,436</b>	<b>11,205</b>	<b>9,857</b>	<b>10,249</b>	<b>10,633</b>	<b>2,856</b>

<sup>1</sup> 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.

<sup>2</sup> 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.

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

Source: Bureau of Pensions Advocates - CSDN

## Chapter 12: Human Resources

**Table 12.1 Historical Full Time Equivalents (FTE) Numbers**

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

Fiscal Year	Department <sup>1</sup>
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 <sup>2</sup>	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.

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

<sup>2</sup> At 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.