



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

December 2019 Edition



Please read the important disclaimer on the inside cover.

Ce livre est disponible en français.

Disclaimer

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

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

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

1. The [Departmental Plan](#) (DP) (previously known as the Report on Plans and Priorities) describes departmental priorities, strategic outcomes, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report.
2. The [Departmental Results Report](#) (DRR) (previously known as the Departmental Performance Report) is a departmental account of actual performance for the most recently completed fiscal year against the plans, priorities and expected results set out in the respective Departmental Plan. DRRs inform Parliamentarians and Canadians of the results achieved by government organizations for Canadians.
3. [Quarterly Financial Reports](#) (QFR) for departments and agencies consist of financial tables comparing planned and actual expenditures for both the quarter and year-to-date, as well as comparative information for the preceding fiscal year. Each report includes spending authorities granted through the Main and Supplementary Estimates, as well as any allotment transfers approved by Treasury Board that have become available for use by the institution at the end of the quarter.
4. The [Public Accounts of Canada](#) is the report of the Government of Canada prepared annually by the Receiver General. The report covers the financial transactions of the Government during the year.

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Facts & Figures Summary

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Summary of Program Recipients

Program	2016-17	2017-18	2018-19	Percentage Change	YTD Dec 2019	2019-20 Forecast	Forecasted Percentage Change ¹³
Traditional Programs							
Disability Pensions	116,031	108,877	101,451	-6.8%	96,581	95,100	-6.3%
Treatment Benefits ¹	79,964	78,752	78,689	-0.1%	n/a ²	80,800	2.7%
Veterans Independence Program (VIP)	90,854	88,286	85,826	-2.8%	n/a ²	83,800	-2.4%
War Veterans Allowance	2,151	1,895	1,650	-12.9%	1,441	1,460	-11.5%
New Veterans Charter (NVC) Programs							
Disability Awards ³	63,599	69,694	76,829	10.2%	n/a ³	1,610	-97.9%
Rehabilitation & NVC Support Services	11,787	13,233	13,749	3.9%	14,095	16,200	17.8%
Earnings Loss	11,625	14,870	17,534	17.9%	n/a ⁴	n/a ⁴	n/a ⁴
Career Impact Allowance (CIA)	6,011	7,801	12,805	64.1%	n/a ⁵	n/a ⁵	n/a ⁵
Canadian Forces Income Support	64	78	86	10.3%	96	110	27.9%
Supplementary Retirement Benefit ^{6,7}	76	79	151	91.1%	9,941	10,900	7118.5%
Career Transition Services/Grant	644	741	0	-100.0%	n/a ⁸	n/a ⁸	n/a ⁸
Retirement Income Security Benefit (RISB)	72	124	183	47.6%	n/a ⁶	n/a ⁶	n/a ⁶
Critical Injury Benefit	35	16	9	-43.8%	9	14	55.6%
Family Caregiver Relief Benefit (FCRB)	277	363	0	-100.0%	n/a ⁹	n/a ⁹	n/a ⁹
Caregiver Recognition Benefit	n/a	n/a	661	n/a	746	950	43.7%
Education and Training Benefit	n/a	n/a	1,072	n/a	1,421	2400	123.9%
Veteran and Family Well-Being Fund ¹⁰	n/a	n/a	21	n/a	22	n/a ¹¹	n/a ¹¹
Veteran Emergency Fund	n/a	n/a	686	n/a	668	n/a ¹²	n/a ¹²
Pain and Suffering Compensation	n/a	n/a	n/a	n/a	82,071	83,100	n/a
Additional Pain and Suffering Compensation	n/a	n/a	n/a	n/a	13,421	16,800	n/a
Income Replacement Benefit	n/a	n/a	n/a	n/a	20,901	22,740	n/a

Note: the following programs came into effect April 1, 2018: Education and Training Benefit; Veteran and Family Well-Being Fund; Caregiver Recognition Benefit; and Veteran Emergency Fund. The following programs came into effect April 1, 2019: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit.

Source: Chief Financial Officer and Corporate Services Branch

¹ Included in Other Health Purchased Services (OHPS).

² Recipients and expenditures are reported annually.

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

⁴ As of April 1, 2019, Pension for Life (PFL) was introduced. As a result, Earnings Loss Benefit is one of the six financial benefits replaced by the Income Replacement Benefit.

⁵ As of April 1, 2019, Pension for Life (PFL) was introduced. As a result, the Career Impact Allowance was replaced by a one percent adjustment to the Income Replacement Benefit to account for loss of potential career progression. This falls under the Income Support Program.

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

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

⁸ The delivery method for Career Transition Services has changed on April 1, 2018. Recipients and Expenditures are now reported under Rehabilitation and NVC Support Services beginning in 2018-19.

⁹ The Family Caregiver Relief Benefit was replaced by the Caregiver Recognition Benefit as of April 1, 2018.

¹⁰ Recipients refer to organizations approved for funding as of March 31, 2019 or quarter end.

¹¹ Forecasted recipient figures cannot be estimated for this program as the number of recipient organizations that apply for, and are awarded a fund or contribution, can vary broadly.

¹² Program funds are dependent upon Veterans and their families applying for emergency funding and the amounts funded can vary. Forecasted recipient figures cannot be estimated for this program.

¹³ Forecasted Percentage Change calculation: 2018-19 figure subtracted from the 2019-20 forecast figure, divided by the 2018-19 figure.

Facts & Figures Summary

December 2019 Edition

Summary of Program Expenditures

Program (in \$ millions)	2016-17	2017-18	2018-19	Percentage Change	YTD Dec 2019	2019-20 Forecast ¹	Forecasted Percentage Change ¹⁰
Traditional Programs							
Disability Pensions	\$1,331.1	\$1,261.2	\$1,215.9	-3.6%	\$959.0	\$1,185.3	-2.5%
Other Health Purchased Services (incl. Treatment Benefits)	\$590.1	\$583.3	\$621.6	6.6%	\$434.3	\$699.6	12.6%
Veterans Independence Program	\$350.2	\$344.6	\$342.2	-0.7%	\$243.4	\$353.2	3.2%
War Veterans Allowance	\$6.5	\$6.1	\$5.7	-6.6%	\$3.6	\$5.2	-8.8%
New Veterans Charter Programs							
Disability Awards ²	\$700.0	\$1,621.4	\$1,323.7	-18.4%	\$109.8	\$124.1	-90.6%
Rehabilitation & NVC Support Services	\$33.5	\$43.6	\$53.2	22.0%	\$40.4	\$84.7	59.3%
Earnings Loss ³	\$269.9	\$420.1	\$527.7	25.6%	\$0.7	\$16.0	-97.0%
Career Impact Allowance ⁴	\$79.7	\$123.1	\$189.0	53.5%	\$0.0	\$1.0	-99.5%
Canadian Forces Income Support	\$1.1	\$1.5	\$1.5	0.0%	\$1.4	\$1.9	24.7%
Supplementary Retirement Benefit ^{5,6}	\$0.3	\$0.3	\$0.6	100.0%	\$39.5	\$67.7	11188.2%
Career Transition Services/Grant ⁷	\$0.0	\$0.0	\$0.0	-89.2%	\$0.0	n/a ⁸	n/a ⁸
Retirement Income Security Benefit ⁵	\$0.5	\$0.9	\$1.6	77.8%	\$0.0	\$0.1	-92.5%
Critical Injury Benefit	\$2.5	\$1.2	\$0.7	-41.7%	\$0.7	\$1.1	57.1%
Family Caregiver Relief Benefit	\$2.1	\$2.8	\$0.3	-89.3%	\$0.0	n/a ⁹	n/a ⁹
Caregiver Recognition Benefit	n/a	n/a	\$6.6	n/a	\$7.1	\$9.9	50.0%
Education and Training Benefit	n/a	n/a	\$12.3	n/a	\$14.1	\$29.6	141.0%
Veteran and Family Well-Being Fund	n/a	n/a	\$3.0	n/a	\$2.4	\$3.0	0.0%
Veteran Emergency Fund	n/a	n/a	\$1.2	n/a	\$1.1	\$1.0	-16.7%
Pain and Suffering Compensation	n/a	n/a	n/a	n/a	\$651.5	\$1,114.1	n/a
Additional Pain and Suffering Compensation	n/a	n/a	n/a	n/a	\$84.9	\$132.0	n/a
Income Replacement Benefit	n/a	n/a	n/a	n/a	\$569.7	\$784.8	n/a

Note: the following programs came into effect April 1, 2018: Education and Training Benefit; Veteran and Family Well-Being Fund; Caregiver Recognition Benefit; and Veteran Emergency Fund. The following programs came into effect April 1, 2019: Pain and Suffering Compensation; Additional Pain and Suffering Compensation; and Income Replacement Benefit.

Source: Chief Financial Officer and Corporate Services Branch

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

² On April 1, 2019 Disability Awards were replaced by the Pain and Suffering Compensation.

³ As of April 1, 2019, Pension for Life (PFL) was introduced. As a result, Earnings Loss Benefit is one of the six financial benefits replaced by the Income Replacement Benefit.

⁴ As of April 1, 2019, Pension for Life (PFL) was introduced. As a result, the Career Impact Allowance was replaced by a one percent adjustment to the Income Replacement Benefit to account for loss of potential career progression. This falls under the Income Support Program.

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

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

⁷ Some expenditures are too low to round to millions. Actuals can be found on Table 7.1.

⁸ The delivery method for Career Transition Services has changed on April 1, 2018. Recipients and Expenditures are now reported under Rehabilitation and NVC Support Services beginning in 2018-19.

⁹ The Family Caregiver Relief Benefit was replaced by the Caregiver Recognition Benefit as of April 1, 2018.

¹⁰ Forecasted Percented Change calculation: 2018-19 figure subtracted from the 2019-20 forecast figure, divided by the 2018-19 figure.

Analysis of VAC Facts and Figures

As of March 31, 2019, VAC estimated the total Veteran population in Canada to be 639,900, consisting of 39,700 War Service (WS) Veterans and 600,200 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, 2019 VAC served 15,644 (39%) of the WS Veteran population and 101,049 (17%) of the CAF Veteran population. In addition, VAC provided benefits to 43,184 WS survivors, 11,928 CAF survivors, and administers benefits on behalf of 14,275 RCMP members or former members and their survivors.

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

Overall, total VAC clients (Veterans and survivors) decreased by 1.5% in 2018-19; but this trend is not expected to continue. It is forecasted that growth in CAF and RCMP Veterans and Survivors will slightly outpace the decline of WS Veterans and Survivors, resulting in an average of 0.1% total VAC client growth over the next 5 years.

Pension For Life

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

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

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

New Programs at VAC: 2018-19

Career Transition Services (CTS)

The Career Transition Services Program supports the transition to post-service life of eligible members, releasing members, Veterans, spouses/common-law partners, and survivors by providing access to services that will assist them in having the knowledge, skills and plan necessary to prepare for and obtain suitable civilian employment. Services are provided directly to clients through a national service provider.

Career Transition Services (CTS): Approved Applications¹ and Expenditures

CTS Approved Applications & Expenditures	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
CTS Approved Applications ²	-	1,559	931
CTS Expenditures (in \$ millions) ³	\$1.7	\$1.6	\$0.9

CTS Expenditures	Forecast ⁴				
	2019-20	2020-21	2021-22	2022-23	2023-24
CTS Expenditures (in \$ millions) ³	\$2.4	\$2.9	\$3.5	\$4.0	\$4.0

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ The delivery method for Career Transition Services changed on April 1, 2018. Expenditures are reported under Rehabilitation and Veteran Support Services beginning in 2018-19. It is expected that there will be some CTS (grant) recipients in 2018-19 reimbursed for services rendered prior to April 1, 2018.

⁴ VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

Education and Training Benefit (ETB)

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

Education and Training Benefit (ETB): Recipients¹ and Expenditures

ETB Recipients & Expenditures	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Recipients (Veterans)	-	1,072	1,421
ETB Expenditures (in \$ millions)	-	\$12.3	\$14.1

ETB Recipients & Expenditures	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients (Veterans) ³	1,950	2,650	2,120	2,310	2,480
ETB Expenditures (in \$ millions)	\$29.6	\$42.4	\$34.1	\$37.9	\$41.5

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ ETB participation is highest over the first three years, as it is bolstered mainly by a backlog of Veterans who have released since released since April 1, 2006. As education programs are completed and the backlog clears, overall ETB participation will decrease before levelling out to expected levels from 2021-22 onward.

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

Veteran and Family Well-Being Fund

The Veteran and Family Well-Being Fund provides funding to organizations that conduct research, develop or implement innovative programs that improve the well-being of Veterans and their families.

Veteran and Family Well-Being Fund: Recipients¹ and Expenditures

Veteran and Family Well-Being Fund Recipients & Expenditures	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Recipients (Organizations)	-	21	22
Expenditures (in \$ millions)	-	\$3.0	\$2.4

Veteran and Family Well-Being Fund Expenditures	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Expenditures (in \$ millions)	\$3.0	\$3.0	\$3.0	\$3.0	\$3.0

Source: Strategic Policy and Commemoration

¹ Recipients refer to organizations approved for funding as of March 31, 2019 or quarter end.

² Forecasted recipient figures cannot be estimated for this program as the number of recipient organizations that apply for, and are awarded a grant or contribution, can vary broadly.

Veteran Emergency Fund (VEF)

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

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

Veteran Emergency Fund Recipients & Expenditures	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Recipients ⁴	-	686	668
Expenditures (in \$ millions)	-	\$1.2	\$1.1

Veteran Emergency Fund Expenditures	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
VEF Expenditures (in \$ millions)	\$1.0	\$1.0	\$1.0	\$1.0	\$1.0

Source: Chief Financial Officer and Corporate Services Branch

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

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

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

⁴ There are no VEF recipients for 2017-18 as the Veteran Emergency Fund came into effect April 1, 2018.

Caregiver Recognition Benefit (CRB)

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

Caregiver Recognition Benefit Recipients and Expenditures¹

Caregiver Recognition Benefit (CRB) Recipients & Expenditures	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Recipients ²	-	661	746
Total Expenditures (in \$ millions)	-	\$6.6	\$7.1

Caregiver Recognition Benefit (CRB) Recipients & Expenditures	Forecast ³				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients	950	1,190	1,290	1,390	1,490
Total Expenditures (in \$ millions)	\$9.9	\$13.5	\$16.0	\$17.6	\$19.2

Source: Chief Financial Officer and Corporate Services Branch

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

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

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

New Programs at VAC: 2019-20

Pension For Life (PFL)

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

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

Pain and Suffering Compensation and Death Benefits: Recipients and Expenditures

Pain and Suffering Compensation and Death Benefits Recipients	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Veterans	-	-	78,956
Survivors	-	-	2,513
Subtotal	-	-	81,469
Death Benefits Recipients	-	-	602
Total Recipients	-	-	82,071

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Pain and Suffering Compensation	-	-	\$651.5
Death Benefits ¹	-	-	N/A
Total Expenditures	-	-	\$651.5

Pain and Suffering Compensation and Death Benefits Recipients	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans	80,400	85,800	91,000	96,000	100,800
Survivors	1,990	2,210	2,420	2,630	2,830
Subtotal	82,390	88,010	93,420	98,630	103,630
Death Benefits Recipients	710	790	880	970	1,070
Total Recipients	83,100	88,800	94,300	99,600	104,700

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Pain and Suffering Compensation	\$1,095.8	\$1,281.5	\$1,456.7	\$1,643.4	\$1,810.1
Death Benefits	\$18.3	\$19.9	\$21.3	\$22.7	\$24.1
Total Expenditures³	\$1,114.1	\$1,301.4	\$1,478.0	\$1,666.1	\$1,834.2

Source: Chief Financial Officer and Corporate Services Branch

¹ Death Benefit breakdown provided at fiscal year-end only.

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

³ Totals may not add due to rounding.

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

Additional Pain and Suffering Compensation: Recipients and Expenditures

Additional Pain and Suffering Compensation	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Recipients (Veterans)	-	-	13,421
Expenditures (in \$ millions)	-	-	\$84.9

Additional Pain and Suffering Compensation	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients (Veterans)	16,800	20,040	23,270	26,510	29,740
Expenditures (in \$ millions)	\$132.0	\$156.6	\$182.0	\$208.5	\$236.0

Source: Chief Financial Officer and Corporate Services Branch

Income Replacement Benefit: Recipients and Expenditures

Income Replacement Benefit	Actuals as of March 31, 2019		YTD Dec 2019
	2017-18	2018-19	
Temporary ²	-	-	9,950
Permanent ³	-	-	10,951
Total: Recipients (Temporary and Permanent)	-	-	20,901
Expenditures (in \$ millions)	-	-	\$569.7

Income Replacement Benefit	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
Temporary ²	9,800	10,200	10,600	11,000	11,300
Permanent ³	12,940	15,060	17,310	19,570	21,960
Total: Recipients (Temporary and Permanent)	22,740	25,260	27,910	30,570	33,260
Expenditures (in \$ millions)	\$784.8	\$854.7	\$932.7	\$1,011.9	\$1,096.3

Source: Chief Financial Officer and Corporate Services Branch

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

² Clients who do not have Diminished Earning Capacity.

³ Clients who do have Diminished Earning Capacity.

Chapter 1 : Demographics

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

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

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

Table 1.1 Estimated Veteran Population by Province²

Province	War Service Veterans (Second World War, Korean War)	Canadian Armed Forces Veterans (Regular and Primary Reserve)	Total Estimated Veterans
Newfoundland & Labrador	400	15,300	15,700
Prince Edward Island	300	3,700	4,000
Nova Scotia	2,000	39,000	41,000
New Brunswick	1,400	28,500	29,900
Quebec	3,000	116,800	119,800
Ontario	17,000	215,200	232,200
Manitoba	1,700	19,000	20,700
Saskatchewan	1,300	14,700	16,000
Alberta	3,300	65,000	68,300
British Columbia	8,700	81,100	89,800
Territories	0	1,900	1,900
Foreign Countries	600	n/a	600
Total: Estimated Canadian Veteran Population¹	39,700	600,200	639,900

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² Veteran population estimates are as of March 31, 2019.

Table 1.2 Estimated Veteran Population by Average Age²

Type of Service	Average Age	March 2019
Second World War Veterans	94	33,200
Korean War Veterans	87	6,500
Total Estimated War Service Veteran Population	93	39,700
Canadian Armed Forces - Regular Forces	61	318,700
Canadian Armed Forces - Primary Reserves	56	281,400
Total Estimated Canadian Armed Forces Veteran Population ¹	58	600,200
Total Estimated Canadian Veteran Population	n/a	639,900

Source: Chief Financial Officer and Corporate Services Branch

¹ Due to rounding, the individual CAF totals will not add to the total estimated Canadian Veteran population.

² Veteran population estimates are as of March 31, 2019.

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, 2019					Average Age (March 31, 2019)	YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19		
War Service	35,449	29,740	25,016	20,273	15,644	94	12,807
Canadian Armed Forces (CAF)	83,872	88,301	93,123	97,231	101,049	60	104,635
Royal Canadian Mounted Police (RCMP)	11,005	11,743	12,482	13,169	13,136	60	13,956
Subtotal: Veterans	130,326	129,784	130,621	130,673	129,829	64	131,398
War Service	59,136	55,371	51,471	47,375	43,184	88	39,294
CAF	8,876	9,257	9,560	9,847	11,928	74	13,402
RCMP	816	877	945	1,032	1,139	74	1,194
Subtotal: Survivors	68,828	65,505	61,976	58,254	56,251	85	53,890
Total: VAC Veterans and Survivors	199,154	195,289	192,597	188,927	186,080	70	185,288

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
War Service	13,300	10,500	8,200	6,300	4,700
CAF	107,300	111,600	115,700	119,600	123,300
RCMP	14,700	15,400	16,200	17,000	17,700
Subtotal: Veterans	135,300	137,500	140,100	142,800	145,800
War Service	39,500	35,600	31,700	28,000	24,600
CAF	11,400	12,200	13,000	13,800	14,700
RCMP	1,300	1,400	1,600	1,800	1,900
Subtotal: Survivors	52,100	49,200	46,300	43,700	41,200
Total: VAC Veterans and Survivors²	187,400	186,700	186,400	186,500	187,000

Source: Chief Financial Officer and Corporate Services Branch

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

² Totals may not add due to rounding.

Table 1.4 Total Number of Veterans by Sex, Service Type, and Age - December 2019

All Veterans by Sex	War Service	CAF	RCMP	Total	% Total
Male	10,876	93,544	11,797	116,217	88%
Female	1,931	11,091	2,159	15,181	12%
Total	12,807	104,635	13,956	131,398	100%

Veterans by Age	Total Male Veterans					Total Female Veterans				
	War Service	CAF	RCMP	Total	% Male	War Service	CAF	RCMP	Total	% Female
29 and under	0	1,619	30	1,649	1%	0	309	18	327	0%
30-39	0	9,227	777	10,004	8%	0	1,526	290	1,816	1%
40-49	0	12,215	1,582	13,797	11%	0	2,549	698	3,247	2%
50-59	0	22,304	2,341	24,645	19%	0	3,806	725	4,531	3%
60-69	0	15,878	3,526	19,404	15%	0	1,765	366	2,131	2%
70-79	0	17,239	2,553	19,792	15%	0	480	57	537	0%
80-89	1,448	13,960	909	16,317	12%	44	575	5	624	0%
90+	9,428	1,102	79	10,609	8%	1,887	81	0	1,968	1%
Total	10,876	93,544	11,797	116,217	88%	1,931	11,091	2,159	15,181	12%

Source: Chief Financial Officer and Corporate Services Branch

Table 1.5 Veterans served by Area Office as of December 2019

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

Area Office	Veterans			Total	Veterans with Active Case Plans ¹
	War Service	CAF	RCMP		
Halifax	589	12,339	989	13,917	1,742
Sydney	91	1,230	105	1,426	166
Nova Scotia	680	13,569	1,094	15,343	1,908
Campbellton	88	857	96	1,041	98
Charlottetown	90	1,138	189	1,417	159
Cornerbrook	31	574	91	696	203
Oromocto	111	4,088	226	4,425	833
Saint John	269	3,953	450	4,672	368
St. John's	91	1,662	347	2,100	373
NF and LAB, NB, PEI	680	12,272	1,399	14,351	2,034
Montreal	547	3,310	329	4,186	528
Quebec	202	8,292	109	8,603	1,772
St-Jean	105	2,045	120	2,270	300
Quebec	854	13,647	558	15,059	2,600
Gatineau	64	2,033	221	2,318	275
Ottawa	645	7,786	1,025	9,456	1,046
Pembroke	116	3,500	128	3,744	537
National Capital Area	825	13,319	1,374	15,518	1,858
Kingston	252	4,160	123	4,535	508
Peterborough	332	968	35	1,335	151
Thunder Bay	173	573	19	765	75
Toronto	1,363	1,967	100	3,430	349
Trenton	152	2,960	29	3,141	278
Central Ontario	2,272	10,628	306	13,206	1,361
Hamilton	521	1,725	86	2,332	223
London	326	1,310	91	1,727	215
North Bay	196	1,595	25	1,816	282
Mississauga	1,116	4,220	256	5,592	430
Windsor	323	1,370	63	1,756	154
South Western Ontario	2,482	10,220	521	13,223	1,304
Brandon	142	1,034	198	1,374	168
Calgary	668	4,652	1,325	6,645	449
Edmonton	388	6,502	1,044	7,934	1,005
Regina	179	737	491	1,407	108
Saskatoon	231	738	334	1,303	124
Winnipeg	392	2,311	428	3,131	274
Prairies	2,000	15,974	3,820	21,794	2,128
Kelowna	259	1,210	705	2,174	157
Penticton	368	1,617	875	2,860	119
Prince George	67	435	278	780	64
Surrey	632	1,927	1,337	3,896	166
Vancouver	572	1,316	579	2,467	274
Victoria	921	7,269	1,021	9,211	799
British Columbia and the North	2,819	13,774	4,795	21,388	1,579
Foreign Country Operations	179	1,124	59	1,362	92
Unknown/Missing	16	104	30	150	25
Total	12,807	104,631	13,956	131,394	14,889

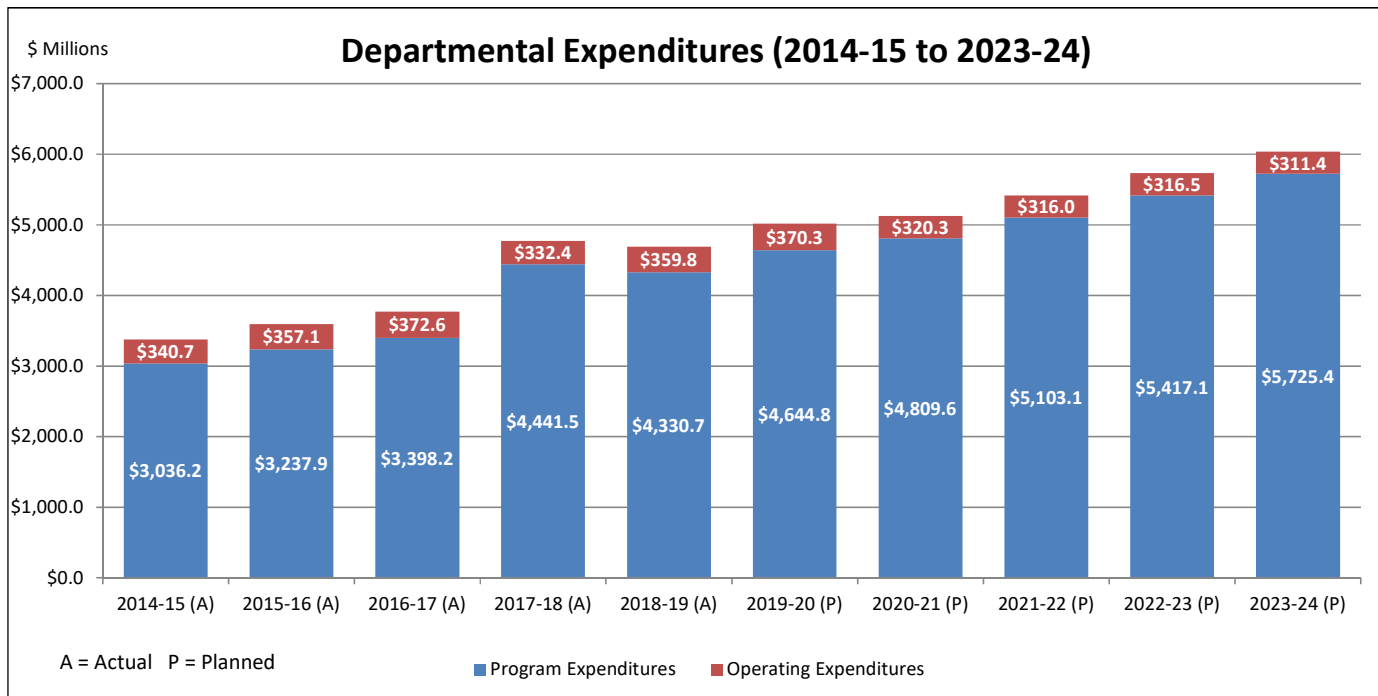
Source: Chief Financial Officer and Corporate Services Branch

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.

Chapter 2: Departmental Spending

Table 2.1 Program and Operating Expenditures

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



Expenditures (in \$ millions)	Actual				
	2014-15	2015-16	2016-17	2017-18	2018-19
Total Program ¹	\$3,036.2	\$3,237.9	\$3,398.2	\$4,441.5	\$4,330.7
Total Operating ²	\$340.7	\$357.1	\$372.6	\$332.4	\$359.8
Total: Actual Expenditures³	\$3,376.9	\$3,595.0	\$3,770.8	\$4,773.9	\$4,690.5

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned ⁵				
	2019-20	2020-21	2021-22	2022-23	2023-24
Total Program ¹	\$4,644.8	\$4,809.6	\$5,103.1	\$5,417.1	\$5,725.4
Total Operating ^{2,4}	\$370.3	\$320.3	\$316.0	\$316.5	\$311.4
Total: Planned Expenditures	\$5,015.1	\$5,129.9	\$5,419.1	\$5,733.6	\$6,036.8

Source: Chief Financial Officer and Corporate Services Branch

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

² Includes: salary & wages, operating, Ste. Anne's Hospital, Remembrance Vignette, Budget 2017 Outreach Strategy, and Statutory Vote. Operating does not include benefits provided to Veterans under Vote 1 operating i.e. New Veterans Charter support services and OHPS. Responsibility for SAH has been transferred to the province of Quebec as of April 1, 2016.

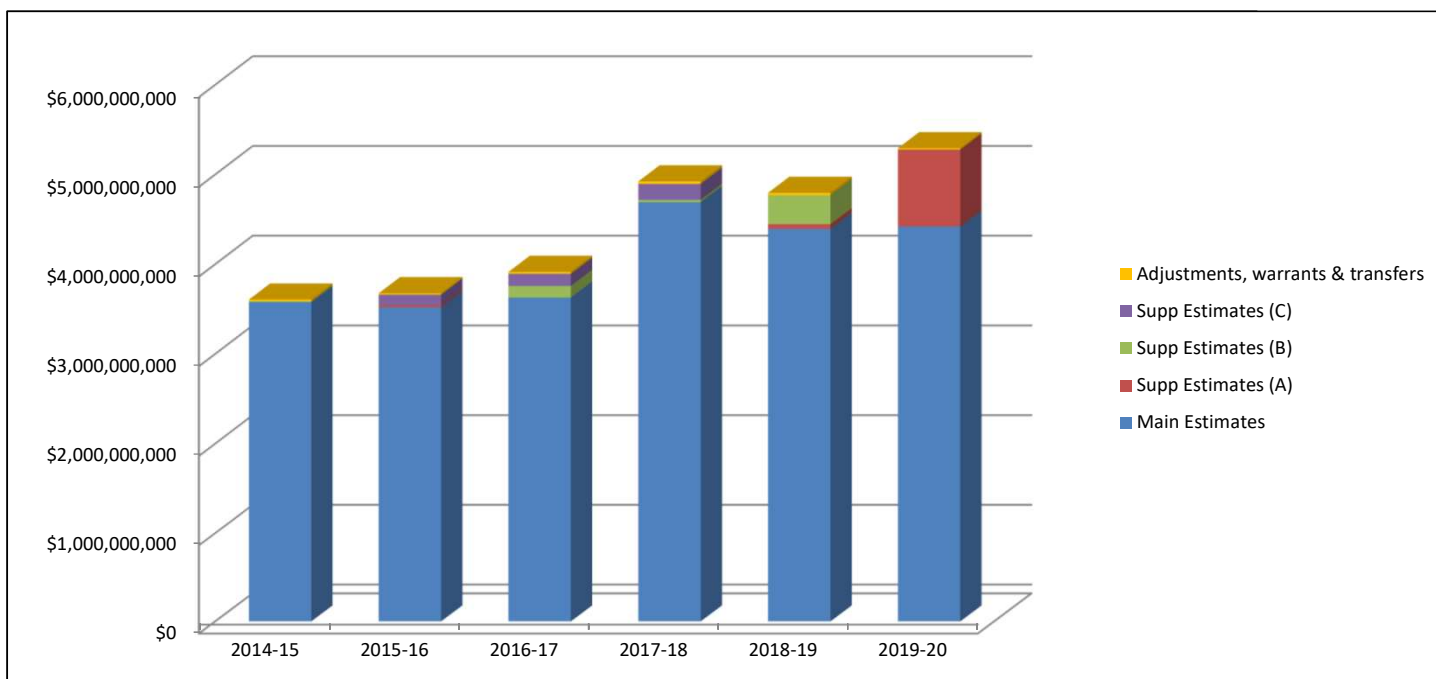
³ Totals may not add due to rounding.

⁴ Planned spending figures (FY 2019-20 through to 2023-24) are based on forecasts prepared in October 2019 by the Statistics Directorate, Finance.

⁵ Planned spending from 2019-2020 to 2023-2024 for Operating Expenditures is forecasted to decrease with the completion of Budget 2018 initiatives to improve service delivery capacity and expedite repairs to graves cared for by VAC. In addition, temporary funding for the implementation phase of Pension for Life project will decrease as the project nears completion. These programs will be monitored closely, should the need for additional resources be required.

Table 2.2 Departmental Budget

Veterans Affairs Canada's budget for the 2019-20 fiscal year is \$5.3 billion¹. Over 90% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20 ¹
Main Estimates	\$3,576,978,766	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582	\$4,394,554,432	\$4,419,994,365
% change from Previous Year	-1.7%	-1.5%	3.0%	29.3%	-6.3%	0.6%
Supp Estimates (A)	-	\$23,779,759	-	-	\$51,618,013	\$857,597,413
Supp Estimates (B)	\$10,850,080	-	\$129,961,829	\$26,213,870	\$323,177,757	-
Supp Estimates (C)	-	\$114,410,854	\$134,848,828	\$177,172,873	N/A	N/A
Adjustments, warrants & transfers ²	\$17,611,671	\$15,694,995	\$21,338,217	\$27,750,542	\$26,547,620	\$15,347,026
Total Authorities	\$3,605,440,517	\$3,675,963,783	\$3,914,430,576	\$4,922,536,867	\$4,795,897,822	\$5,292,938,804
% Increase from Previous Year	-2.0%	2.0%	6.5%	25.8%	-2.6%	10.4%

Source: Chief Financial Officer and Corporate Services Branch

¹ 2019-20 Main Estimates funding includes \$75.9 million in Budget Implementation Vote measures announced in Budget 2019. Total Authorities are as of December 31, 2019.

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

Chapter 3: Program Expenditure Overview

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

Table 3.1 Expenditures by Program (Actuals)

Expenditures By Program (in \$ millions) ¹	Actual as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Disability Pensions	\$1,473.4	\$1,404.3	\$1,331.1	\$1,261.2	\$1,215.9	\$959.0
Disability Awards ²	\$472.6	\$660.0	\$700.0	\$1,621.4	\$1,323.7	\$109.8
Pain and Suffering Compensation	-	-	-	-	-	\$651.5
Additional Pain and Suffering Compensation	-	-	-	-	-	\$84.9
Other Health Purchased Services	\$480.9	\$517.1	\$590.1	\$583.3	\$621.6	\$434.3
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$363.1	\$352.6	\$350.2	\$344.6	\$342.2	\$243.4
Earnings Loss	\$156.4	\$180.3	\$269.9	\$420.1	\$527.7	\$0.7
Career Impact Allowance (CIA) ³	\$34.2	\$51.5	\$79.7	\$123.1	\$189.0	\$0.0
Income Replacement Benefit	-	-	-	-	-	\$569.7
Canadian Forces Income Support	\$0.6	\$0.9	\$1.1	\$1.5	\$1.5	\$1.4
Supplementary Retirement Benefit ⁴	\$0.1	\$0.1	\$0.3	\$0.3	\$0.6	\$39.5
War Veterans Allowance	\$8.5	\$7.5	\$6.5	\$6.1	\$5.7	\$3.6
Rehabilitation and New Veterans Charter (NVC) Support Services	\$21.2	\$26.8	\$33.5	\$43.6	\$53.2	\$40.4
Career Transition Services (Grant) ⁵	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	-	-	-	-	\$12.3	\$14.1
Retirement Income Security Benefit	-	\$0.3	\$0.5	\$0.9	\$1.6	\$0.0
Critical Injury Benefit	-	\$7.9	\$2.5	\$1.2	\$0.7	\$0.7
Caregiver Recognition benefit	-	-	-	-	\$6.6	\$7.1
Family Caregiver Relief Benefit	-	\$1.3	\$2.1	\$2.8	\$0.3	\$0.0
Subtotal: Program Expenditures	\$3,011.0	\$3,210.6	\$3,367.5	\$4,410.1	\$4,302.6	\$3,160.0
Other Program Expenditures ⁶	\$25.2	\$27.3	\$30.7	\$31.4	\$28.1	\$25.9
Total Program Expenditures	\$3,036.2	\$3,237.9	\$3,398.2	\$4,441.5	\$4,330.7	\$3,185.9

Source: Chief Financial Officer and Corporate Services Branch

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

² Includes Financial Counseling expenditures.

³ Includes CIA Supplement.

⁴ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit (IRB). As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision were paid out what they had accrued in SRB to date.

⁵ Some expenditures are too low to round to millions. Actuals can be found on Table 7.1

⁶ Includes Other Grants & Contributions such as the Last Post Fund, Commonwealth War Graves Commission, Veterans Emergency Fund, Veteran and Family Well-Being Fund, Commemorative Partnership Program, etc.

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

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

Table 3.1 Expenditures by Program (Forecasts)

Expenditures By Program (in \$ millions)	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
Disability Pensions ²	\$1,185.3	\$1,147.8	\$1,113.5	\$1,078.4	\$1,048.4
Disability Awards ^{3,4}	\$124.1	\$4.5	\$0.6	\$0.4	\$0.3
Pain and Suffering Compensation	\$1,114.1	\$1,301.4	\$1,478.0	\$1,666.1	\$1,834.2
Additional Pain and Suffering Compensation	\$132.0	\$156.6	\$182.0	\$208.5	\$236.0
Other Health Purchased Services	\$699.6	\$772.4	\$812.8	\$848.0	\$888.4
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$353.2	\$360.8	\$369.1	\$379.1	\$390.5
Earnings Loss	\$16.0	\$14.0	\$14.0	\$14.0	\$14.0
Career Impact Allowance (CIA) ⁵	\$1.0	\$1.0	\$1.0	\$0.0	\$0.0
Income Replacement Benefit	\$784.8	\$854.7	\$932.7	\$1,011.9	\$1,096.3
Canadian Forces Income Support	\$1.9	\$2.4	\$2.8	\$3.1	\$3.5
Supplementary Retirement Benefit ⁶	\$67.7	\$1.1	\$0.0	\$0.0	\$0.0
War Veterans Allowance	\$5.2	\$5.1	\$4.9	\$4.4	\$4.0
Rehabilitation and NVC Support Services	\$84.7	\$91.1	\$98.9	\$104.8	\$108.6
Career Transition Services (Grant) ⁷	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	\$29.6	\$42.4	\$34.1	\$37.9	\$41.5
Retirement Income Security Benefit	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2
Critical Injury Benefit	\$1.1	\$1.2	\$1.3	\$1.3	\$1.4
Caregiver Recognition Benefit	\$9.9	\$13.5	\$16.0	\$17.6	\$19.2
Family Caregiver Relief Benefit	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal: Program Expenditures	\$4,610.3	\$4,770.2	\$5,061.8	\$5,375.8	\$5,686.6
Other Program Expenditures ⁸	\$34.5	\$39.4	\$41.3	\$41.3	\$38.8
Total Program Expenditures	\$4,644.8	\$4,809.6	\$5,103.1	\$5,417.1	\$5,725.4

Source: Chief Financial Officer and Corporate Services Branch

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

² 2019-20 forecast does not include Disability Pension Corrective Payments.

³ Includes Financial Counseling expenditures.

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

⁵ Includes CIA Supplement.

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

⁷ Some expenditures are too low to round to millions. Actuals can be found on Table 7.1

⁸ Includes Other Grants & Contributions such as the Last Post Fund, Commonwealth War Graves Commission, Veterans Emergency Fund, Veteran and Family Well-Being Fund, Commemorative Partnership Program, etc.

Chapter 4: Disability Benefits

Disability benefits are financial payments provided to individuals who have a service-related disability. There are two types of disability benefits: Disability Pensions and Disability Awards. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Disability Benefits will change to include Disability Pension, Pain and Suffering Compensation and Additional Pain and Suffering.

Table 4.1 Disability Benefits Recipients

Disability Benefits Recipients	Actuals as of March 31, 2019					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Veterans	109,207	109,154	109,338	109,460	110,848	112,462
Survivors	57,975	55,112	51,999	49,776	46,386	44,375
Subtotal: Veterans & Survivors	167,182	164,266	161,337	159,236	157,234	156,837
RCMP	11,815	12,610	13,424	14,371	15,328	16,254
Total Recipients	178,997	176,876	174,761	173,607	172,562	173,091

Source: Chief Financial Officer and Corporate Services Branch

Disability Pensions (DP)

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

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

Table 4.2 Disability Pension Recipients

Disability Pension Recipients ¹	Actuals as of March 31, 2019					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Veterans	74,943	69,739	64,804	60,087	56,168	53,300
Survivors	57,367	54,409	51,227	48,790	45,283	43,281
Total Recipients	132,310	124,148	116,031	108,877	101,451	96,581
Attendance Allowance	7,753	7,096	6,732	6,315	6,466	
Exceptional Incapacity Allowance	1,548	1,491	1,524	1,507	1,517	
Clothing Allowance	1,379	1,359	1,369	1,374	1,415	

Disability Pension Recipients ¹	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans	52,700	50,100	47,300	44,800	42,700
Survivors	42,400	39,500	36,600	33,900	31,300
Total Recipients	95,100	89,600	83,900	78,700	74,000
Attendance Allowance	6,500	6,700	6,300	5,900	5,600
Exceptional Incapacity Allowance	1,500	1,500	1,400	1,300	1,300
Clothing Allowance	1,400	1,400	1,400	1,300	1,300

Source: Chief Financial Officer and Corporate Services Branch

¹ Excludes RCMP.

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

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actuals as of March 31, 2019 ¹					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Veteran Pensions	\$810.7	\$768.8	\$729.0	\$689.9	\$676.6	n/a ²
Survivor Pensions	\$567.5	\$548.2	\$517.2	\$488.3	\$454.5	n/a ²
Subtotal: Pensions	\$1,378.2	\$1,317.1	\$1,246.2	\$1,178.2	\$1,131.1	n/a ²
Total Special Awards	\$96.5	\$88.6	\$85.5	\$83.7	\$85.0	n/a ²
Total Pensions and Special Awards (Includes Adjustments)^{1,3}	\$1,474.1	\$1,405.7	\$1,331.7	\$1,261.9	\$1,216.5	\$959.0

Disability Pension Expenditures (in \$ millions)	Forecast ⁴				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veteran Pensions	\$666.4	\$647.2	\$633.3	\$620.5	\$611.5
Survivor Pensions	\$432.5	\$412.7	\$392.8	\$373.9	\$355.3
Subtotal: Pensions	\$1,099.0	\$1,059.9	\$1,026.1	\$994.3	\$966.8
Total Special Awards	\$86.3	\$88.0	\$87.4	\$84.1	\$81.6
Total Pensions and Special Awards^{1,5}	\$1,185.3	\$1,147.8	\$1,113.5	\$1,078.4	\$1,048.4

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² Disability Pension and Special Award breakdown provided at fiscal year end only.

³ Includes Gallantry Awards & Flying Accidents, therefore numbers differ from table 3.1.

⁴ VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

⁵ Excludes Gallantry Awards & Flying Accidents.

Disability Awards (DA)

Under the New Veterans Charter in effect since April 1, 2006, this program recognizes and compensates eligible Canadian Armed Forces members and Veterans, and in some cases surviving spouses/common-law partners and surviving children, for death, detention and non-economic effects of service related disability including pain and suffering, functional loss and the effects of permanent impairment on the lives of Canadian Armed Forces members, Veterans and their families. As of January 1, 2019, the maximum award is \$374,169.60, depending on the extent of disability. Disability Awards may be paid as a lump-sum payment, annual payments over the number of years of the member/Veteran's choosing, or a combination of these two payment options.

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

Table 4.4 Disability Award Recipients^{1,3}

Disability Awards	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
Veterans	49,372	55,698	61,759	67,575	73,844
Survivors	999	1,186	1,373	1,581	2,383
Subtotal Awards	50,371	56,884	63,132	69,156	76,227
Death Benefits ⁴	352	431	467	538	602
Total Awards	50,723	57,315	63,599	69,694	76,829

Disability Awards	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Disability Awards	1,610	90	80	60	50
Death Benefits	-	-	-	-	-
Total Awards	1,610	90	80	60	50

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ April 1, 2019 Pain and Suffering Compensation was introduced and replaced Disability Awards. As of April 1, 2019 Disability Award recipients are Pain and Suffering Compensation recipients. Pain and Suffering Compensation recipient figures as of December 2019 are reported in the New Programs at VAC: 2019-20 section.

⁴ December 2019 year to date Death Benefits recipient figures are reported in the New Programs at VAC: 2019-20 section in the Pain and Suffering Compensation table.

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2019					YTD Dec 2019 ¹
	2014-15	2015-16	2016-17	2017-18 ¹	2018-19 ¹	
Disability Awards	\$461.6	\$643.0	\$690.0	\$1,603.9	\$1,306.7	n/a ²
Death Benefits	\$11.2	\$17.0	\$10.0	\$17.5	\$16.9	n/a ²
Total Awards³	\$472.6	\$660.0	\$700.0	\$1,621.4	\$1,323.7	\$109.8

Disability Award Expenditures (in \$ millions)	Forecast ^{4,5}				
	2019-20	2020-21	2021-22	2022-23	2023-24
Disability Awards	\$122.8	\$4.5	\$0.6	\$0.4	\$0.3
Death Benefits	\$1.3	\$0.0	\$0.0	\$0.0	\$0.0
Total Awards	\$124.1	\$4.5	\$0.6	\$0.4	\$0.3

Source: Chief Financial Officer and Corporate Services Branch

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

² Disability Award and Death Benefit breakdown provided at fiscal year-end only.

³ Totals may not add due to rounding.

⁴ VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

⁵ April 1, 2019 Pain and Suffering Compensation was introduced and replaced Disability Awards.

Disability Award and Disability Pension Duals

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

Table 4.6 Disability Award and Disability Pension Duals¹

Dual Recipients	Actuals as of March 31, 2019					YTD2 Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Veterans	15,108	16,283	17,225	18,202	19,164	19,805
Survivors	743	914	1,068	1,133	1,280	1,569
Total Recipients	15,851	17,197	18,293	19,335	20,444	21,374

Source: Chief Financial Officer and Corporate Services Branch

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

Disability Benefit Recipients

The table below indicates the disability class (percentage paid out) to Veterans and survivors in receipt of Disability Pension/Award as of December 31, 2019.

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

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

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

Table 4.7 Recipients by Disability Class as of December 31, 2019

Disability Class	Veterans				Survivors
	Disability Pension (DP) Only	Disability Pension & Award & Pain and Suffering Award	Disability Award/Pain and Suffering Compensation Award Only	Total Disability	Disability Benefits
Class 1 (98%-100%)	1,698	2,941	1,448	6,087	4,192
Class 2 (93%-97%)	277	524	372	1,173	211
Class 3 (88%-92%)	342	614	414	1,370	271
Class 4 (83%-87%)	433	616	511	1,560	304
Class 5 (78%-82%)	600	710	654	1,964	553
Class 6 (73%-77%)	684	705	695	2,084	485
Class 7 (68%-72%)	790	826	826	2,442	673
Class 8 (63%-67%)	872	831	1,042	2,745	705
Class 9 (58%-62%)	1,186	836	1,157	3,179	1,009
Class 10 (53%-57%)	1,251	904	1,537	3,692	985
Class 11 (48%-52%)	1,830	922	1,739	4,491	1,947
Class 12 (43%-47%)	1,684	1,024	1,862	4,570	1,049
Class 13 (38%-42%)	2,467	1,088	2,356	5,911	2,000
Class 14 (33%-37%)	2,492	1,214	2,556	6,262	2,170
Class 15 (28%-32%)	3,580	1,274	3,450	8,304	3,468
Class 16 (23%-27%)	4,112	1,308	3,928	9,348	4,179
Class 17 (18%-22%)	4,949	1,245	5,153	11,347	4,972
Class 18 (13%-17%)	4,659	1,194	6,625	12,478	3,883
Class 19 (8%-12%)	6,473	800	10,596	17,869	4,805
Class 20 (5%-7%)	5,805	211	8,553	14,569	5,271
Class 21 (1%-4%)	2,163	18	3,691	5,872	71
Nil Assessments	174	0	0	174	2,368
Not Available	29	0	0	29	0
Total	48,550	19,805	59,165	127,520	45,571

Source: Chief Financial Officer and Corporate Services Branch

Table 4.8 Most Common Medical Conditions¹ (Fiscal Year 2018-19)

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

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

Source: Chief Financial Officer and Corporate Services Branch

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

² Afghanistan Veterans are also included under CAF Veterans.

Table 4.9 Most Common Conditions - First Applications Completed (Fiscal Year 2018-19)

The table below represents the number of decisions for fiscal year 2018-19 for each medical condition. Decisions are based on evidence presented and legislated eligibility requirements.

Medical Conditions	Favourable Decisions		Unfavourable Decisions		Total Decisions
	# of Favourable Decisions	% of Favourable Decisions	# of Unfavourable Decisions	% of Unfavourable Decisions	
Tinnitus	5,447	81%	1,279	19%	6,726
Hearing Loss	3,537	58%	2,602	42%	6,139
Post Traumatic Stress Disorder	2,373	97%	67	3%	2,440
Arthrosis of Knee	721	86%	121	14%	842
Osteoarthritis Knee	671	86%	110	14%	781
Depressive Disorders	676	94%	45	6%	721
Lumbar Disc Disease	561	89%	68	11%	629
Osteoarthritis Hip	504	82%	113	18%	617
Cervical Disc Disease	487	84%	91	16%	578
Facet Joint Syndrome	444	88%	62	12%	506

Source: Chief Financial Officer and Corporate Services Branch

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

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

First Applications	Actuals as of March 31, 2019					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Applications						
Favourable (Approved) Decisions	11,450	17,174	15,445	17,648	18,729	16,413
Unfavourable (Denied) Decisions	2,948	3,279	3,242	3,516	4,131	3,385
Total Applications - Decisions Rendered ¹	14,398	20,453	18,687	21,164	22,860	19,798
Favourable Rate (Dockets) %	80%	84%	83%	83%	82%	83%
Medical Conditions						
Favourable (Approved) Conditions	16,360	24,802	22,567	27,715	26,077	23,241
Unfavourable (Denied) Conditions	8,371	8,543	8,281	7,967	8,463	6,889
Total Conditions - Decisions Rendered	24,732	33,345	30,848	35,682	34,540	30,130
Favourable Rate (Conditions) %	66%	74%	73%	78%	75%	77%

Source: Chief Financial Officer and Corporate Services Branch

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

Critical Injury Benefit (CIB)

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

Table 4.11 Critical Injury Benefit Recipients and Expenditures

Critical Injury Benefit (CIB)	Actuals as of March 31, 2019				YTD Dec 2019
	2015-16	2016-17	2017-18	2018-19	
Recipients ¹	113	35	16	9	9
Expenditures (in \$ millions)	\$7.9	\$2.5	\$1.2	\$0.7	\$0.7

Critical Injury Benefit (CIB)	Forecast ²				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients ³	14	14	16	16	17
Expenditures (in \$ millions)	\$1.1	\$1.2	\$1.3	\$1.3	\$1.4

Source: Chief Financial Officer and Corporate Services Branch

¹ Recipients is based on completed application date.

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

³ Forecasted Client figures are rounded to the nearest ten.

Chapter 5: Health Care Programs

Treatment Benefits and Services

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

Table 5.1 Treatment Benefits Recipients

Treatment Benefits Recipients	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
War Service Veterans	41,018	34,593	28,266	23,330	18,548
Canadian Armed Forces (CAF) Veterans	43,065	47,096	51,698	55,422	60,141
Total Recipients	84,083	81,689	79,964	78,752	78,689

Treatment Benefits Recipients	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
War Service Veterans	14,800	12,100	9,600	7,500	5,700
Canadian Armed Forces (CAF) Veterans	66,000	71,800	77,700	80,600	83,400
Total Recipients	80,800	83,900	87,300	88,100	89,100

Source: Chief Financial Officer and Corporate Services Branch

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

Table 5.2 Treatment Benefits and Other Health Purchased Services Expenditures ¹

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

Treatment Benefits and OHPS Expenditures (in \$ millions)	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
POC 1 - Aids for Daily Living	\$1.8	\$1.7	\$1.7	\$1.6	\$1.7
POC 2 - Ambulance Services	\$1.5	\$1.7	\$1.3	\$1.1	\$0.8
POC 3 - Audio Program	\$36.7	\$40.8	\$44.6	\$44.1	\$45.7
POC 4 - Dental Services	\$12.6	\$12.1	\$11.4	\$10.1	\$9.1
POC 5 - Hospital Services	\$4.0	\$5.4	\$10.4	\$10.7	\$13.1
POC 6 - Medical Services	\$1.0	\$1.8	\$3.1	\$4.2	\$5.2
POC 7 - Medical Supplies	\$5.0	\$5.0	\$4.9	\$4.5	\$4.1
POC 8 - Nursing Services	\$8.2	\$7.8	\$7.6	\$6.9	\$6.8
POC 9 - Oxygen Therapy	\$1.9	\$1.7	\$2.0	\$1.8	\$2.1
POC 10 - Prescription Drugs ²	\$74.5	\$71.1	\$70.9	\$66.3	\$66.2
POC 10 - Cannabis for Medical Purposes	\$5.2	\$20.5	\$63.7	\$50.8	\$74.6
POC 11 - Prosthetics & Orthotics	\$2.5	\$2.8	\$3.5	\$3.4	\$3.6
POC 12 - Related Health Services	\$36.9	\$49.2	\$58.8	\$71.7	\$86.7
POC 13 - Special Equipment	\$22.4	\$22.0	\$20.7	\$19.4	\$19.3
POC 14 - Vision Care	\$3.8	\$4.2	\$3.6	\$3.2	\$2.6
Subtotal: Treatment Benefits Expenditures³	\$218.0	\$247.8	\$308.0	\$299.6	\$340.9
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$195.8	\$195.0	\$203.4	\$192.3	\$184.1
Veterans Travel	\$17.0	\$17.6	\$18.2	\$19.6	\$22.6
Other Remainder of OHPS ⁴	\$50.1	\$56.7	\$60.4	\$71.7	\$74.2
Subtotal: OHPS Expenditures	\$262.9	\$269.3	\$282.0	\$283.7	\$280.9
Total: Treatment Benefits and OHPS Expenditures	\$480.9	\$517.1	\$590.1	\$583.3	\$621.6

Treatment Benefits and OHPS Expenditures (in \$ millions)	Forecast ⁶				
	2019-20	2020-21	2021-22	2022-23	2023-24
POC 1 - Aids for Daily Living	\$1.8	\$1.9	\$2.2	\$2.5	\$2.8
POC 2 - Ambulance Services	\$0.8	\$0.7	\$0.7	\$0.6	\$0.6
POC 3 - Audio Program	\$48.9	\$52.5	\$56.4	\$58.7	\$61.3
POC 4 - Dental Services	\$8.3	\$8.0	\$7.7	\$7.4	\$7.2
POC 5 - Hospital Services	\$17.8	\$19.9	\$22.1	\$23.6	\$25.1
POC 6 - Medical Services	\$6.2	\$6.9	\$7.7	\$8.2	\$8.7
POC 7 - Medical Supplies	\$4.3	\$4.3	\$4.3	\$4.2	\$4.2
POC 8 - Nursing Services	\$6.9	\$6.8	\$6.9	\$6.8	\$6.8
POC 9 - Oxygen Therapy	\$2.5	\$2.7	\$3.0	\$3.1	\$3.3
POC 10 - Prescription Drugs ²	\$71.8	\$79.5	\$88.9	\$96.9	\$106.1
POC 10 - Cannabis for Medical Purposes (CMP) ⁵	\$105.0	\$143.6	\$143.6	\$143.6	\$143.6
POC 11 - Prosthetics & Orthotics	\$4.3	\$4.7	\$5.1	\$5.4	\$5.7
POC 12 - Related Health Services	\$103.5	\$125.2	\$150.9	\$174.9	\$201.9
POC 13 - Special Equipment	\$18.6	\$18.3	\$18.2	\$17.8	\$17.6
POC 14 - Vision Care	\$2.4	\$2.3	\$2.2	\$2.2	\$2.0
Subtotal: Treatment Benefits Expenditures³	\$399.1	\$472.9	\$514.9	\$550.6	\$591.4
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$181.8	\$176.4	\$170.3	\$165.1	\$160.5
Veterans Travel	\$26.1	\$29.7	\$33.5	\$37.6	\$41.9
Other Remainder of OHPS ⁴	\$92.6	\$93.4	\$94.0	\$94.7	\$94.7
Subtotal: OHPS Expenditures	\$300.5	\$299.5	\$297.8	\$297.4	\$297.1
Total: Treatment Benefits and OHPS Expenditures	\$699.6	\$772.4	\$812.8	\$848.0	\$888.4

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² Line item, Prescription Drugs, does not include the cost of reimbursing cannabis for medical purposes.

³ Treatment Benefit expenditures include an adjustment to match FreeBalance.

⁴ Other Remainder of OHPS includes: Health Professionals; Federal Health Claims Processing Services; Operational Stress Injury Clinics; and other related services expenditures such as Medical Opinions, Foreign Government Recovery Expenditures and Medicare Premiums.

⁵ The rapid increase in Veteran utilization of CMP, along with the introduction of VAC's Cannabis Reimbursement Policy in 2017, has made regression modeling unreliable beyond the short-term. Therefore, the CMP forecast has been flat-lined at 2019-20 and will be updated in the future as the program gains stability.

⁶ VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

Veterans Independence Program (VIP)

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

Table 5.3 Veterans Independence Program Recipients

VIP Recipients	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
War Service Veterans	30,430	25,675	21,497	17,548	13,910
Canadian Armed Forces Veterans	28,194	30,420	32,912	35,807	38,822
Subtotal: Veterans	58,624	56,095	54,409	53,355	52,732
Survivors	38,098	37,463	36,445	34,931	33,094
Total VIP Recipients	96,722	93,558	90,854	88,286	85,826

VIP Recipients	Forecast ^{1,2}				
	2019-20	2020-21	2021-22	2022-23	2023-24
War Service Veterans	11,200	8,900	6,900	5,300	4,000
Canadian Armed Forces Veterans	41,000	43,000	45,000	47,000	48,800
Subtotal: Veterans	52,100	51,900	52,000	52,300	52,700
Survivors	31,600	30,100	28,500	27,000	25,500
Total VIP Recipients	83,800	82,000	80,500	79,200	78,200

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

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

Table 5.4 Veterans Independence Program Expenditures ¹

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

VIP Expenditures (in \$ millions)	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
Ambulatory Care	\$0.6	\$0.6	\$0.4	\$0.3	\$0.3
Health and Support Services	\$0.4	\$0.4	\$0.9	\$1.1	\$1.6
Access to Nutrition	\$7.2	\$6.4	\$6.0	\$5.2	\$4.8
Personal Care	\$23.0	\$23.2	\$25.0	\$25.6	\$27.4
Housekeeping ⁴	\$0.4	\$0.0	\$0.0	\$0.0	\$0.0
Grounds Maintenance ⁴	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0
Transportation Services	\$1.0	\$0.8	\$0.7	\$0.5	\$0.4
Home Adaptations	\$0.8	\$0.9	\$1.5	\$1.7	\$2.3
Adult Residential Care ⁴	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$49.0	\$48.9	\$46.7	\$44.6	\$38.4
Subtotal: Contributions	\$82.6	\$81.2	\$81.3	\$79.1	\$75.3
Housekeeping & Grounds Maintenance Grants ²	\$280.5	\$271.3	\$268.8	\$265.5	\$266.9
Total: VIP Expenditures	\$363.1	\$352.6	\$350.2	\$344.6	\$342.2

VIP Expenditures (in \$ millions)	Forecast ³				
	2019-20	2020-21	2021-22	2022-23	2023-24
Ambulatory Care	\$0.3	\$0.3	\$0.3	\$0.3	\$0.2
Health and Support Services	\$1.7	\$1.8	\$1.9	\$2.0	\$2.1
Access to Nutrition	\$4.6	\$4.4	\$4.2	\$4.1	\$4.0
Personal Care	\$28.7	\$30.0	\$31.4	\$33.0	\$34.7
Transportation Services	\$0.4	\$0.3	\$0.2	\$0.2	\$0.2
Home Adaptations	\$2.5	\$2.6	\$2.8	\$3.0	\$3.1
Adult Residential Care ⁴	\$0.0	\$1.0	\$2.0	\$3.0	\$4.0
Intermediate Care	\$38.8	\$39.0	\$39.5	\$40.5	\$41.6
Subtotal: Contributions	\$76.9	\$78.3	\$80.3	\$82.9	\$86.0
Housekeeping (Grants)	\$200.9	\$204.0	\$207.4	\$211.8	\$217.2
Grounds Maintenance (Grants)	\$75.3	\$78.5	\$81.4	\$84.4	\$87.3
Subtotal: Grants	\$276.3	\$282.5	\$288.8	\$296.2	\$304.5
Total: VIP Expenditures	\$353.2	\$360.8	\$369.1	\$379.1	\$390.5

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

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

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

⁴ Some figures are too low to round to millions and are reported as \$0.0.

Long Term Care (LTC)

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

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

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

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

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

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

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

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

Table 5.5 Long Term Care (LTC) Recipients and Expenditures

Care Settings	Actuals as of March 31, 2019					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Veterans in Departmental Beds	325	302	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	2,252	2,178	2,157	1,810	1,525	1,338
Veterans in Community Beds (LTC funded)	1,796	1,522	1,247	1,288	1,027	978
Veterans in Community Beds (VIP funded)	2,536	2,439	2,326	2,012	1,969	1,822
Total : Veterans in LTC Beds	6,909	6,441	5,730	5,110	4,521	4,138
Veterans in Departmental Beds	\$63.8	\$70.8	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	\$170.7	\$171.0	\$183.1	\$175.6	\$169.0	n/a ³
Veterans in Community Beds (LTC funded)	\$25.1	\$24.0	\$20.3	\$16.8	\$15.1	n/a ³
Veterans in Community Beds (VIP funded)	\$49.1	\$48.9	\$46.7	\$44.6	\$38.4	n/a ³
Subtotal : LTC Facility Funding	\$308.7	\$314.7	\$250.1	\$237.0	\$222.5	n/a³
Additional Funding: Ste. Anne's Hospital (SAH) ²	\$0.0	\$0.0	\$55.7	\$4.9	\$0.0	n/a ³
Total: LTC Expenditures	\$308.7	\$314.7	\$305.8	\$241.9	\$222.5	n/a³

Care Settings	Forecast ³				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans in Contract Beds (LTC funded)	1,310	1,041	812	622	469
Veterans in Community Beds (LTC funded)	876	710	576	467	384
Veterans in Community Beds (VIP funded)	1,880	1,823	1,742	1,688	1,661
Total: Forecasted Veterans in LTC Beds	4,066	3,574	3,130	2,777	2,514
Veterans in Contract Beds (LTC funded)	\$169.3	\$165.7	\$161.3	\$157.5	\$154.0
Veterans in Community Beds (LTC funded)	\$12.5	\$10.8	\$9.0	\$7.6	\$6.4
Veterans in Community Beds (VIP funded)	\$38.8	\$39.0	\$39.5	\$40.5	\$41.6
Total: Forecasted LTC Funding	\$220.6	\$215.5	\$209.8	\$205.6	\$202.0

Note: Contract beds are funded through OHPS, while community beds are funded through OHPS and VIP.

Source: Chief Financial Officer and Corporate Services Branch

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

² Amounts paid to SAH is part of negotiated transfer costs; per diems for eligible Veteran Residents are captured under, Contract Beds.

³ Long Term Care Forecast prepared in October 2019 by the Statistics Directorate, Finance.

Rehabilitation and New Veterans Charter (NVC) Support Services

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

Table 5.6 Rehabilitation Program: Eligible Recipients¹ and Expenditures

Rehabilitation Recipients & Expenditures	Actuals as of March 31, 2019					YTD
	2014-15	2015-16	2016-17	2017-18	2018-19	Dec 2019
Veterans	7,175	8,478	11,600	13,058	13,570	13,893
Survivors/Spouses	165	173	187	175	179	202
Total Rehabilitation Recipients	7,340	8,651	11,787	13,233	13,749	14,095
Rehabilitation Expenditures (in \$ millions) ²	\$21.2	\$26.8	\$33.5	\$43.6	\$53.2	\$40.4

Rehabilitation Recipients & Expenditures	Forecast ³				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans	16,100	17,100	18,000	18,800	19,400
Survivors/Spouses	160	160	160	170	170
Total Rehabilitation Recipients	16,200	17,300	18,200	18,900	19,500
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$84.7	\$91.1	\$98.9	\$104.8	\$108.6

Source: Chief Financial Officer and Corporate Services Branch

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

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

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

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

Family Caregiver Relief Benefit (FCRB)

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

Table 5.7 Family Caregiver Relief Benefit Recipients and Expenditures¹

Family Caregiver Relief Benefit (FCRB)	Actuals as of March 31, 2019			
	2015-16	2016-17	2017-18	2018-19 ³
Recipients ²	178	277	363	0
Total Expenditures (in \$ millions)	\$1.3	\$2.1	\$2.8	\$0.3

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ FCRB was replaced by the new Caregiver Recognition Benefit April 1, 2018. There were 36 clients paid in 2018-19 for having a pending application on March 31, 2018.

Chapter 6: Financial Benefits

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

Earnings Loss Benefit

The Earnings Loss Benefit Program recognizes the economic impact a military career-ending or service related disability may have on a Canadian Armed Forces Veteran's ability to earn income following release from the Canadian Armed Forces. To meet their basic needs, eligible CAF Veterans participating in Veterans Affairs Canada's Rehabilitation Program are provided with temporary income replacement in the form of a monthly allowance so that a participant's income does not fall below 90% of gross pre-release military salary. Where a Veteran who had been participating in the Rehabilitation Program is not able to participate in suitable gainful employment, the support continues until the Veteran reaches the age of 65. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Earnings Loss Benefit is one of the six financial benefits replaced by the Income Replacement Benefit.

Table 6.1 Earnings Loss Recipients¹ and Expenditures

Earnings Loss Recipients and Expenditures	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Temporary	2,963	3,435	7,375	9,193	7,729	-
Extended	1,860	2,311	4,250	5,677	9,805	-
Total: Recipients (Veterans and Survivors)	4,823	5,746	11,625	14,870	17,534	-
Expenditures (in \$ millions) ²	\$156.4	\$180.3	\$269.9	\$420.1	\$527.7	\$0.7

Earnings Loss Recipients and Expenditures	Forecast ^{3,4}				
	2019-20	2020-21	2021-22	2022-23	2023-24
Temporary	-	-	-	-	-
Extended	-	-	-	-	-
Total: Recipients (Veterans and Survivors) ⁵	-	-	-	-	-
Expenditures (in \$ millions)	\$16.0	\$14.0	\$14.0	\$14.0	\$14.0

Source: Chief Financial Officer and Corporate Services Branch

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

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

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

⁴ Expenditures are forecasted to account for recalculations, adjustments or appeals for clients who were in the program prior to April 1, 2019.

⁵ Totals may not add due to rounding.

Career Impact Allowance (CIA)

The Career Impact Allowance Program recognizes the economic impact on employment potential and career advancement caused by severe and permanent service-related disabilities. The program ensures that eligible Canadian Armed Forces (CAF) Veterans with severe permanent impairments have an income sufficient to meet basic needs. A monthly allowance is payable to CAF Veterans who received a Disability Award for physical or mental health problems that are creating a permanent and severe impairment and for which rehabilitation services have been approved. As of April 1, 2017, a new grading scheme was implemented for CIA, which gave access to higher grade levels for some clients. The result is that a greater proportion of clients are in Grades 1 and 2 than previous to the change. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Career Impact Allowance will be replaced by a one percent adjustment to the Income Replacement Benefit to account for loss of potential career progression. This will fall under the Income Support Program.

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

Table 6.2 Career Impact Allowance Recipients and Expenditures

CIA Recipients and Expenditures	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Recipients (Veterans)	2,293	3,743	6,011	7,801	12,805	-
Recipients Receiving CIA Supplement	1,755	2,482	3,410	4,372	6,956	-
Expenditures (in \$ millions)	\$34.2	\$51.5	\$79.7	\$123.1	\$189.0	\$0.0

CIA Recipients and Expenditures	Forecast ^{1,2}				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients (Veterans)	-	-	-	-	-
Recipients Receiving CIA Supplement	-	-	-	-	-
Expenditures (in \$ millions)	\$1.0	\$1.0	\$1.0	\$0.0	\$0.0

Source: Chief Financial Officer and Corporate Services Branch

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

² Expenditures are forecasted to account for recalculations, adjustments or appeals for clients who were in the program prior to April 1, 2019.

Supplementary Retirement Benefit (SRB) Program

The Supplementary Retirement Benefit Program compensates eligible Canadian Armed Forces (CAF) Veterans for lost opportunities to contribute to retirement pensions because they are unable to work following their release from the Canadian Armed Forces. Veterans must have been assessed as totally and permanently incapacitated during their participation in Veterans Affairs Canada's Rehabilitation Program and eligible for extended Earnings Loss benefits. The benefit, a lump-sum payment equal to 2% of the total amount of Earnings Loss benefits that was paid to the Veteran before income offsets, is generally paid when the Veteran reaches the age of 65. Survivors of Veterans who die as a result of a service-related injury or disease are also eligible for this benefit, payable after the Veteran would have reached the age of 65 years. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Supplementary Retirement Benefit (SRB) Program, along with the Retirement Income Support Benefit (RISB) are being consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

Supplementary Retirement Benefit Recipients and Expenditures	Actuals as of March 31, 2019					YTD ¹ Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Recipients (Veterans)	21	34	76	79	151	9,941
Expenditures (in \$ thousands)	\$52	\$111	\$306	\$312	\$613	\$39,487

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ^{2,3}				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients (Veterans)	10,900	210	-	-	-
Expenditures (in \$ thousands)	\$67,729	\$1,136	\$0	\$0	\$0

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ All clients who were in receipt of Earning Loss Benefit and had a favorable Diminished Earnings Capacity decision prior to April 1, 2019 are eligible to receive a payout of their SRB accrued up to March 31, 2019. Forecasted expenditures account for clients who did not receive their payout in 2019-20.

Retirement Income Support Benefit (RISB)

The Retirement Income Security Benefit provides eligible Canadian Armed Forces (CAF) Veterans and survivors with life-long financial stability for moderately to severely disabled individuals through a monthly income security payment beginning at age 65. This benefit tops up a Veteran's total annual income to at least 70% of what he or she received in financial benefits from Veterans Affairs Canada. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, the Retirement Income Support Benefit (RISB), along with the Supplementary Retirement Benefit (SRB) Program are being consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.4 Retirement Income Support Benefit Recipients and Expenditures

Retirement Income Support Benefit (RISB)	Actuals as of March 31, 2019			
	2015-16	2016-17	2017-18	2018-19
Recipients	41	72	124	183
Expenditures (in \$ millions)	\$0.3	\$0.5	\$0.9	\$1.6

Retirement Income Support Benefit (RISB)	Forecast ^{1,2}				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients	-	-	-	-	-
Expenditures (in \$ millions)	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2

Source: Chief Financial Officer and Corporate Services Branch

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

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

Canadian Forces Income Support (CFIS) Program

The Canadian Armed Forces Income Support Benefit ensures that eligible Canadian Armed Forces (CAF) Veterans have a minimum level of income to meet basic needs while they are engaged in job search activities. The program provides a monthly temporary income support to low income CAF Veterans who have completed Veterans Affairs Canada's Rehabilitation Program and are capable of achieving suitable gainful employment but have not yet obtained employment. This program is also available to survivors or orphans of Veterans in certain circumstances. As of April 1, 2019, Pension for Life (PFL) will be introduced. As a result, Canadian Forces Income Support along with the Income Replacement Benefit, will fall under the Income Support Program.

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

Canadian Forces Income Support Recipients and Expenditures	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Recipients	43	55	64	78	86	96
Expenditures (in \$ millions)	\$0.6	\$0.9	\$1.1	\$1.5	\$1.5	\$1.4

Canadian Forces Income Support Recipients and Expenditures	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
Recipients	110	130	150	165	175
Expenditures (in \$ millions)	\$1.9	\$2.4	\$2.8	\$3.1	\$3.5

Source: Chief Financial Officer and Corporate Services Branch

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

War Veterans Allowance (WVA) Program

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

Table 6.6 War Veterans Allowance Recipients

WVA Recipients	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Veterans	527	404	355	323	274	207
Survivors	2,271	2,041	1,796	1,572	1,376	1,234
Total Recipients	2,798	2,445	2,151	1,895	1,650	1,441

WVA Recipients	Forecast ¹				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans	240	210	190	170	150
Survivors	1,220	1,090	970	860	760
Total Recipients	1,460	1,300	1,150	1,020	910

Source: Chief Financial Officer and Corporate Services Branch

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

Table 6.7 War Veterans Allowance Expenditures¹

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
Veterans	\$1.2	\$1.0	\$1.0	\$1.1	\$1.2	n/a ²
Survivors	\$6.7	\$6.0	\$5.5	\$5.0	\$4.6	n/a ²
Budget Implementation Act Payments	\$0.7	\$0.5	-	-	\$0.0	n/a ²
Total Expenditures	\$8.5	\$7.5	\$6.5	\$6.1	\$5.7	\$3.6

WVA Expenditures (in \$ millions)	Forecast ³				
	2019-20	2020-21	2021-22	2022-23	2023-24
Veterans	\$1.0	\$1.3	\$1.3	\$1.2	\$1.1
Survivors	\$4.1	\$3.9	\$3.5	\$3.2	\$2.9
Total Expenditures	\$5.2	\$5.1	\$4.9	\$4.4	\$4.0

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² Expenditure breakdown provided at fiscal year end only.

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

Chapter 7: Career Transition Services (CTS) Program

The Career Transition Services Program supports the transition to post-service life of eligible Veterans and survivors by providing access to services that will assist them in having the knowledge, skills and plans necessary to prepare for and obtain suitable civilian employment. Veterans Affairs Canada will reimburse eligible Veterans and survivors for these services, up to a lifetime maximum of \$1,000 including taxes. This program has been discontinued and replaced by the new Career Transition Services Program which came into effect April 1, 2018 (see New Programs at VAC on pg.8).

Table 7.1 Career Transition Services Recipients and Expenditures¹

Career Transition Services - Recipients and Expenditures	Actuals as of March 31, 2019				
	2014-15	2015-16	2016-17	2017-18	2018-19
Recipients (Veterans)	232	409	644	741	0
Expenditures (in \$ thousands)	\$13	\$24	\$19	\$37	\$4

Source: Chief Financial Officer and Corporate Services Branch

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

Chapter 8: Mental Health

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

Table 8.1 Veterans with Psychiatric Disability in Receipt of Disability Benefits

Veterans	Actuals as of March 31, 2019					YTD Dec 2019
	2014-15	2015-16	2016-17	2017-18	2018-19	
War Service	1,323	1,114	925	751	627	538
Canadian Armed Forces (CAF)	14,847	16,850	18,826	21,872	24,676	26,567
Royal Canadian Mounted Police (RCMP)	3,469	3,937	4,469	5,107	5,848	6,506
Missing Service Code	2	1	1	4	0	0
Total: Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder [PTSD])	19,641	21,902	24,221	27,734	31,151	33,611
War Service	856	743	622	509	436	385
CAF	10,695	12,075	13,342	15,232	16,893	18,096
RCMP	2,819	3,233	3,658	4,187	4,780	5,311
Missing Service Code	2	1	1	2	0	0
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	14,372	16,052	17,623	19,930	22,109	23,792

Source: Chief Financial Officer and Corporate Services Branch

Table 8.2 Veterans with Mental Health Conditions by Age and Sex as of December 2019

Age	Male ¹	Female	Total	% by Age
Under 30	372	126	498	1%
30 - 39	4,451	796	5,247	16%
40 - 49	6,644	1,578	8,222	24%
50 - 59	9,608	1,945	11,553	34%
60 - 69	4,747	694	5,441	16%
70 or More	2,576	74	2,650	8%
Total	28,398	5,213	33,611	100%
% by Sex	84%	16%	100%	

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes numbers for those with an unknown sex.

Table 8.3 Mental Health - Quick Facts as of December 2019

QUICK FACTS
26% of all Veterans in receipt of VAC benefits have disability benefits for a service-related psychiatric diagnosis.
71% of Veterans in receipt of disability benefits for a mental health condition have PTSD.
56% of Veterans in receipt of disability benefits for a mental health condition are married or have a common-law partner.
28% of Veterans in receipt of disability benefits for a mental health condition are also eligible for Rehabilitation Program.
43% of Veterans in receipt of disability benefits for a mental health condition are in receipt of Veterans Independence Program (VIP) benefits.

Source: Chief Financial Officer and Corporate Services Branch

Chapter 9: Afghanistan Veterans

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

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

Table 9.1 Afghanistan Deployed Members (Unique)

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

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

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

	Actuals as of March 31, 2019					YTD Dec 2019	% of CAF Veteran Population
	2014-15	2015-16	2016-17	2017-18	2018-19		
Afghanistan Service identified ¹	11,909	13,583	14,978	16,432	17,802	18,997	3%
Veterans in receipt of disability benefits related to Afghanistan service ² (included in above total)	7,293	8,339	9,357	10,551	11,645	12,388	2%

Source: Chief Financial Officer and Corporate Services Branch

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

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

Table 9.3 Afghanistan Veterans (including RCMP) by Age - December 2019

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	174	1%	129	1%
30 - 39	5,037	27%	3,832	31%
40 - 49	6,270	33%	4,200	34%
50 or more	7,516	40%	4,227	34%
Total	18,997	100%	12,388	100%

Source: Chief Financial Officer and Corporate Services Branch

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

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

Table 9.4 Afghanistan Veterans in Receipt of Disability Benefits¹ by Disability Class - December 2019

Disability Class	Disability Pension & Awards	Percentage
78% and above	2,568	21%
53%-77%	2,662	21%
28%-52%	3,168	26%
5%-27%	3,337	27%
1%-4%	246	2%
Entitlement Only	407	3%
Total	12,388	100%

Source: Chief Financial Officer and Corporate Services Branch

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

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

Afghanistan Veterans in Receipt of Disability Benefits	March 2016	March 2017	March 2018	March 2019	YTD Dec 2019
For Mental Health Conditions	5,048	5,800	6,732	7,578	8,143
For Post-traumatic Stress Disorder (PTSD)	4,243	4,833	5,598	6,219	6,688

Source: Chief Financial Officer and Corporate Services Branch

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

Table 9.6 Afghanistan Veterans - Quick Facts - December 2019

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.
18% of Canadian Armed Forces (CAF) Veterans in receipt of VAC benefits have Afghanistan Service.
12% of CAF Veterans in receipt of VAC benefits have a disability benefit related to service in Afghanistan.
66% 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.
54% 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).
20% of members deployed to Afghanistan, are in receipt of a VAC pension/award for a mental health condition related to their service in Afghanistan.
17% of members deployed to Afghanistan, are in receipt of a VAC pension/award for Post-Traumatic Stress Disorder (PTSD) related to their service in Afghanistan.

Source: Chief Financial Officer and Corporate Services Branch

Chapter 10: Service Delivery

Table 10.1 Case Managed Veterans as of December 2019

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

Area ¹	Assigned Case Managers ³	Case Managed Veterans	Average Veterans per Case Manager
NF and LAB, NB, PEI & Gaspé	62.0	2,034	32.8
Nova Scotia	52.0	1,908	36.7
Quebec	94.0	2,600	27.7
National Capital Area ²	60.0	1,950	32.5
Central Ontario	42.0	1,361	32.4
South Western Ontario	35.0	1,304	37.3
Prairies	63.0	2,128	33.8
British Columbia & the North	55.0	1,579	28.7
National Total	463.0	14,864	32.1

Source: Service Delivery Branch

Source: Chief Financial Officer and Corporate Services Branch

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

² National Capital Area includes Foreign Countries Case Managed Veterans.

³ Assigned Case Managers are defined as Case Managers who have open case plans assigned to them in the VAC Client Service Delivery Network.

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

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

Results	2015-16 ¹	2016-17 ¹	% Change 2015-16 to 2016-17	2017-18 ¹	% Change 2016-17 to 2017-18	2018-19 ¹	% Change 2017-18 to 2018-19	YTD Dec 2019
Calls Offered	588,854	592,874	0.7%	586,107	-1.1%	594,717	1.5%	433,056
Calls Answered	556,673	543,446	-2.4%	524,258	-3.5%	492,199	-6.1%	401,577
Calls Abandoned	30,749	49,428	60.7%	61,849	25.1%	98,081	58.6%	31,479
% Response Rate	95%	92%		89%		83%		93%
% NCCN Grade of Service ²	77%	66%		62%		36%		71%
% Medavie Grade of Service ³		74%		73%		75%		59%

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.

Source: Service Delivery Branch

My VAC Account

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

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

Table 10.3 My VAC Account Users

My VAC Account Users	Actuals as of March 31, 2019			% Change 2017-18 to 2018-19	YTD Dec 2019
	2016-17	2017-18	2018-19		
Total number of My VAC Account Users	50,671	71,644	91,239	27.4%	104,384

Source: Chief Financial Officer and Corporate Services Branch

Table 10.4 My VAC Account Usage (session logins)

My VAC Account Usage	Actuals as of March 31, 2019			% Change 2017-18 to 2018-19	YTD Dec 2019
	2016-17	2017-18	2018-19		
Total number of session logins	1,185,837	1,811,273	2,331,383	28.7%	1,574,750

Source: Chief Financial Officer and Corporate Services Branch

Chapter 11: Appeals - Disability Pensions and Awards

Bureau of Pensions Advocates (BPA)

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

Table 11.1 Total Cases Completed by Bureau of Pensions Advocates

Case Type	March 2015	March 2016	March 2017	March 2018	March 2019	YTD Dec 2019
Departmental Reviews ¹ Completed	2,072	2,017	2,168	2,222	3,837	2,777
Cases Presented to VRAB ²	3,638	3,469	3,255	2,603	2,016	2,203
Cases Counseled Out ³	4,147	4,763	5,210	5,212	4,285	3,663
Total Cases completed by BPA	9,857	10,249	10,633	10,037	10,138	8,643

Source: Bureau of Pensions Advocates

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

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

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

Chapter 12: Human Resources

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

Table 12.1 Historical Full Time Equivalents (FTE) Numbers

Fiscal Year	FTEs in Department ^{1,2}
1994-95	3,297
1995-96	3,137
1996-97	3,056
1997-98	3,042
1998-99	3,037
1999-00	3,154
2000-01	3,212
2001-02	3,403
2002-03	3,394
2003-04	3,350
2004-05	3,354
2005-06	3,544
2006-07	3,555
2007-08	3,717
2008-09	3,904
2009-10	3,840
2010-11	3,753
2011-12	3,623
2012-13	3,370
2013-14	3,085
2014-15	2,907
2015-16 ³	3,010 (with Sainte Anne's Hospital [SAH]) 2,272 (excluding SAH)
2016-17	2,635
2017-18	2,730
2018-19	2,869

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

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ At March 31, 2016, SAH was still part of VAC. As of April 1, 2016, the responsibility was transferred to the province of Québec. In table 12.1, all data for previous years include SAH.