



Veterans Affairs
Canada

Anciens Combattants
Canada

Veterans Affairs Canada

Facts & Figures

March 2020 Edition

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

Ce livre est disponible en français.

Disclaimer

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

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

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

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

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Facts & Figures Summary

March 2020 Edition

Summary of Program Recipients

Program	2017-18	2018-19	2019-20	2020-21 Forecast	Forecasted Percentage Change ¹
Traditional Programs					
Disability Pensions	108,877	101,451	92,881	89,600	-3.5%
Treatment Benefits ²	78,752	78,689	78,220	83,900	7.3%
Veterans Independence Program (VIP)	88,286	85,826	83,855	82,000	-2.2%
War Veterans Allowance	1,895	1,650	1,391	1,300	-6.5%
New Veterans Charter (NVC) Programs					
Disability Awards ³	69,694	76,829	n/a ³	90	n/a ³
Rehabilitation & NVC Support Services	13,233	13,749	14,199	14,800	4.2%
Earnings Loss	14,870	17,534	n/a ⁴	n/a ⁴	n/a ⁴
Career Impact Allowance (CIA)	7,801	12,805	n/a ⁵	n/a ⁵	n/a ⁵
Canadian Forces Income Support	78	86	95	130	36.8%
Supplementary Retirement Benefit ^{6,7}	79	151	10,333	210	-98.0%
Career Transition Services/Grant	741	n/a ⁸	n/a ⁸	n/a ⁸	n/a ⁸
Retirement Income Security Benefit (RISB)	124	183	n/a ⁶	n/a ⁶	n/a ⁶
Critical Injury Benefit	16	16	9	14	55.6%
Family Caregiver Relief Benefit (FCRB)	363	n/a ⁹	n/a ⁹	n/a ⁹	n/a ⁹
Caregiver Recognition Benefit	n/a	661	756	1190	57.4%
Education and Training Benefit	n/a	1,072	1,700	2650	55.9%
Veteran and Family Well-Being Fund ¹⁰	n/a	21	32	n/a ¹¹	n/a ¹¹
Veteran Emergency Fund	n/a	686	865	n/a ¹²	n/a ¹²
Pain and Suffering Compensation	n/a	n/a	82,367	88,800	7.8%
Additional Pain and Suffering Compensation	n/a	n/a	14,223	20,040	40.9%
Income Replacement Benefit	n/a	n/a	21,729	25,260	16.3%

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

Source: Chief Financial Officer and Corporate Services Branch

¹ Forecasted Percentage Change calculation: 2019-20 figure subtracted from the 2020-21 forecast figure, divided by the 2019-20 figure.

² Included in Other Health Purchased Services (OHPS).

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

⁴ 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 April 1, 2019, Pension for Life (PFL) was introduced, as a result, the Career Impact Allowance has become the Additional Pain and Suffering Compensation.

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.

Facts & Figures Summary March 2020 Edition

Summary of Program Expenditures

Program (in \$ millions)	2017-18	2018-19	2019-20	2020-21 Forecast ¹	Forecasted Percentage Change ²
Traditional Programs					
Disability Pensions	\$1,261.2	\$1,215.9	\$1,227.0	\$1,147.8	-6.5%
Other Health Purchased Services (incl. Treatment Benefits)	\$583.3	\$621.6	\$630.2	\$772.4	22.6%
Veterans Independence Program	\$344.6	\$342.2	\$339.2	\$360.8	6.4%
War Veterans Allowance	\$6.1	\$5.7	\$4.6	\$4.7	1.3%
New Veterans Charter Programs					
Disability Awards ³	\$1,621.4	\$1,323.7	\$115.6	\$4.5	-96.1%
Rehabilitation & NVC Support Services	\$43.6	\$53.2	\$62.1	\$91.1	46.6%
Earnings Loss ⁴	\$420.1	\$527.7	\$13.9	\$14.0	0.7%
Career Impact Allowance ⁵	\$123.1	\$189.0	n/a	\$1.0	n/a
Canadian Forces Income Support	\$1.5	\$1.5	\$1.9	\$2.4	25.7%
Supplementary Retirement Benefit ^{4,6}	\$0.3	\$0.6	\$40.6	\$1.1	-97.2%
Career Transition Services/Grant ⁷	\$0.0	\$0.0	\$0.0	n/a ⁸	n/a ⁸
Retirement Income Security Benefit ⁴	\$0.9	\$1.6	\$0.1	\$0.2	169.0%
Critical Injury Benefit	\$1.2	\$0.7	\$0.8	\$1.2	46.1%
Family Caregiver Relief Benefit	\$2.8	\$0.3	\$0.0	n/a ⁹	n/a ⁹
Caregiver Recognition Benefit	n/a	\$6.6	\$9.5	\$13.5	41.6%
Education and Training Benefit	n/a	\$12.3	\$20.6	\$42.4	105.9%
Veteran and Family Well-Being Fund	n/a	\$3.0	\$4.8	\$3.0	-37.5%
Veteran Emergency Fund	n/a	\$1.2	\$1.5	\$1.0	-33.2%
Pain and Suffering Compensation	n/a	n/a	\$917.0	\$1,301.4	41.9%
Additional Pain and Suffering Compensation	n/a	n/a	\$119.1	\$156.6	31.5%
Income Replacement Benefit	n/a	n/a	\$777.5	\$854.7	9.9%

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 Forecasted Percentage Change calculation: 2019-20 figure subtracted from the 2020-21 forecast figure, divided by the 2019-20 figure.

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, the Retirement Income Support Benefit (RISB), along with the Supplementary Retirement Benefit (SRB) Program and Earnings Loss Benefit are 3 of 6 financial benefits being consolidated into the Income Replacement Benefit under the Income Support Program

⁵ Expenditures are forecasted to account for recalculations, adjustments or appeals for clients who were in the program prior to April 1, 2019.

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.

Analysis of VAC Facts and Figures

As of March 31, 2020, VAC estimated the total Veteran population in Canada to be 629,300, consisting of 32,100 War Service (WS) Veterans and 597,200 Canadian Armed Forces (CAF) Veterans. Both the WS and CAF Veteran populations are forecasted to decline through the next five years.

Veterans served by VAC account for approximately 19% of the Veteran population in Canada. As of March 31, 2020 VAC served 12,375 (39%) of the WS Veteran population and 106,744 (17%) of the CAF Veteran population. In addition, VAC provided benefits to 37,828 WS survivors, 14,848 CAF survivors, and administers benefits on behalf of 15,306 RCMP members or former members and their survivors.

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

Overall, total VAC clients (Veterans and survivors) increased by 0.5% in 2019-20. 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 1.0% 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 2020-21 forecast is slightly higher than 2019-20 actual spending. This increase is primarily attributable to the increased demand for benefits and services, specifically the PFL suite of programs. In addition, it is forecasted that more Veterans will continue to choose the lump sum payment option for the Pain and Suffering Compensation benefit.

Automation of the VAC Facts & Figures

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

[Wait Time Tool](#)

[Departmental Plan](#)

[Main Estimates](#)

[Service Standards](#)

[GC InfoBase](#)

New Programs at VAC: 2018-19

Career Transition Services (CTS)

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

Career Transition Services (CTS): Approved Applications¹ and Expenditures

CTS Approved Applications & Expenditures	Actuals as of March 31, 2020		
	2017-18	2018-19	2019-20
CTS Approved Applications ²	-	1,559	1,236
CTS Expenditures (in \$ millions) ³	\$1.7	\$1.6	\$1.8

CTS Expenditures	Forecast ⁴				
	2020-21	2021-22	2022-23	2023-24	2024-25
CTS Expenditures (in \$ millions) ³	\$2.4	\$2.9	\$3.5	\$4.0	\$4.6

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, 2020		
	2017-18	2018-19	2019-20
Recipients (Veterans)	-	1,072	1,700
ETB Expenditures (in \$ millions)	-	\$12.3	\$20.6

ETB Recipients & Expenditures	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients (Veterans)	2,650	2,120	2,310	2,480	2,380
ETB Expenditures (in \$ millions)	\$42.4	\$34.1	\$37.9	\$41.5	\$40.7

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.

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, 2020		
	2017-18	2018-19	2019-20
Recipients (Organizations)	-	21	32
Expenditures (in \$ millions)	-	\$3.0	\$4.8

Veteran and Family Well-Being Fund Expenditures	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
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 fund or contribution, can vary broadly.

Veteran Emergency Fund (VEF)

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

Veteran Emergency Fund (VEF): Recipients^{1,2} and Expenditures

Veteran Emergency Fund Recipients & Expenditures	Actuals as of March 31, 2020		
	2017-18	2018-19	2019-20
Recipients ³	-	686	865
Expenditures (in \$ millions)	-	\$1.2	\$1.5

Veteran Emergency Fund Expenditures ⁵	Forecast ⁴
	2020-21
VEF Expenditures (in \$ millions)	\$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 Program funds are dependent upon Veterans and their families applying for emergency funding and the amounts funded can vary. Forecasted recipient figures cannot be estimated for this program.

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

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

⁵ The Department has temporary funding in place for the Veterans Emergency Fund up until the end of fiscal year 2020-21. The Department will return to Treasury Board to secure ongoing funding.

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, 2020		
	2017-18	2018-19	2019-20
Recipients ²	-	661	756
Total Expenditures (in \$ millions)	-	\$6.6	\$9.5

Caregiver Recognition Benefit (CRB) Recipients & Expenditures	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients	1,190	1,290	1,390	1,490	1,576
Total Expenditures (in \$ millions)	\$13.5	\$16.0	\$17.6	\$19.2	\$20.8

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, 2020		
	2017-18	2018-19	2019-20
Veterans	-	-	79,771
Survivors	-	-	2,009
Subtotal	-	-	81,780
Death Benefits Recipients	-	-	587
Total Recipients	-	-	82,367

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Actuals as of March 31, 2020		
	2017-18	2018-19	2019-20
Pain and Suffering Compensation	-	-	\$904.5
Death Benefits	-	-	\$12.4
Total Expenditures¹	-	-	\$917.0

Pain and Suffering Compensation and Death Benefits Recipients	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans	85,800	91,000	96,000	100,800	107,500
Survivors	2,210	2,420	2,630	2,830	4,300
Subtotal	88,010	93,420	98,630	103,630	111,800
Death Benefits Recipients	790	880	970	1,070	1,200
Total Recipients	88,800	94,300	99,600	104,700	113,000

Pain and Suffering Compensation and Death Benefits Expenditures (in \$ millions)	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Pain and Suffering Compensation	\$1,281.5	\$1,456.7	\$1,643.4	\$1,810.1	\$2,026.0
Death Benefits	\$19.9	\$21.3	\$22.7	\$24.1	\$19.0
Total Expenditures¹	\$1,301.4	\$1,478.0	\$1,666.1	\$1,834.2	\$2,045.0

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.

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, 2020		
	2017-18	2018-19	2019-20
Recipients (Veterans)	-	-	14,223
Expenditures (in \$ millions)	-	-	\$119.1

Additional Pain and Suffering Compensation	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients (Veterans)	20,040	23,270	26,510	29,740	32,980
Expenditures (in \$ millions)	\$156.6	\$182.0	\$208.5	\$236.0	\$264.5

Source: Chief Financial Officer and Corporate Services Branch

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

Income Replacement Benefit: Recipients and Expenditures

Income Replacement Benefit	Actuals as of March 31, 2020		
	2017-18	2018-19	2019-20
Temporary ²	-	-	10,617
Permanent ³	-	-	11,112
Total: Recipients (Temporary and Permanent)	-	-	21,729
Expenditures (in \$ millions)	-	-	\$777.5

Income Replacement Benefit	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
Temporary ²	10,200	10,600	11,000	11,300	11,600
Permanent ³	15,060	17,310	19,570	21,960	24,360
Total: Recipients (Temporary and Permanent)	25,260	27,910	30,570	33,260	35,960
Expenditures (in \$ millions)	\$854.7	\$932.7	\$1,011.9	\$1,096.3	\$1,196.6

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 Province¹

Province	War Service Veterans (Second World War, Korean War)	Canadian Armed Forces Veterans (Regular and Primary Reserve)	Total Estimated Veterans
Newfoundland & Labrador	300	15,200	15,500
Prince Edward Island	200	3,700	3,900
Nova Scotia	1,700	38,800	40,500
New Brunswick	1,100	28,400	29,500
Quebec	2,400	116,200	118,600
Ontario	13,900	214,100	228,000
Manitoba	1,300	18,900	20,200
Saskatchewan	1,000	14,600	15,600
Alberta	2,700	64,700	67,400
British Columbia	7,000	80,700	87,700
Territories	0	0	0
Foreign Countries	400	1,900	2,300
Total: Estimated Canadian Veteran Population²	32,100	597,200	629,300

Source: Chief Financial Officer and Corporate Services Branch

¹ Veteran population estimates are as of March 31, 2020.

² Totals may not add due to rounding.

Table 1.2 Estimated Veteran Population by Average Age¹

Type of Service	Average Age	March 2020
Second World War Veterans	95	26,300
Korean War Veterans	88	5,900
Total Estimated War Service Veteran Population²	94	32,100
Canadian Armed Forces - Regular Forces	61	317,600
Canadian Armed Forces - Primary Reserves	56	279,600
Total Estimated Canadian Armed Forces Veteran Population²	59	597,200
Total Estimated Canadian Veteran Population	n/a	629,300

Source: Chief Financial Officer and Corporate Services Branch

¹ Veteran population estimates are as of March 31, 2020.

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

Veterans Affairs Canada

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

Table 1.3 Veterans and survivors served by VAC (Unique)

VAC Unique Veterans and Survivors by Type	Actuals as of March 31, 2020					Average Age (March 31, 2020)
	2015-16	2016-17	2017-18	2018-19	2019-20	
War Service	29,740	25,016	20,273	15,644	12,375	94
Canadian Armed Forces (CAF)	88,301	93,123	97,231	101,049	106,744	60
Royal Canadian Mounted Police (RCMP)	11,743	12,482	13,169	13,136	14,081	60
Subtotal: Veterans	129,784	130,621	130,673	129,829	133,200	63
War Service	55,371	51,471	47,375	43,184	37,828	89
CAF	9,257	9,560	9,847	11,928	14,848	68
RCMP	877	945	1,032	1,139	1,225	74
Subtotal: Survivors	65,505	61,976	58,254	56,251	53,901	83
Total: VAC Veterans and Survivors	195,289	192,597	188,927	186,080	187,101	69

VAC Unique Veterans and Survivors by Type	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
War Service	10,100	7,800	6,000	4,500	3,300
CAF	111,200	115,900	120,500	124,900	129,100
RCMP	15,400	1,700	18,100	19,500	20,900
Subtotal: Veterans	136,600	140,500	144,600	148,900	153,300
War Service	35,700	32,000	28,500	25,100	21,900
CAF	14,300	15,600	16,900	18,300	19,600
RCMP	1,400	1,500	1,700	1,900	2,000
Subtotal: Survivors	51,400	49,100	47,100	45,200	43,600
Total: VAC Veterans and Survivors²	188,000	189,600	191,600	194,000	196,900

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 - March 2020

All Veterans by Sex	War Service	CAF	RCMP	Total	% Total
Male	10,239	94,755	11,873	116,867	88%
Female	2,136	11,989	2,208	16,333	12%
Total	12,375	106,744	14,081	133,200	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	1,565	29	1,594	1%	0	314	16	330	0%
30-39	0	9,390	769	10,159	8%	0	1,550	290	1,840	1%
40-49	0	12,297	1,619	13,916	10%	0	2,655	710	3,365	3%
50-59	0	22,548	2,331	24,879	19%	0	3,961	758	4,719	4%
60-69	0	16,188	3,520	19,708	15%	0	1,974	370	2,344	2%
70-79	0	17,384	2,600	19,984	15%	0	688	58	746	1%
80-89	1,400	14,158	917	16,475	12%	251	753	6	1,010	1%
90+	8,839	1,225	88	10,152	8%	1,885	94	0	1,979	1%
Total	10,239	94,755	11,873	116,867	88%	2,136	11,989	2,208	16,333	12%

Source: Chief Financial Officer and Corporate Services Branch

Table 1.5 Veterans served by Area Office as of March 2020

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	567	12,571	999	14,137	1,800
Sydney	89	1,243	106	1,438	152
Nova Scotia	656	13,814	1,105	15,575	1,952
Campbellton	89	866	97	1,052	96
Charlottetown	85	1,163	195	1,443	163
Cornerbrook	34	591	93	718	197
Oromocto	95	4,168	236	4,499	835
Saint John	261	3,964	439	4,664	360
St. John's	109	1,717	351	2,177	377
NF and LAB, NB, PEI	673	12,469	1,411	14,553	2,028
Montreal	540	3,354	337	4,231	541
Quebec	197	8,452	112	8,761	1,818
St-Jean	100	2,062	122	2,284	315
Quebec	837	13,868	571	15,276	2,674
Gatineau	68	2,093	223	2,384	275
Ottawa	635	7,942	1,046	9,623	1,045
Pembroke	111	3,574	128	3,813	540
National Capital Area	814	13,609	1,397	15,820	1,860
Kingston	235	4,232	126	4,593	539
Peterborough	315	997	35	1,347	159
Thunder Bay	164	591	19	774	78
Toronto	1,354	2,016	100	3,470	346
Trenton	144	3,010	29	3,183	287
Central Ontario	2,212	10,846	309	13,367	1,409
Hamilton	500	1,766	86	2,352	214
London	323	1,337	91	1,751	220
North Bay	191	1,649	24	1,864	288
Mississauga	1,073	4,322	261	5,656	453
Windsor	314	1,419	62	1,795	162
South Western Ontario	2,401	10,493	524	13,418	1,337
Brandon	135	1,050	198	1,383	173
Calgary	647	4,753	1,339	6,739	455
Edmonton	371	6,677	1,061	8,109	1,039
Regina	166	752	492	1,410	107
Saskatoon	226	741	337	1,304	119
Winnipeg	369	2,357	433	3,159	290
Prairies	1,914	16,330	3,860	22,104	2,183
Kelowna	239	1,222	709	2,170	147
Penticton	348	1,653	884	2,885	131
Prince George	59	446	286	791	65
Surrey	611	1,971	1,335	3,917	164
Vancouver	550	1,323	582	2,455	256
Victoria	876	7,422	1,023	9,321	856
British Columbia and the North	2,683	14,037	4,819	21,539	1,619
Foreign Country Operations	167	1,174	56	1,397	88
Unknown/Missing	18	104	29	151	25
Total	12,375	106,744	14,081	133,200	15,175

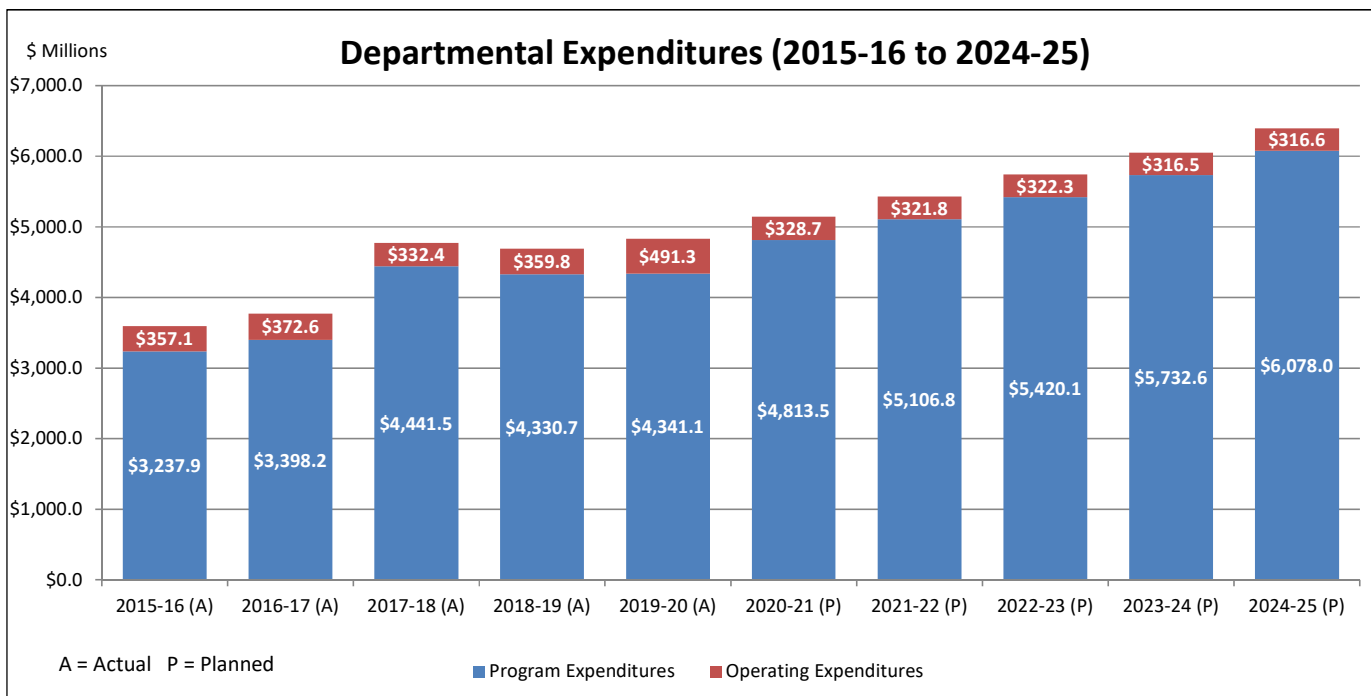
Source: Chief Financial Officer and Corporate Services Branch

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				
	2015-16	2016-17	2017-18	2018-19	2019-20
Total Program ¹	\$3,237.9	\$3,398.2	\$4,441.5	\$4,330.7	\$4,341.1
Total Operating ²	\$357.1	\$372.6	\$332.4	\$359.8	\$491.3
Total: Actual Expenditures³	\$3,595.0	\$3,770.8	\$4,773.9	\$4,690.5	\$4,832.4

Source: Public Accounts of Canada

Expenditures (in \$ millions)	Planned ⁵				
	2020-21	2021-22	2022-23	2023-24	2024-25
Total Program ¹	\$4,813.5	\$5,106.8	\$5,420.1	\$5,732.6	\$6,078.0
Total Operating ^{2,4}	\$328.7	\$321.8	\$322.3	\$316.5	\$316.6
Total: Planned Expenditures	\$5,142.2	\$5,428.6	\$5,742.4	\$6,049.1	\$6,394.6

Source: Chief Financial Officer and Corporate Services Branch

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

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

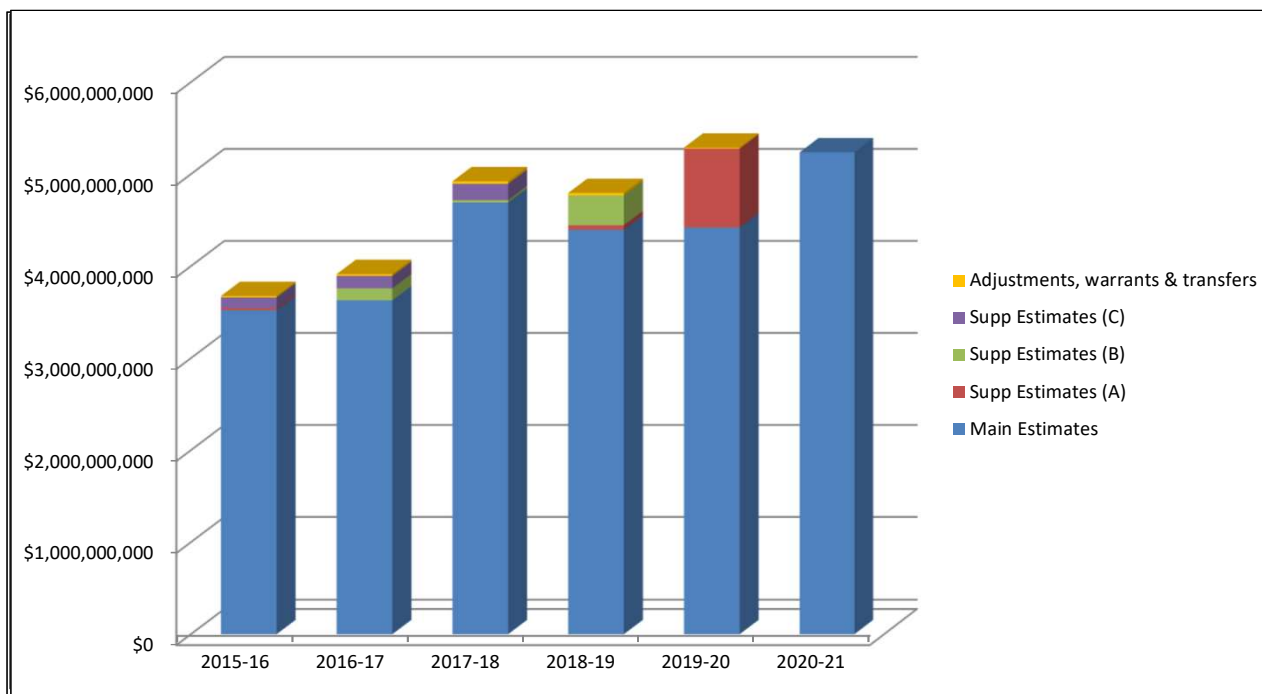
³ Totals may not add due to rounding.

⁴ Planned spending figures (FY 2020-21 through to 2024-25) are based on forecasts prepared in October 2019 by the Statistics Directorate, Finance.

⁵ Planned spending from 2020-2021 to 2024-2025 for Operating Expenditures is forecasted to decrease for most years 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 ended the 2019-20 fiscal year with a budget of \$5.3 billion¹. Over 90% of the Department's budget represents payments to Veterans, their families and other program recipients.



	2015-16	2016-17	2017-18	2018-19	2019-20 ¹	2020-21
Main Estimates	\$3,522,078,175	\$3,628,281,702	\$4,691,399,582	\$4,394,554,432	\$4,419,994,365	\$5,237,702,254
% change from Previous Year	-1.5%	3.0%	29.3%	-6.3%	0.6%	18.5%
Supp Estimates (A)	\$23,779,759	-	-	\$51,618,013	\$857,597,414	-
Supp Estimates (B)	-	\$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	N/A
Adjustments, warrants & transfers ²	\$15,694,995	\$21,338,217	\$27,750,542	\$26,547,620	\$11,173,956	-
Total Authorities	\$3,675,963,783	\$3,914,430,576	\$4,922,536,867	\$4,795,897,822	\$5,288,765,735	\$5,237,702,254
% Increase from Previous Year		2.0%	6.5%	25.8%	-2.6%	10.3%
						-1.0%

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 March 31, 2020.

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

Chapter 3: Program Expenditure Overview

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

Table 3.1 Expenditures by Program - Actuals

Expenditures By Program (in \$ millions)	Actual as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Disability Pensions	\$1,404.3	\$1,331.1	\$1,261.2	\$1,215.9	\$1,227.0
Disability Awards ¹	\$660.0	\$700.0	\$1,621.4	\$1,323.7	\$115.6
Pain and Suffering Compensation	-	-	-	-	\$917.0
Additional Pain and Suffering Compensation	-	-	-	-	\$119.1
Other Health Purchased Services	\$517.1	\$590.1	\$583.3	\$621.6	\$630.2
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$352.6	\$350.2	\$344.6	\$342.2	\$339.2
Earnings Loss	\$180.3	\$269.9	\$420.1	\$527.7	\$13.9
Career Impact Allowance (CIA) ²	\$51.5	\$79.7	\$123.1	\$189.0	\$0.0
Income Replacement Benefit	-	-	-	-	\$777.5
Canadian Forces Income Support	\$0.9	\$1.1	\$1.5	\$1.5	\$1.9
Supplementary Retirement Benefit ³	\$0.1	\$0.3	\$0.3	\$0.6	\$40.6
War Veterans Allowance	\$7.5	\$6.5	\$6.1	\$5.7	\$4.6
Rehabilitation and New Veterans Charter (NVC) Support Services	\$26.8	\$33.5	\$43.6	\$53.2	\$62.1
Career Transition Services (Grant) ⁴	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	-	-	-	\$12.3	\$20.6
Retirement Income Security Benefit	\$0.3	\$0.5	\$0.9	\$1.6	\$0.1
Critical Injury Benefit	\$7.9	\$2.5	\$1.2	\$0.7	\$0.8
Caregiver Recognition benefit	-	-	-	\$6.6	\$9.5
Family Caregiver Relief Benefit	\$1.3	\$2.1	\$2.8	\$0.3	\$0.0
Subtotal: Program Expenditures	\$3,210.6	\$3,367.5	\$4,410.1	\$4,302.6	\$4,279.7
Other Program Expenditures ^{5,6}	\$27.3	\$30.7	\$31.4	\$28.1	\$61.4
Total Program Expenditures	\$3,237.9	\$3,398.2	\$4,441.5	\$4,330.7	\$4,341.1

Source: Chief Financial Officer and Corporate Services Branch

¹ Includes Financial Counseling expenditures.

² Includes CIA Supplement.

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

⁴ Some expenditures are too low to round to millions. Actuals can be found on Table 7.1

⁵ 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.

⁶ Expenditures 2019-2020: Government of Canada will invest \$30 million in order to recognize the Métis veterans of the second world war for their experiences before and after the war and to support commemorative initiatives to promote awareness of the Métis people and the general Canadian population to the sacrifices and contributions of Métis veterans.

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

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

Table 3.2 Expenditures by Program - Forecasts

Expenditures By Program (in \$ millions)	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability Pensions ²	\$1,147.8	\$1,113.5	\$1,078.4	\$1,048.4	\$1,021.9
Disability Awards ^{3,4}	\$4.5	\$0.6	\$0.4	\$0.3	\$0.2
Pain and Suffering Compensation	\$1,301.4	\$1,478.0	\$1,666.1	\$1,834.2	\$2,045.0
Additional Pain and Suffering Compensation	\$156.6	\$182.0	\$208.5	\$236.0	\$264.5
Other Health Purchased Services	\$772.4	\$812.8	\$848.0	\$888.4	\$908.7
Veterans Independence Program (Includes Housekeeping & Grounds Maintenance)	\$360.8	\$369.1	\$379.1	\$390.5	\$401.1
Earnings Loss	\$14.0	\$14.0	\$14.0	\$14.0	\$14.0
Career Impact Allowance (CIA) ⁵	\$1.0	\$1.0	\$0.0	\$0.0	\$0.0
Income Replacement Benefit	\$854.7	\$932.7	\$1,011.9	\$1,096.3	\$1,196.6
Canadian Forces Income Support	\$2.4	\$2.8	\$3.1	\$3.5	\$3.7
Supplementary Retirement Benefit ⁶	\$1.1	\$0.0	\$0.0	\$0.0	\$0.0
War Veterans Allowance	\$4.7	\$4.2	\$3.8	\$3.5	\$3.2
Rehabilitation and NVC Support Services	\$91.1	\$98.9	\$104.8	\$108.6	\$111.4
Career Transition Services (Grant) ⁷	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Education and Training Benefit	\$42.4	\$34.1	\$37.9	\$41.5	\$40.7
Retirement Income Security Benefit	\$0.2	\$0.2	\$0.2	\$0.2	\$0.2
Critical Injury Benefit	\$1.2	\$1.3	\$1.3	\$1.4	\$1.5
Caregiver Recognition Benefit	\$13.5	\$16.0	\$17.6	\$19.2	\$20.8
Family Caregiver Relief Benefit ⁸	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Subtotal: Program Expenditures	\$4,769.8	\$5,061.1	\$5,375.2	\$5,686.1	\$6,032.0
Other Program Expenditures ⁹	\$43.7	\$45.7	\$44.9	\$46.5	\$46.0
Total Program Expenditures	\$4,813.5	\$5,106.8	\$5,420.1	\$5,732.6	\$6,078.0

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

⁸ The Family Caregiver Relief Benefit was replaced by the Caregiver Recognition Benefit as of April 1, 2018.

⁹ 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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, Disability Benefits changed to include Disability Pension, Pain and Suffering Compensation and Additional Pain and Suffering.

Table 4.1 Disability Benefits Recipients

Disability Benefits Recipients	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	109,154	109,338	109,460	110,848	112,631
Survivors	55,112	51,999	49,776	46,386	43,428
Subtotal: Veterans & Survivors	164,266	161,337	159,236	157,234	156,059
RCMP	12,610	13,424	14,371	15,328	16,436
Total Recipients	176,876	174,761	173,607	172,562	172,495

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	69,739	64,804	60,087	56,168	52,177
Survivors	54,409	51,227	48,790	45,283	40,704
Total Recipients	124,148	116,031	108,877	101,451	92,881
Attendance Allowance	7,096	6,732	6,315	6,466	6,060
Exceptional Incapacity Allowance	1,491	1,524	1,507	1,517	1,422
Clothing Allowance	1,359	1,369	1,374	1,415	1,416

Disability Pension Recipients ¹	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans	50,100	47,300	44,800	42,700	40,700
Survivors	39,500	36,600	33,900	31,300	28,900
Total Recipients	89,600	83,900	78,700	74,000	69,600
Attendance Allowance	6,700	6,300	5,900	5,600	5,400
Exceptional Incapacity Allowance	1,500	1,400	1,300	1,300	1,200
Clothing Allowance	1,400	1,400	1,300	1,300	1,200

Source: Chief Financial Officer and Corporate Services Branch

¹ Excludes RCMP.

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

Table 4.3 Disability Pension Expenditures

Disability Pension Expenditures (in \$ millions)	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veteran Pensions	\$768.8	\$729.0	\$689.9	\$676.6	\$647.6
Survivor Pensions	\$548.2	\$517.2	\$488.3	\$454.5	\$432.7
Subtotal: Pensions	\$1,317.1	\$1,246.2	\$1,178.2	\$1,131.1	\$1,080.4
Total Special Awards	\$88.6	\$85.5	\$83.7	\$85.0	\$84.1
Total Pensions and Special Awards (Includes Adjustments)^{1,2}	\$1,405.7	\$1,331.7	\$1,261.9	\$1,216.5	\$1,227.6

Disability Pension Expenditures (in \$ millions)	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veteran Pensions	\$647.2	\$633.3	\$620.5	\$611.5	\$605.3
Survivor Pensions	\$412.7	\$392.8	\$373.9	\$355.3	\$337.1
Subtotal: Pensions	\$1,059.9	\$1,026.1	\$994.3	\$966.8	\$942.4
Total Special Awards	\$88.0	\$87.4	\$84.1	\$81.6	\$79.5
Total Pensions and Special Awards⁴	\$1,147.8	\$1,113.5	\$1,078.4	\$1,048.4	\$1,021.9

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

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

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

⁴ Excludes Gallantry Awards & Flying Accidents.

Disability Awards (DA)

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

Table 4.4 Disability Award Recipients^{1,2}

Disability Awards	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	55,698	61,759	67,575	73,844	-
Survivors	1,186	1,373	1,581	2,383	-
Subtotal Awards	56,884	63,132	69,156	76,227	-
Death Benefits	431	467	538	602	-
Total Awards	57,315	63,599	69,694	76,829	-

Disability Awards	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability Awards	90	80	60	50	30
Death Benefits	-	-	-	-	-
Total Awards	90	80	60	50	30

Source: Chief Financial Officer and Corporate Services Branch

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

² April 1, 2019 Pain and Suffering Compensation was introduced and replaced Disability Awards. As of April 1, 2019 Disability Award recipients are Pain and Suffering Compensation recipients.

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

Table 4.5 Disability Award Expenditures

Disability Award Expenditures (in \$ millions)	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18 ¹	2018-19 ¹	2019-20 ¹
Disability Awards	\$643.0	\$690.0	\$1,603.9	\$1,306.7	\$115.1
Death Benefits	\$17.0	\$10.0	\$17.5	\$16.9	\$0.6
Total Awards²	\$660.0	\$700.0	\$1,621.4	\$1,323.7	\$115.6

Disability Award Expenditures (in \$ millions)	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability Awards	\$4.5	\$0.6	\$0.4	\$0.3	\$0.2
Death Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Total Awards	\$4.5	\$0.6	\$0.4	\$0.3	\$0.2

Source: Chief Financial Officer and Corporate Services Branch

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

² Totals may not add due to rounding.

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

Disability Award and Disability Pension Duals

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

Table 4.6 Disability Award and Disability Pension Duals¹

Dual Recipients	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	16,283	17,225	18,202	19,164	19,811
Survivors	914	1,068	1,133	1,280	1,447
Total Recipients	17,197	18,293	19,335	20,444	21,258

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 March 31, 2020.

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

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

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

Table 4.7 Recipients by Disability Class as of March 31, 2020

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%)	1,738	3,088	1,627	6,453	4,105
Class 2 (93%-97%)	271	527	383	1,181	209
Class 3 (88%-92%)	361	626	478	1,465	269
Class 4 (83%-87%)	438	635	558	1,631	296
Class 5 (78%-82%)	601	719	675	1,995	543
Class 6 (73%-77%)	690	726	737	2,153	479
Class 7 (68%-72%)	796	828	880	2,504	649
Class 8 (63%-67%)	890	825	1,117	2,832	695
Class 9 (58%-62%)	1,188	853	1,236	3,277	989
Class 10 (53%-57%)	1,267	900	1,617	3,784	965
Class 11 (48%-52%)	1,817	918	1,826	4,561	1,916
Class 12 (43%-47%)	1,689	1,021	1,920	4,630	1,032
Class 13 (38%-42%)	2,484	1,066	2,408	5,958	1,935
Class 14 (33%-37%)	2,460	1,169	2,609	6,238	2,144
Class 15 (28%-32%)	3,502	1,264	3,519	8,285	3,395
Class 16 (23%-27%)	4,008	1,281	3,983	9,272	4,116
Class 17 (18%-22%)	4,817	1,225	5,256	11,298	4,855
Class 18 (13%-17%)	4,548	1,137	6,601	12,286	3,798
Class 19 (8%-12%)	6,318	787	10,465	17,570	4,675
Class 20 (5%-7%)	5,713	217	8,453	14,383	5,163
Class 21 (1%-4%)	2,130	18	3,647	5,795	71
Nil Assessments	261	0	0	261	2,356
Not Available	28	0	0	28	0
Total	48,015	19,830	59,995	127,840	44,655

Source: Chief Financial Officer and Corporate Services Branch

Table 4.8 Most Common Medical Conditions¹ (Fiscal Year 2019-20)

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	Tinnitus	Hearing Loss	Post Traumatic Stress Disorder
2	Tinnitus	Hearing Loss	Post Traumatic Stress Disorder	Tinnitus
3	Post Traumatic Stress Disorder	Post Traumatic Stress Disorder	Tinnitus	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	Depressive Disorders, including Dysthymia and Major Depression	Obstructive Sleep Apnoea Syndrome
8	Depressive Disorders, including Dysthymia and Major Depression	Osteoarthritis Lumbar Spine	Internal Derangement Knee	Adjustment Disorder
9	Osteoarthritis Lumbar Spine	Osteoarthritis Hip	Osteoarthritis Lumbar Spine	Anxiety Disorders, including Panic Disorder
10	Osteoarthritis Hip	Chronic Mechanical Low Back Pain	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 2019-20)

The table below represents the number of decisions for fiscal year 2019-20 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	5,410	85%	953	15%	6,363
Hearing Loss	3,302	57%	2,507	43%	5,809
Post Traumatic Stress Disorder	2,558	97%	88	3%	2,646
Arthrosis of Knee	937	84%	185	16%	1,122
Osteoarthritis Knee	965	84%	190	16%	1,155
Depressive Disorders	666	95%	36	5%	702
Lumbar Disc Disease	655	89%	83	11%	738
Osteoarthritis Hip	791	81%	183	19%	974
Cervical Disc Disease	549	79%	143	21%	692
Osteoarthritis Shoulder Joint	444	74%	152	26%	596

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Applications					
Favourable (Approved) Decisions	17,174	15,445	17,648	18,729	20,593
Unfavourable (Denied) Decisions	3,279	3,242	3,516	4,131	4,739
Total Applications - Decisions Rendered ¹	20,453	18,687	21,164	22,860	25,332
Favourable Rate (Dockets) %	84%	83%	83%	82%	81%
Medical Conditions					
Favourable (Approved) Conditions	24,802	22,567	27,715	26,077	29,110
Unfavourable (Denied) Conditions	8,543	8,281	7,967	8,463	9,161
Total Conditions - Decisions Rendered	33,345	30,848	35,682	34,540	38,271
Favourable Rate (Conditions) %	74%	73%	78%	75%	76%

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Recipients ¹	113	35	16	9	11
Expenditures (in \$ millions)	\$7.9	\$2.5	\$1.2	\$0.7	\$0.8

Critical Injury Benefit (CIB)	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients ³	14	16	16	17	20
Expenditures (in \$ millions)	\$1.2	\$1.3	\$1.3	\$1.4	\$1.5

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
War Service Veterans	34,593	28,266	23,330	18,548	14,565
Canadian Armed Forces (CAF) Veterans	47,096	51,698	55,422	60,141	63,655
Total Recipients	81,689	79,964	78,752	78,689	78,220

Treatment Benefits Recipients	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
War Service Veterans	12,100	9,600	7,500	5,700	4,300
Canadian Armed Forces (CAF) Veterans	71,800	77,700	80,600	83,400	86,000
Total Recipients	83,900	87,300	88,100	89,100	90,300

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

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
POC 1 - Aids for Daily Living	\$1.7	\$1.7	\$1.6	\$1.7	\$1.6
POC 2 - Ambulance Services	\$1.7	\$1.3	\$1.1	\$0.8	\$0.7
POC 3 - Audio Program	\$40.8	\$44.6	\$44.1	\$45.7	\$41.0
POC 4 - Dental Services	\$12.1	\$11.4	\$10.1	\$9.1	\$9.9
POC 5 - Hospital Services	\$5.4	\$10.4	\$10.7	\$13.1	\$12.5
POC 6 - Medical Services	\$1.8	\$3.1	\$4.2	\$5.2	\$6.1
POC 7 - Medical Supplies	\$5.0	\$4.9	\$4.5	\$4.1	\$3.9
POC 8 - Nursing Services	\$7.8	\$7.6	\$6.9	\$6.8	\$6.4
POC 9 - Oxygen Therapy	\$1.7	\$2.0	\$1.8	\$2.1	\$2.4
POC 10 - Prescription Drugs ¹	\$71.1	\$70.9	\$66.3	\$66.2	\$66.1
POC 10 - Cannabis for Medical Purposes	\$20.5	\$63.7	\$50.8	\$74.6	\$85.2
POC 11 - Prosthetics & Orthotics	\$2.8	\$3.5	\$3.4	\$3.6	\$4.2
POC 12 - Related Health Services	\$49.2	\$58.8	\$71.7	\$86.7	\$92.2
POC 13 - Special Equipment	\$22.0	\$20.7	\$19.4	\$19.3	\$18.0
POC 14 - Vision Care	\$4.2	\$3.6	\$3.2	\$2.6	\$2.4
Subtotal: Treatment Benefits Expenditures^{2,3}	\$247.8	\$308.0	\$299.6	\$340.9	\$352.7
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$195.0	\$203.4	\$192.3	\$184.1	\$173.4
Veterans Travel	\$17.6	\$18.2	\$19.6	\$22.6	\$24.8
Other Remainder of OHPS ⁴	\$56.7	\$60.4	\$71.7	\$74.2	\$79.3
Subtotal: OHPS Expenditures	\$269.3	\$282.0	\$283.7	\$280.9	\$277.5
Total: Treatment Benefits and OHPS Expenditures	\$517.1	\$590.1	\$583.3	\$621.6	\$630.2

Treatment Benefits and OHPS Expenditures (in \$ millions)	Forecast ⁵				
	2020-21	2021-22	2022-23	2023-24	2024-25
POC 1 - Aids for Daily Living	\$1.9	\$2.2	\$2.5	\$2.8	\$2.9
POC 2 - Ambulance Services	\$0.7	\$0.7	\$0.6	\$0.6	\$0.5
POC 3 - Audio Program	\$52.5	\$56.4	\$58.7	\$61.3	\$64.1
POC 4 - Dental Services	\$8.0	\$7.7	\$7.4	\$7.2	\$7.1
POC 5 - Hospital Services	\$19.9	\$22.1	\$23.6	\$25.1	\$26.6
POC 6 - Medical Services	\$6.9	\$7.7	\$8.2	\$8.7	\$9.3
POC 7 - Medical Supplies	\$4.3	\$4.3	\$4.2	\$4.2	\$4.2
POC 8 - Nursing Services	\$6.8	\$6.9	\$6.8	\$6.8	\$6.9
POC 9 - Oxygen Therapy	\$2.7	\$3.0	\$3.1	\$3.3	\$3.5
POC 10 - Prescription Drugs ¹	\$79.5	\$88.9	\$96.9	\$106.1	\$110.6
POC 10 - Cannabis for Medical Purposes (CMP) ⁶	\$143.6	\$143.6	\$143.6	\$143.6	\$143.6
POC 11 - Prosthetics & Orthotics	\$4.7	\$5.1	\$5.4	\$5.7	\$6.0
POC 12 - Related Health Services	\$125.2	\$150.9	\$174.9	\$201.9	\$213.8
POC 13 - Special Equipment	\$18.3	\$18.2	\$17.8	\$17.6	\$17.6
POC 14 - Vision Care	\$2.3	\$2.2	\$2.2	\$2.0	\$2.0
Subtotal: Treatment Benefits Expenditures³	\$472.9	\$514.9	\$550.6	\$591.4	\$612.8
Remainder of OHPS					
Non-Departmental Hospital Charges (Long Term Care)	\$176.4	\$170.3	\$165.1	\$160.5	\$156.9
Veterans Travel	\$29.7	\$33.5	\$37.6	\$41.9	\$44.3
Other Remainder of OHPS ⁴	\$93.4	\$94.0	\$94.7	\$94.7	\$94.7
Subtotal: OHPS Expenditures	\$299.5	\$297.8	\$297.4	\$297.1	\$295.9
Total: Treatment Benefits and OHPS Expenditures	\$772.4	\$812.8	\$848.0	\$888.4	\$908.7

Source: Chief Financial Officer and Corporate Services Branch

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

² Totals may not add due to rounding.

³ Treatment Benefit expenditures include an adjustment to match FreeBalance.

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

⁵ VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

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

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
War Service Veterans	25,675	21,497	17,548	13,910	11,668
Canadian Armed Forces Veterans	30,420	32,912	35,807	38,822	42,022
Subtotal: Veterans	56,095	54,409	53,355	52,732	53,690
Survivors	37,463	36,445	34,931	33,094	30,165
Total VIP Recipients¹	93,558	90,854	88,286	85,826	83,855

VIP Recipients	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
War Service Veterans	8,900	6,900	5,300	4,000	2,900
Canadian Armed Forces Veterans	43,000	45,000	47,000	48,800	50,500
Subtotal: Veterans	51,900	52,000	52,300	52,700	53,400
Survivors	30,100	28,500	27,000	25,500	24,100
Total VIP Recipients¹	82,000	80,500	79,200	78,200	77,500

Source: Chief Financial Officer and Corporate Services Branch

¹ Totals may not add due to rounding.

² VAC Client and Expenditure Forecast 2020-21, prepared in October 2019 by the Statistics Directorate, Finance.

Table 5.4 Veterans Independence Program Expenditures

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

VIP Expenditures (in \$ millions)	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Ambulatory Care	\$0.6	\$0.4	\$0.3	\$0.3	\$0.3
Health and Support Services	\$0.4	\$0.9	\$1.1	\$1.6	\$2.1
Access to Nutrition	\$6.4	\$6.0	\$5.2	\$4.8	\$4.5
Personal Care	\$23.2	\$25.0	\$25.6	\$27.4	\$26.9
Housekeeping ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Grounds Maintenance ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Transportation Services	\$0.8	\$0.7	\$0.5	\$0.4	\$0.3
Home Adaptations	\$0.9	\$1.5	\$1.7	\$2.3	\$2.8
Adult Residential Care ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$48.9	\$46.7	\$44.6	\$38.4	\$34.6
Subtotal: Contributions	\$81.2	\$81.3	\$79.1	\$75.3	\$71.5
Housekeeping & Grounds Maintenance Grants ²	\$271.3	\$268.8	\$265.5	\$266.9	\$267.6
Total: VIP Expenditures³	\$352.6	\$350.2	\$344.6	\$342.2	\$339.2

VIP Expenditures (in \$ millions)	Forecast ⁴				
	2020-21	2021-22	2022-23	2023-24	2024-25
Ambulatory Care	\$0.3	\$0.3	\$0.3	\$0.2	\$0.2
Health and Support Services	\$1.8	\$1.9	\$2.0	\$2.1	\$2.3
Access to Nutrition	\$4.4	\$4.2	\$4.1	\$4.0	\$4.0
Personal Care	\$30.0	\$31.4	\$33.0	\$34.7	\$34.0
Transportation Services	\$0.3	\$0.2	\$0.2	\$0.2	\$0.1
Home Adaptations	\$2.6	\$2.8	\$3.0	\$3.1	\$3.3
Adult Residential Care ¹	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
Intermediate Care	\$39.0	\$39.5	\$40.5	\$41.6	\$43.0
Subtotal: Contributions	\$78.3	\$80.3	\$82.9	\$86.0	\$87.0
Housekeeping (Grants)	\$204.0	\$207.4	\$211.8	\$217.2	\$222.6
Grounds Maintenance (Grants)	\$78.5	\$81.4	\$84.4	\$87.3	\$91.6
Subtotal: Grants	\$282.5	\$288.8	\$296.2	\$304.5	\$314.2
Total: VIP Expenditures³	\$360.8	\$369.1	\$379.1	\$390.5	\$401.1

Source: Chief Financial Officer and Corporate Services Branch

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

² 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 Totals may not add due to rounding.

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

Long Term Care (LTC)

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

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

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

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

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

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

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

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

Table 5.5 Long Term Care (LTC) Recipients and Expenditures

Care Settings	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans in Departmental Beds	302	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	2,178	2,157	1,810	1,525	1,285
Veterans in Community Beds (LTC funded)	1,522	1,247	1,288	1,027	928
Veterans in Community Beds (VIP funded)	2,439	2,326	2,012	1,969	1,776
Total : Veterans in LTC Beds	6,441	5,730	5,110	4,521	3,989
Veterans in Departmental Beds	\$70.8	n/a ¹	n/a ¹	n/a ¹	n/a ¹
Veterans in Contract Beds (LTC funded)	\$171.0	\$183.1	\$175.6	\$169.0	\$160.4
Veterans in Community Beds (LTC funded)	\$24.0	\$20.3	\$16.8	\$15.1	\$13.0
Veterans in Community Beds (VIP funded)	\$48.9	\$46.7	\$44.6	\$38.4	\$34.6
Subtotal : LTC Facility Funding	\$314.7	\$250.1	\$237.0	\$222.5	\$208.0
Additional Funding: Ste. Anne's Hospital (SAH) ²	\$0.0	\$55.7	\$4.9	\$0.0	\$0.0
Total: LTC Expenditures	\$314.7	\$305.8	\$241.9	\$222.5	\$208.0

Care Settings	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans in Contract Beds (LTC funded)	1,041	812	622	469	349
Veterans in Community Beds (LTC funded)	710	576	467	384	315
Veterans in Community Beds (VIP funded)	1,823	1,742	1,688	1,661	1,658
Total: Forecasted Veterans in LTC Beds	3,574	3,130	2,777	2,514	2,322
Veterans in Contract Beds (LTC funded)	\$165.7	\$161.3	\$157.5	\$154.0	\$151.4
Veterans in Community Beds (LTC funded)	\$10.8	\$9.0	\$7.6	\$6.4	\$5.5
Veterans in Community Beds (VIP funded)	\$39.0	\$39.5	\$40.5	\$41.6	\$43.0
Total: Forecasted LTC Funding	\$215.5	\$209.8	\$205.6	\$202.0	\$199.9

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

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ Long Term Care Forecast is 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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	8,478	11,600	13,058	13,570	13,912
Survivors/Spouses	173	187	175	179	287
Total Rehabilitation Recipients	8,651	11,787	13,233	13,749	14,199
Rehabilitation Expenditures (in \$ millions) ²	\$26.8	\$33.5	\$43.6	\$53.2	\$62.1

Rehabilitation Recipients & Expenditures	Forecast ³				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans	14,600	15,100	15,600	16,000	16,400
Survivors/Spouses	170	170	170	170	170
Total Rehabilitation Recipients	14,800	15,300	15,800	16,183	16,615
Rehabilitation Expenditures (in \$ millions) ^{2,4}	\$91.1	\$98.9	\$104.8	\$108.6	\$111.4

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, 2020			
	2016-17	2017-18	2018-19 ³	2019-20 ³
Recipients ²	277	363	0	0
Total Expenditures (in \$ millions)	\$2.1	\$2.8	\$0.3	\$0.0

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

Table 6.1 Earnings Loss Recipients¹ and Expenditures

Earnings Loss Recipients and Expenditures	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Temporary	3,435	7,375	9,193	7,729	-
Extended	2,311	4,250	5,677	9,805	-
Total: Recipients (Veterans and Survivors)	5,746	11,625	14,870	17,534	-
Expenditures (in \$ millions)	\$180.3	\$269.9	\$420.1	\$527.7	\$13.9

Earnings Loss Recipients and Expenditures	Forecast ^{2,3}				
	2020-21	2021-22	2022-23	2023-24	2024-25
Temporary	-	-	-	-	-
Extended	-	-	-	-	-
Total: Recipients (Veterans and Survivors)⁴	-	-	-	-	-
Expenditures (in \$ millions)	\$14.0	\$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 VAC Client and Expenditure Forecast is prepared in October 2019 by the Statistics Directorate, Finance.

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

⁴ Totals may not add due to rounding.

Career Impact Allowance (CIA)

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

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

Table 6.2 Career Impact Allowance Recipients and Expenditures

CIA Recipients and Expenditures	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Recipients (Veterans)	3,743	6,011	7,801	12,805	-
Recipients Receiving CIA Supplement	2,482	3,410	4,372	6,956	-
Expenditures (in \$ millions)	\$51.5	\$79.7	\$123.1	\$189.0	\$0.0

CIA Recipients and Expenditures	Forecast ^{1,2}				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients (Veterans)	-	-	-	-	-
Recipients Receiving CIA Supplement	-	-	-	-	-
Expenditures (in \$ millions)	\$1.0	\$1.0	\$0.0	\$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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, the Supplementary Retirement Benefit (SRB) Program, along with the Retirement Income Support Benefit (RISB) have been consolidated into the Income Replacement Benefit under the Income Support Program.

Table 6.3 Supplementary Retirement Benefit Recipients and Expenditures

Supplementary Retirement Benefit Recipients and Expenditures	Actuals as of March 31, 2020 ¹				
	2015-16	2016-17	2017-18	2018-19	2019-20
Recipients (Veterans)	34	76	79	151	10,333
Expenditures (in \$ thousands)	\$111	\$306	\$312	\$613	\$40,592

Supplementary Retirement Benefit Recipients and Expenditures	Forecast ^{2,3}				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients (Veterans)	210	-	-	-	-
Expenditures (in \$ thousands)	\$1,136	\$0	\$0	\$0	\$0

Source: Chief Financial Officer and Corporate Services Branch

¹ On April 1, 2019, the Supplementary Retirement Benefit (SRB) was terminated with the introduction of the Income Replacement Benefit (IRB). As part of the transition to IRB, and termination of SRB, all clients who were in receipt of the Earnings Loss benefit and had a favorable Diminished Earning Capacity (DEC) decision 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, 2020			
	2016-17	2017-18	2018-19	2019-20
Recipients	72	124	183	-
Expenditures (in \$ millions)	\$0.5	\$0.9	\$1.6	\$0.1

Retirement Income Support Benefit (RISB)	Forecast ^{1,2}				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients	-	-	-	-	-
Expenditures (in \$ millions)	\$0.2	\$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. April 1, 2019, Pension for Life (PFL) was introduced. As a result, Canadian Forces Income Support along with the Income Replacement Benefit, fall under the Income Support Program.

Table 6.5 Canadian Forces Income Support Recipients and Expenditures

Canadian Forces Income Support Recipients and Expenditures	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Recipients	55	64	78	86	95
Expenditures (in \$ millions)	\$0.9	\$1.1	\$1.5	\$1.5	\$1.9

Canadian Forces Income Support Recipients and Expenditures	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
Recipients	130	150	165	175	255
Expenditures (in \$ millions)	\$2.4	\$2.8	\$3.1	\$3.5	\$3.7

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	404	355	323	274	198
Survivors	2,041	1,796	1,572	1,376	1,193
Total Recipients	2,445	2,151	1,895	1,650	1,391

WVA Recipients	Forecast ¹				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans	210	190	170	150	130
Survivors	1,090	970	860	760	680
Total Recipients	1,300	1,150	1,020	910	810

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 Expenditures

WVA Expenditures (in \$ millions)	Actuals as of March 31, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Veterans	\$1.0	\$1.0	\$1.1	\$1.2	\$0.7
Survivors	\$6.0	\$5.5	\$5.0	\$4.6	\$3.9
Budget Implementation Act Payments	\$0.5	-	-	\$0.0	\$0.0
Total Expenditures¹	\$7.5	\$6.5	\$6.1	\$5.7	\$4.6

WVA Expenditures (in \$ millions)	Forecast ²				
	2020-21	2021-22	2022-23	2023-24	2024-25
Veterans	\$0.9	\$0.8	\$0.8	\$0.7	\$0.6
Survivors	\$3.8	\$3.4	\$3.1	\$2.8	\$2.5
Total Expenditures¹	\$4.7	\$4.2	\$3.8	\$3.5	\$3.2

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.

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
Recipients (Veterans)	409	644	741	0	0
Expenditures (in \$ thousands)	\$24	\$19	\$37	\$4	\$0

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, 2020				
	2015-16	2016-17	2017-18	2018-19	2019-20
War Service	1,114	925	751	627	505
Canadian Armed Forces (CAF)	16,850	18,826	21,872	24,676	27,470
Royal Canadian Mounted Police (RCMP)	3,937	4,469	5,107	5,848	6,790
Missing Service Code	1	1	4	0	0
Total: Veterans (in receipt of disability benefits) with a Psychiatric diagnosis (incl. Post-traumatic Stress Disorder [PTSD])	21,902	24,221	27,734	31,151	34,765
War Service	743	622	509	436	366
CAF	12,075	13,342	15,232	16,893	18,623
RCMP	3,233	3,658	4,187	4,780	5,549
Missing Service Code	1	1	2	0	0
Total: Veterans (in receipt of disability benefits) with a PTSD diagnosis	16,052	17,623	19,930	22,109	24,538

Source: Chief Financial Officer and Corporate Services Branch

Table 8.2 Veterans with Mental Health Conditions by Age and Sex as of March 2020

Age	Male ¹	Female	Total	% by Age
Under 30	365	133	498	1%
30 - 39	4,554	819	5,373	15%
40 - 49	6,813	1,639	8,452	24%
50 - 59	9,932	2,051	11,983	34%
60 - 69	4,984	738	5,722	16%
70 or More	2,656	81	2,737	8%
Total	29,304	5,461	34,765	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 March 2020

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.
27% 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, 2020					% of CAF Veteran Population
	2015-16	2016-17	2017-18	2018-19	2019-20	
Afghanistan Service identified ¹	13,583	14,978	16,432	17,802	19,368	3%
Veterans in receipt of disability benefits related to Afghanistan service ² (included in above total)	8,339	9,357	10,551	11,645	12,659	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 - March 2020

Age Band	Afghanistan Service Identified ¹	% by Age	Veterans in receipt of Disability Benefits related to Afghanistan ²	% by Age
Under 30	146	1%	108	1%
30 - 39	5,018	26%	3,815	30%
40 - 49	6,393	33%	4,317	34%
50 or more	7,811	40%	4,419	35%
Total	19,368	100%	12,659	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 - March 2020

Disability Class	Disability Pension & Awards	Percentage
78% and above	3,106	25%
53%-77%	3,019	24%
28%-52%	3,326	26%
5%-27%	2,973	23%
1%-4%	225	2%
Entitlement Only	10	0%
Total	12,659	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 2017	March 2018	March 2019	March 2020
For Mental Health Conditions	5,800	6,732	7,578	8,334
For Post-traumatic Stress Disorder (PTSD)	4,833	5,598	6,219	6,837

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 - March 2020

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).
21% 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 March 2020

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 ²	Case Managed Veterans	Average Veterans per Case Manager
NF and LAB, NB, PEI	62.0	2,028	32.7
Nova Scotia	61.0	1,952	32.0
Quebec	86.0	2,674	31.1
National Capital Area ³	62.0	1,948	31.4
Central Ontario	47.0	1,409	30.0
South Western Ontario	45.0	1,337	29.7
Prairies	65.0	2,183	33.6
British Columbia & the North	48.0	1,619	33.7
National Total	476.0	15,150	31.8

Source: Service Delivery Branch

Source: Chief Financial Officer and Corporate Services Branch

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

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

³ National Capital Area includes Foreign Countries Case Managed Veterans.

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	2019-20 ¹
Calls Offered	588,854	592,874	0.7%	586,107	-1.1%	594,717	1.5%	561,930
Calls Answered	556,673	543,446	-2.4%	524,258	-3.5%	492,199	-6.1%	524,462
Calls Abandoned	30,749	49,428	60.7%	61,849	25.1%	98,081	58.6%	37,468
% Response Rate	95%	92%		89%		83%		93%
% NCCN Grade of Service ²	77%	66%		62%		36%		73%
% Medavie Grade of Service ³		74%		73%		75%		63%

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, 2020			% Change 2018-19 to 2019-20
	2017-18	2018-19	2019-20	
Total number of My VAC Account Users	71,644	91,239	110,266	20.9%

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, 2020			% Change 2018-19 to 2019-20
	2017-18	2018-19	2019-20	
Total number of session logins	1,811,273	2,331,383	2,572,320	10.3%

Source: Online Services Directorate

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 2016	March 2017	March 2018	March 2019	March 2020
Departmental Reviews ¹ Completed	2,017	2,168	2,222	3,837	3,444
Cases Presented to VRAB ²	3,469	3,255	2,603	2,016	2,981
Cases Counseled Out ³	4,763	5,210	5,212	4,285	4,981
Total Cases completed by BPA	10,249	10,633	10,037	10,138	11,406

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
2019-20	3,198

Note: As of April 25, 2019, there were 167 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.