

Veterans Affairs Canada

# **Veterans Affairs Canada 101 Presentation**

October 2019

# Mandate and Mission

A Veteran is any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably discharged.

## Mandate:

To support the well-being of Veterans and their families, and to promote recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

## Mission:

To provide exemplary, client-centered services and benefits that respond to the needs of Veterans, our other clients and their families, in recognition of their services to Canada; and to keep the memory of their achievements and sacrifices alive for all Canadians.

# Minister of Veterans Affairs Portfolio

**Department of Veterans Affairs** - Deputy Minister: General (retired) Walter Natynczyk / Associate Deputy Minister: Lisa Campbell

- Branches: Service Delivery; Strategic Policy & Commemoration; Strategic Oversight & Communications; and Chief Financial Officer and Corporate Services
- Divisions: Audit and Evaluation; and Bureau of Pensions Advocates

**Veterans Review and Appeal Board** - Chair: Chris McNeil

- The independent appeal tribunal for the disability pension and disability award programs administered by the Department

**Office of the Veterans Ombudsman** - Veterans Ombudsman: Craig Dalton

- Works to ensure the fair treatment of Veterans, their representatives and their families, and raises awareness of their needs and concerns

# Core Responsibilities

## BENEFITS, SERVICES AND SUPPORT

- Health and Financial Programs and Services
- Education and Jobs
- Housing and Home Life
- Families and Caregivers

## COMMEMORATION

- Canada Remembers Program
- Funeral and Burial Program

# Veterans Affairs Canada Branches

## **Service Delivery Branch**

Senior Assistant Deputy Minister: Michel Doiron

**The Service Delivery Branch** is the largest branch in the Department with approximately 1,800 employees in more than 60 locations. It is the service arm of the Department, delivering benefits and services and providing social/economic support to all clients. This is done mainly through the Field Operations Division and the Centralized Operations Division.

## **Strategic Policy and Commemoration Branch**

Assistant Deputy Minister: Steven Harris

**The Strategic Policy and Commemoration Branch** is responsible for the development of new evidence-based policies that fulfill mandate commitments and responsibilities to Veterans. It also conducts and supports research on Veteran health and well-being. This branch also carries out a number of responsibilities related to commemoration, in particular, the organization and execution of commemorative ceremonies and events in Canada and overseas.

## **Chief Financial Officer and Corporate Services Branch**

Assistant Deputy Minister: Rear-Admiral (retired) Elizabeth Stuart

**The Chief financial Officer and Corporate Services Branch** is responsible for enabling the mandate of the Department by providing strategic advice and delivering professional and efficient corporate services (Human resources; Finance; Information Technology; Information Management; Administration; and Privacy Division).

# Veterans Affairs Canada Branches (continued)

## **Strategic Oversight and Communications Branch**

Assistant Deputy Minister: Charlotte Bastien

**The Strategic Oversight and Communications Branch** provides strategic oversight across the Department by leading Departmental planning and reporting, and as Veterans Affairs Canada's Chief Results and Delivery Officer, on advancing on the Department's priorities and commitments, supporting the Minister's Office, Governance with various inter and intradepartmental executive committees, Parliamentary and Cabinet activities, working with Central Agencies and effectively communicating with Veterans, stakeholders, the public, and employees.

## **Audit and Evaluation Division**

Director General: Sheri Ostridge

**The Audit and Evaluation Division** is responsible for reporting on risk management, governance and internal controls. They also conduct two annual planning exercises: the risk-based audit plan and the departmental evaluation plan.

## **Bureau of Pensions Advocates**

Executive Director and Chief Pensions Advocate: Anthony Saez

**The Bureau of Pensions Advocates** offers free counsel and legal representation before Veterans Review and Appeal Board to individuals appealing their Veterans Affairs Canada disability pension and/or award decision.

# Changing demographics

- Canada's Veteran population is an estimated 639,900 (1 Canadian out of 59 is a Veteran)

## **As of March 2019:**

- There were 600,200 Canadian Armed Forces Veterans
- Veterans Affairs Canada provided services and benefits to 101,049 Canadian Armed Forces Veterans
- There were 186,080 Veterans Affairs Canada Clients:
  - 15,644 War Service Veterans;
  - 101,049 Canadian Armed Forces Veterans;
  - 13,136 former Royal Canadian Mounted Police; and
  - 56,251 Survivors.

# Changing demographics (continued)

## As of March 2019:

- War Service Veterans were on average 94 years old, almost all are over 80 (largest proportion, 87% over the age of 90)
- Canadian Armed Forces Veteran clients were on average 60 years old, with 48% over 60 (largest proportion, 25% aged 50-59)
- Former Royal Canadian Mounted Police clients were on average 60 years old, with 55% over 60 (largest proportion, 29% aged 60-69)
- Survivor clients were on average 85 years old, with 96% over 60 (largest proportion, 43% over the age of 90)
- Veteran and Royal Canadian Mounted Police clients are predominately male, compared to Survivor clients who are predominately female
- 50% of Veterans Affairs Canada's Veteran disability clients have a total disability percentage of 22% or less (63,074 of 125,033)

## Forecast:

- By 2021, it is expected that Canadian Armed Forces Veterans will make up 80% of Veterans who receive services from Veterans Affairs Canada
- With this shift in clients to a younger generation of Veterans, a change in expectations is likely to occur as well



# Transition to civilian life

**78%** - of Veterans who receive services from Veterans Affairs Canada are Canadian Armed Forces Veterans\*

**4,800** - Average number of Veterans releasing from Canadian Armed Forces Regular Force annually since April 1, 2003\*\*

**3,300** - Average number of Veterans releasing from Canadian Armed Forces Primary Reserve Force annually since April 1, 2003\*\*

**84%** - of Veterans are satisfied with life+

**74%** - of Veterans are satisfied with main activity+

**32%** - of Veterans report a difficult adjustment+

\* Veterans Affairs Canada Statistics Directorate as of March 2019

\*\*Veterans Affairs Canada Statistics Directorate as of March 2018

+Sources: Life after Service Survey, 2016 – Canadian Armed Forces Regular Force Veterans who released between 1998-2015

# Points of Service for Veterans and their Families

**647 Points of Service** exist across Canada for Veterans and their families, which include:

- 38 Veteran's Affairs Canada service locations
- 24 full-service integrated personnel service centres and 7 satellite offices as of November 10, 2016
- 20 Operational Stress Injury Clinics (participation based on referral), including 8 satellite clinics
- 558 Service Canada points of service
- As of October 2019, My VAC Account, a virtual service for clients, had 101,099 registered users

**Field Operations** employees can be found across the country in 8 areas: Newfoundland and Labrador, New Brunswick and Prince Edward Island Area; Nova Scotia Area; Québec Area; South West Ontario Area; Central Ontario Area; National Capital Area; Prairie Area; and British Columbia and the North Area.