

Redacted

The Ratio of Case Managers and other Services:

Our Government places the highest priority on ensuring Veterans and their families have the support and services they need, when and where they need it.

While the Department has significantly increased the number of Case Managers over the last four years, the need for case management services has continued to grow beyond projections.

It is recognized that simply increasing staff numbers will not meet the increasing need. Veterans Affairs Canada has implemented several initiatives to address caseload ratios, including Guided Support - which provides enhanced support and guidance to Veterans with moderate needs who do not require full Case Management services and a new tool to better assess Veteran's needs.

Through Budget 2019, funding was announced for new digital Case Management Tools. This will improve support for Case Managers by reducing administrative burden and increase capacity to work directly with Veterans and their families.

Veterans Affairs encourages Veterans and their loved ones to access the VAC Assistance Service, should they experience distress. By accessing this confidential 24-hour line Veterans and/or family members can speak to a mental health professional. It is available by calling: 1-800-268-7708; the TDD/TTY number is: 1-800-567-5803.

Veterans should not hesitate to seek assistance if they are experiencing negative health effects. We encourage Veterans to seek assistance from VAC, their health care practitioner, or other supports available in their community.

