**VETERAN CARE**

- VA has diagnosed **140,796** Veterans with COVID-19
- **23,494** COVID-19 patients admitted to VA facilities (as of Dec. 28)
  - **1,497** current COVID-19 inpatients

**VIRTUAL CARE**

- **108,778** weekly home or off-site telehealth visits (Dec. 20–26)
- **872%** increase in home or off-site telehealth visits (Mar. 1–Dec. 26)

**FOURTH MISSION**

- **1,396** Veterans admitted to care from State Veterans Homes*
- **10** VA nurses supporting Erie soldiers & sailors’ home*
- **1,000** masks distributed to Standing Rock & Cheyenne Reservations*

- **335** non-Veteran patients discharged home (as of Jan. 5)
- **2,307** VA staff members supporting non-VA facilities (as of Dec. 30)

- **459** COVID-19 non-Veteran patients in **15** states (as of Jan. 5)

*Fourth Mission figures are as of Dec. 28.*
VETERAN OUTREACH

VA.gov had 2,926,033 visitors
VA.gov/Coronavirus had 12,881 visitors
VA.gov/Coronavirus-chatbot had 7,720 visitors

VETERAN ENGAGEMENT

87,838 COVID-19 related calls made to VA 411 & the White House VA Hotline
61,777 calls made to VA’s COVID-19 Frequently Asked Questions Hotline

BOARD OF VETERANS’ APPEALS (BVA)

7,895 virtual hearings
77,339 decisions

VETERAN OUTREACH

Secretary Wilkie has participated in 275 media opportunities related to VA’s response to COVID-19

The Fayetteville Observer (Dec. 29, 2020)
“What does the COVID-19 vaccine plan look like at the Fayetteville Veterans Affairs?”

PennLive (Dec. 30, 2020)
“Veterans 75 & older can sign up for COVID-19 vaccine at Lebanon VA Medical Center”

Government Executive (Jan. 4, 2021)
“Federal agencies have distributed 200k COVID-19 vaccine doses so far”

VA has published 72 COVID-19 related news releases

MEDIA OUTREACH

1,200 good news stories published

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STAFFING

72,287 total VHA new hires

13,720 registered nurses & nurse practitioners

58,567 other hires

VETERANS BENEFITS ADMINISTRATION (VBA)

22,513 calls received at VBA National Call Center related to COVID-19 (from Mar. 16–Dec. 31)

128,743 VA Video Connect appointments conducted for VA benefits*

5,731,926 Veterans in 50 states & 7 VSOs reached through 110 tele-town halls held to discuss VBA’s COVID-19 Response, Blue Water Navy, VBBP, & Solid Start Programs (from Mar. 16–Dec. 31)

*VBA figures as of Dec. 31.

NATIONAL CEMETERY ADMINISTRATION

107,348 total Veteran interments (from Mar. 9–Jan. 4)

4,729 COVID-19 related interments

102,619 other interments

8,975 Veteran Legacy Memorial posts (va.gov/remember)

BOARD OF VETERANS’ APPEALS (BVA)

Held 7,895 virtual hearings

Issued 77,339 decisions

All figures are as of Jan. 4, 2021, unless otherwise noted.
GOOD NEWS STORIES

1) VA Youth Volunteer of the Year 2020: “I’m here to help other people”
Serena Parmar was named “VA Youth Volunteer of the Year 2020” for her service of more than 400 hours at the Columbia VA, including during the COVID-19 pandemic.
Read the full story.

2) Holiday meals for Oklahoma “Veterans Without Families”
More than 60 Veterans were treated to a holiday meal & gifts during a drive-thru event at the Muskogee VA.
Read the full story.

3) Milwaukee VA ingenuity extends life of PPE
Milwaukee VA is keeping staff & patients safer by fabricating its own clear plastic lenses for controlled air purifying respirator helmets used in COVID-19 wards.
Read the full story.

4) Montana VA CLC residents receive Moderna vaccine
Residents of the Montana VA Miles City Community Living Center received their first doses of the Moderna COVID-19 vaccine.
Read the full story.

5) 90-year-old MA Veteran honored by 50+ car parade
Franklin, Massachusetts residents helped Navy Veteran Frank Liotta safely celebrate his 90th birthday with a parade of more than 50 cars.
Read the full story.

6) Nurse continues the fight at Spokane VA
Spokane VA nurses, like vascular access nurse Terry Fisher, show no signs of slowing down after 9 months on the front line treating COVID-19 patients.
Read the full story.

VA’s COVID-19 Frequently Asked Questions Hotline: 844-698-2311
Veterans Crisis Line: 800-273-8255 & Press 1
VA 411: 844-698-2311
Call your VA medical center (VA.gov/find-locations) before visiting. This helps us protect you, other Veterans & medical staff.

VA.gov/Coronavirus
VA Coronavirus: FAQs page
Download your VA Welcome Kit: VA.gov/welcome-kit
Sign up for weekly VA email updates at: VA.gov/VetResources