



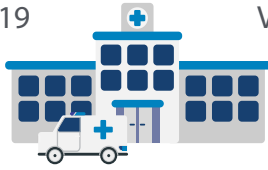
U.S. Department of Veterans Affairs COVID-19 Pandemic Response

Weekly Report: January 19–25, 2021



VETERAN CARE

VA has diagnosed
178,391 Veterans
with COVID-19



30,891 COVID-19
patients admitted to
VA facilities (as of Jan. 24)

1,343 current
COVID-19 inpatients

156,862 COVID-19 patients
now in convalescence

VACCINE & TESTING



608,000+ people vaccinated
(at least one dose) (from Dec. 14–Jan. 25)

- **382,000+** Veterans
- **226,000+** employees

1,290,960
unique people tested

79,921 tests processed for states (as of Jan. 21)

VIRTUAL CARE

207,035 weekly home or off-site
telehealth visits (Jan. 10–16)



1,750%
increase in home or off-site
telehealth visits (Mar. 1–Jan. 16)



333,530 secure
messages exchanged*

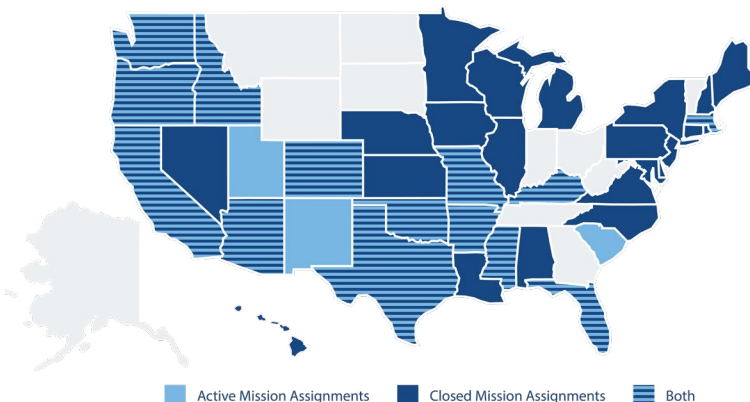
460,613 prescription refill requests placed*

3,546,471 authenticated patients (as of Dec. 2020)

*Virtual Care figures are from Jan. 17–23.

FOURTH MISSION

Supporting state & local health care systems



■ Active Mission Assignments ■ Closed Mission Assignments ■ Both

352 non-Veteran
patients
discharged home*

2,313 VA staff
members supporting
non-VA facilities*

1,449 Veterans admitted to care from
State Veterans Homes (SVH) (as of Jan. 18)

8 Interagency
Agreements for
Indian Health Service,
Navajo Nation, &
Hopi Tribe support*

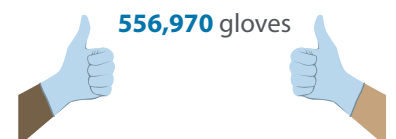
43 hospital beds
available to Indian
Health Service
across 5 states*
(AZ, NM, CO, OK, UT)

Provided **920,125** total pieces of personal
protective equipment (PPE)*, including:

221,094 masks



556,970 gloves



477 COVID-19 non-Veteran patients in **15** states*

*Fourth Mission figures are as of Jan. 21.

All figures are as of Jan. 25, 2021, unless otherwise noted.

VETERAN OUTREACH

[VA.gov](#) had **3,477,445** visitors

[VA.gov/Coronavirus](#) had **15,684** visitors

[VA.gov/Coronavirus-chatbot](#) had **14,630** visitors



Veteran Outreach figures are from Jan. 18–24.

VETERAN ENGAGEMENT

137,071 COVID-19 related calls made to VA 411 & the White House VA Hotline



97,863 calls made to VA's COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Jan. 24.

MEDIA OUTREACH



Government Executive (Jan. 25, 2021)

"VA expands vaccination to some non-health care staff as postal workers face uncertainty"

The Sheridan Press (Jan. 25, 2021)

"Sheridan VA works to return to normal"



"VA to provide COVID-19 testing & vaccinations to caregivers of Veterans in the Program of Comprehensive Assistance for Family Caregivers"

All figures in the Media Outreach section are from Feb. 2020–Jan. 2021

STAFFING

79,091 total VHA new hires



Staffing figures are from Mar. 29–Jan. 21.

BOARD OF VETERANS' APPEALS (BVA)

Held **9,411**
virtual hearings

Issued **82,736**
decisions

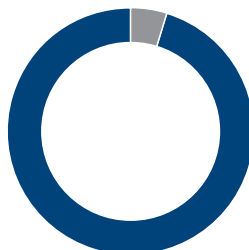


BVA figures are from Mar. 23–Jan. 25.

NATIONAL CEMETERY ADMINISTRATION

116,303 total Veteran interments (from Mar. 9–Jan. 20)

- **5,585** COVID-19 related interments
- **110,718** other interments



9,000 Veteran Legacy Memorial posts ([va.gov/remember](#))
(as of Jan. 20)

All figures are as of Jan. 25, 2021, unless otherwise noted.

VETERANS BENEFITS ADMINISTRATION (VBA)

23,391 calls received at VBA National Call Center related to COVID-19

135,865 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

**VBA figures are from Mar. 16–Jan. 22.*



1) Vaccine flown to Montana Veterans

Veterans in rural Montana had COVID-19 vaccine delivered to them by air.

[Read the full story.](#)

2) Century-old Veterans get vaccinated

Three WWII Navy Veterans, each at least 100 years old, received their first dose of COVID-19 vaccine at the Providence VA.

[Read the full story.](#)



3) Stand Downs give homeless Veterans hope during pandemic

In the face of COVID-19, Veteran Stand Downs provide supplies & services to homeless Veterans.

[Read the full story.](#)

4) Father & son get vaccinated together

It was an unusual father-and-son bonding experience as two local Veterans were vaccinated against COVID-19 at Hines VA.

[Read the full story.](#)



5) Vaccination of outpatient Veterans begins

Milwaukee VAMC expanded its COVID-19 vaccination program when it began vaccinating outpatients for the first time.

[Read the full story.](#)

6) Veteran encourages Vets to join VA COVID-19 research effort

After recovering from COVID-19, Marine Corps Veteran John Gutierrez volunteered to be a VA COVID-19 research volunteer.

[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



U.S. Department of Veterans Affairs

[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](#)