



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

Weekly Report: January 5–11, 2021

"Americans are coming together to fight COVID-19 in ways they haven't joined together since World War II, and VA is providing vital services to both Veterans and non-Veterans as part of this fight."

—VA Secretary Robert Wilkie



## VETERAN CARE

VA has diagnosed **161,429** Veterans with COVID-19



**9.21m** patients currently enrolled in VA health care

**27,934** COVID-19 patients admitted to VA facilities (as of Jan. 10)  
» **1,573** current COVID-19 inpatients

**133,834** COVID-19 patients now in convalescence

## VACCINE & TESTING



**254,880** vaccines administered (at least 1 dose) (from Dec. 14–Jan. 10)

- **65,923** Veterans
- **188,957** employees

**1,231,357** unique people tested

**79,690** tests processed for states (as of Jan. 7)

## VIRTUAL CARE

**106,359** weekly home or off-site telehealth visits (Dec. 27–Jan. 2)



**851%** increase in home or off-site telehealth visits (Mar. 1–Jan. 2)



**344,691** secure messages exchanged\*

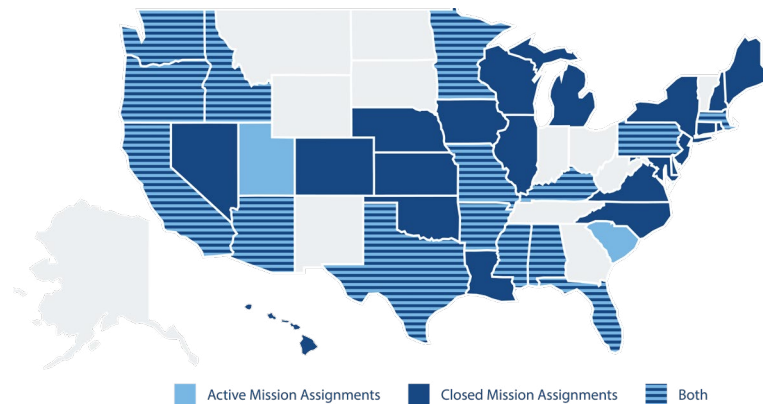
**514,928** prescription refill requests placed\*

**3,521,661** authenticated patients (as of Nov. 2020)

\*Virtual Care figures are from Jan. 3–9.

## FOURTH MISSION

### Supporting state & local health care systems



**1,416** Veterans admitted to care from State Veterans Homes (SVH) (as of Jan. 6)

**18** nursing staff supporting SVH in AL\*

**11,000+** tests processed for the state of FL\*

**335** non-Veteran patients discharged home (as of Jan. 5)

**2,307** VA staff members supporting non-VA facilities\*

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

**221,094** masks



**556,970** gloves



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

\*Fourth Mission figures are as of Jan. 7.

All figures are as of Jan. 11, 2021, unless otherwise noted.

## VETERAN OUTREACH

VA.gov had **3,466,986** visitors

VA.gov/Coronavirus had **10,145** visitors

VA.gov/Coronavirus-chatbot had **14,890** visitors

Veteran Outreach figures are from Jan. 4– 10.

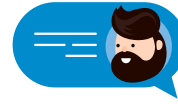


## VETERAN ENGAGEMENT

**98,607** COVID-19 related calls made to VA 411 & the White House VA Hotline

**69,009** calls made to VA's COVID-19 Frequently Asked Questions Hotline

Veteran Engagement figures are as of Jan. 10.



## MEDIA OUTREACH

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



- **WMUR (Jan. 9, 2021)**  
*"Veterans who have been friends for 70+ years vaccinated at Manchester VA"*
- **AARP (Jan. 5, 2021)**  
*"VA Plans to Vaccinate Health Workers, Veterans in Long-Term Care First"*
- **NBC Connecticut (Jan. 5, 2021)**  
*"Connecticut Veterans Receive First Round of COVID-19 Vaccines"*

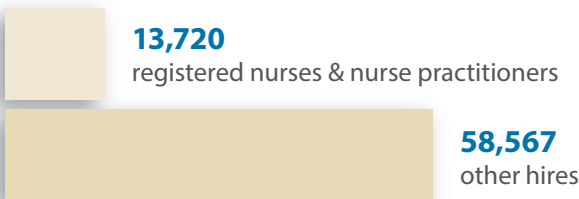


- *"VA, Fitbit help support Veteran health & wellness during COVID-19 pandemic"*
- *"VA administers over 146,000 COVID-19 vaccine doses to date"*

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

## STAFFING

### **72,287** total VHA new hires



Staffing figures are from Mar. 29–Dec. 17.

## BOARD OF VETERANS' APPEALS (BVA)

Held **8,485** virtual hearings

Issued **79,455** decisions

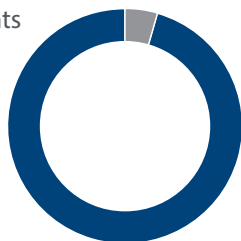


BVA figures are from Mar. 23–Jan. 11.

## NATIONAL CEMETERY ADMINISTRATION

**109,790** total Veteran interments (from Mar. 9–Jan. 11)

- **4,969** COVID-19 related interments
- **104,821** other interments



**8,975** Veteran Legacy Memorial posts ([va.gov/remember](http://va.gov/remember))

All figures are as of Jan. 11, 2021, unless otherwise noted.

## VETERANS BENEFITS ADMINISTRATION (VBA)

**22,763** calls received at VBA National Call Center related to COVID-19\*

**131,555** 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–Jan. 11)

\*VBA figures as from Mar. 16–Jan. 8.



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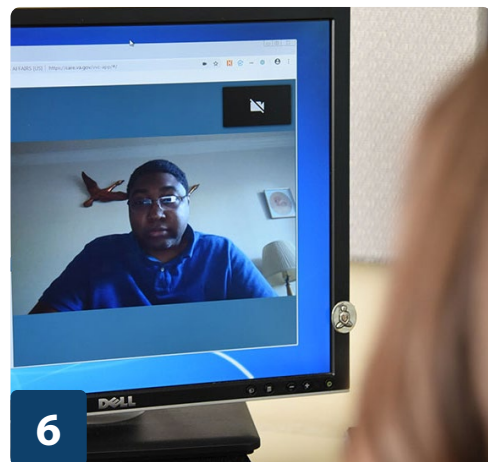
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**1) Second dose of COVID vaccine**

Truman VA began administering second doses of COVID-19 vaccine to frontline health care staff & high-risk Veterans in the facility's Community Living Center.

*[Read the full story.](#)*

**2) VA employees volunteer to answer nation's call**

Since the start of COVID-19, more than 1,000 VA staff have volunteered for over 3,700 deployments in the most hard-hit areas of the country through the Disaster Emergency Medical Personnel System (DEMPS) program.

*[Read the full story.](#)*

**3) New Jersey holiday caravan salutes local health care heroes**

A holiday caravan paid tribute to the bravery & commitment of NJ health care workers during COVID-19, including the staff of East Orange VAMC.

*[Read the full story.](#)*

**4) Florist gives back to those who serve**

Kanabec County, MN florist Kelsey Yankowiak delivers bouquets to Veterans & service members in honor of her brother, a U.S. Army pilot unable to return home because of COVID-19.

*[Read the full story.](#)*

**5) Boot camp pairs Veterans with horses**

Coachella Valley Horse Rescue paired blind U.S. Army Veteran Daryn LaVoie with a rescue horse as part of a program allowing humans & horses to safely bond during COVID-19.

*[Read the full story.](#)*

**6) Brevard Veterans court battles pandemic through video conferencing**

Virtual hearings have kept Brevard County, FL Veterans safe during the COVID-19 pandemic while giving them their day in Veterans Treatment Court.

*[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](https://www.va.gov/find-locations)) before visiting. This helps us protect you, other Veterans & medical staff.



U.S. Department of Veterans Affairs

[VA.gov/Coronavirus](https://www.va.gov/Coronavirus)

[VA Coronavirus: FAQs page](#)

Download your VA Welcome Kit: [VA.gov/welcome-kit](https://www.va.gov/welcome-kit)

Sign up for weekly VA email updates at: [VA.gov/VetResources](https://www.va.gov/VetResources)