

# Washington State by the Numbers

**544,533** - Veterans      **62,130** - Active Duty      **18,016** - Guard & Reserve      **2,000,000** - Family Members  
**149,562** - Disabled Vets receiving comp & pension      **1,607** - Vets without Homes      **233** - Veteran Suicides (2018)

## 2020 Accomplishments



### Quality Health Services

- **91%** Census in State Veterans Homes Program, a challenge with COVID-19.
- All homes have had Infection Control surveys with only one deficiency found. (Dec. 2020)
- **5,211** virtual, window, and outdoor booth visits, **3,520** telehealth appointments during Pandemic.
- **79%** Resident satisfaction on resident surveys.
- Governor's Challenge on Suicide Prevention – Statewide Plan released Dec. 2020. **66** multiagency advisory committee members participated.
- **40** Mental Health counselors provided **16,287** telehealth and face to face counseling hours to **1,261** veterans and **175** family members.
- **74** workshops and **1,894** participants trained through the Veteran Training Support Center funded by King County and WDVA.
- **48** TBI trainings to **1,375** individuals, **49** veterans and **9** family members have received 1:1 support.
- Max Impact TBI app, provided **855** referrals, **1,029** contacts to WDVA, and over **2,756** sessions.
- Veterans Peer Corps held **9** events training **119** mentors and recorded **14** WDVA Podcasts with **446** downloads providing virtual training.
- **40** Vet Corps members assisted **119** veterans and provided **63,640** hours of service.
- Veterans Conservation Corps provided **20** internships. **8** found employment as a result, **26** were connected with veterans services.
- **\$693,000** Veterans in Agriculture grant from Fed VA for WDVA Farms Program: supported **5** incubator farms, **96** enrolled in ag/small business training, and connected veterans to mental health services.
- Utilized electronic medical record for medication management and pharmacy clinical care services.



### Engaged and Satisfied Veterans, Families & Communities

- Convened **6** strategy sessions on spouse employment and credentialing with **60** partners.
- Endorsed **2** new strategy workgroups on military childcare, and military marketing and outreach.
- Convened **22** community sessions on employment, apprenticeship, education, & apprenticeship.
- VAAC and WVAC convened **6** community webinars.
- Nearly **5,500** Veterans hired and **1,140** participating employers since YesVets began in 2016.
- **13,053** Olympia Service Center visits and calls.
- New website launched with accessibility and 508 compliance for screen readers / assistive devices.
- **54,903** direct social media engagements.
- **88%** of survey respondents agree that WDVA services are provided correctly the first time.



### Responsive Veteran Programs

- **10,407** claims filed connecting veterans/families to VA compensation or pension, **\$2.5 billion** received by veterans/families invested in local economies.
- **19** Counties/Tribes have a County/Tribal service officer trained by WDVA. **3** Counties have a State Funded County VSO (HB 1448). WDVA trains/accredits service officers to file Fed VA claims.
- Increase from **60** to **130** beds in the WDVA Transitional Housing Program allowing veterans without homes to overcome barriers and achieve residential stability and job placements.
- Financial assistance programs prevented homelessness for **319** veterans.
- **335** veterans served in Veterans Estate Management Program.
- Veteran Innovations Program helped **62** veterans with prevention of eviction or foreclosure, **59** with utilities need, and **11** with transportation needs.
- Certified **136** additional Veteran Owned Businesses, for a total of **1,701**.
- State Veterans Cemetery provided **560** interments, including **68** unclaimed veterans remains and utilized **\$572,480** from license plate sales for Cemetery Operations.



### Capable and Effective Operations

- Agency EOC managed COVID-19 response.
- **1.8 million** pieces of protective PPE acquired.
- **\$3.9M** received from CARES Act and **\$2.4M** from FEMA to combat COVID-19.
- Implemented **24/7** IT support for Veterans Homes.
- To support telework during COVID-19 response: Setup **58** new VPN accounts; Issued **8** new tablets; Repurposed **36** computing devices.
- Resolved **201** COVID related IT work orders during COVID-19 response.
- Completed **30** Compliance audits to minimize risk of findings from CMS, DSHS, the USDVA.
- **211** new hires, challenges with NAC shortage
- Continued partnership with WFSE extending pilot offering schedule rotations with some weekends off.
- **71** employees used L&I Return to Work Program



### Employer of Choice

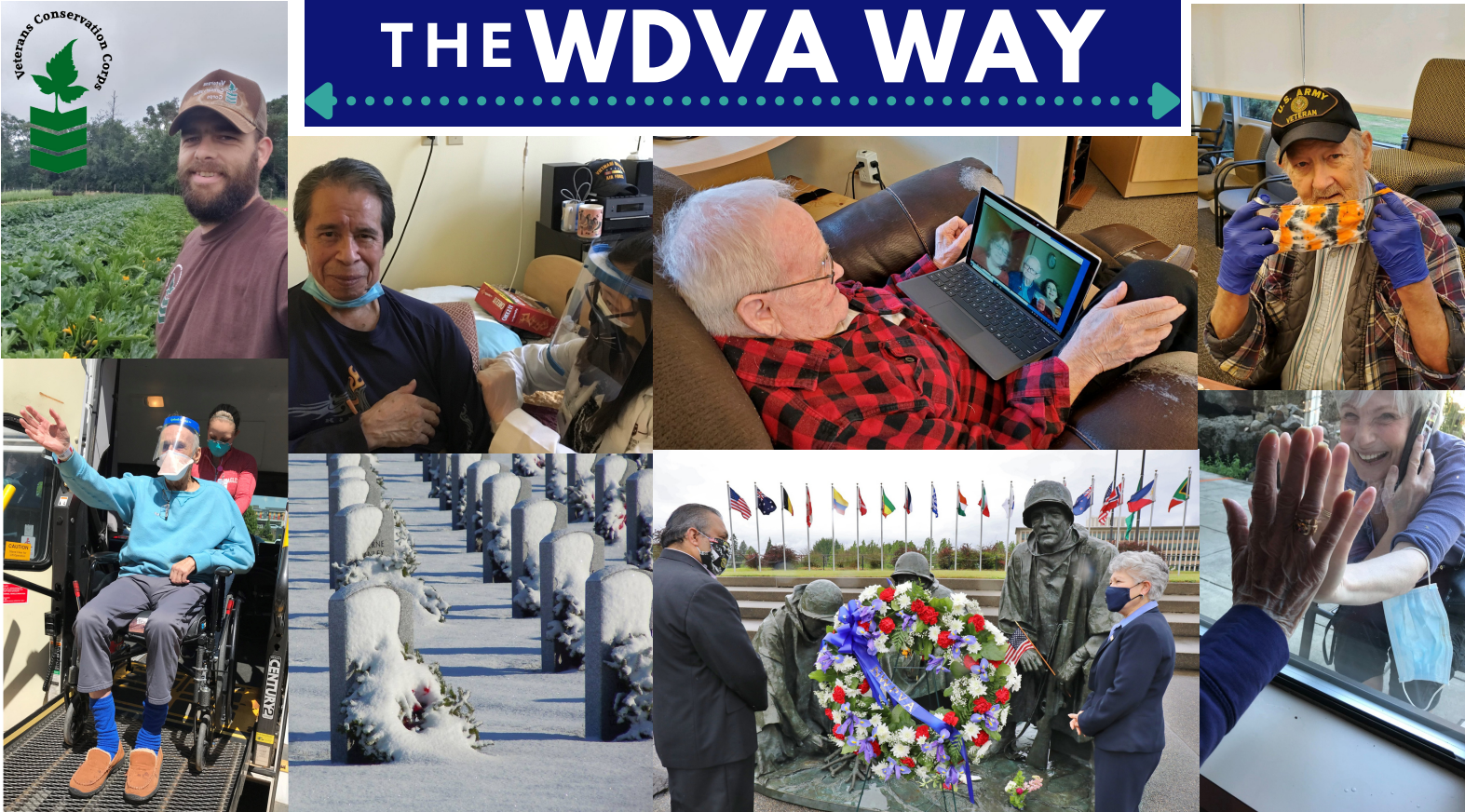
- **69%** of WDVA Employees completed employee engagement survey during Pandemic.
- **42** COVID-19 and **3** Budget emails to all-staff, monthly town-halls.
- HIPAA and COVID-19 Training for WDVA Staff.
- State employees used **850** hours of leave with Veterans in State Service Shared Leave Program.



# SERVING THOSE WHO SERVED

By connecting all Washington Veterans and their Families to their earned benefits.

## THE WDVA WAY



**We value everyone.**

**We inspire each other.**

**We respect and empower everyone.**

**We cultivate a healthy, inclusive, and safe work place.**

**We are honest, professional, and transparent.**

**We listen to understand and speak with purpose.**