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 **1375** 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.

**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

**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.

**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.