

**\$15.5M**

... received for Veterans Homes and Transitional Housing Program improvement

- 8 federal grants received to combat COVID-19

**\$390,000**

... received in grants for recruitment and retention of Certified Nursing Assistants

- Combating 30+% vacancy rate

**\$640,000+**

... raised through Armed Forces license plate sales

- Supports Medical Lake Veterans Cemetery and services to Veterans without Homes

**664**

... interments at the State Veterans Cemetery

**14,905**

... scheduled family visits at State Veterans Homes

- Includes in-person, virtual, window, and outdoor visits

**200,000+**

... visitors to DVA.wa.gov

- 27,000 social media engagements

**1,245**

... veterans and family members received

13,697 hours of counseling

**\$898,000**

... General Fund-State received for Suicide Prevention

- Three Governor's Challenge goal areas being actively worked

**600+**

... vaccine doses administered

- To residents, staff, volunteers, and families; includes boosters

**1.2M**

... pieces of PPE acquired

**6,173**

... calls to WDVA toll free number

**7,856**

... VA disability and pension claims filed

- \$61M in new funds received by Veterans and families in 2021

- \$2.6B received by Veterans and families each year

**210**

... Veterans served in transitional housing

- 151 moved into permanent housing

- 94 employed

**1,708**

... Veteran-owned businesses certified by WDVA through 2021

## Customer Survey

### Results

**88%**

say "WDVA employees demonstrate knowledge and expertise"

### The work ahead:

89.3% homes census, continues to decrease due to staffing shortages and COVID outbreaks

30% increase in overtime use and nearly double usage of contract agency staffing due to shortages

### Leadership

### Commitment:

to the principles of Change agility and capacity planning. Strategically focused on People, Process, and Technology, to be equipped to serve veterans and families now and beyond the COVID-19 Pandemic.

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