



SERVING AMERICA'S VETERANS

President Biden's first 100 Days

JANUARY 20 – APRIL 30, 2021

U.S. DEPARTMENT OF VETERANS AFFAIRS

VA'S COVID-19 RESPONSE



2,542,085 Vaccinations (at least one dose) (1/21-4/26/21)

2,232,384 VA Veterans

11,475 Caregivers

2,750 Non-VA Veterans

51,314 Other

24,719 Spouses

219,443 Employees



985,263

COVID-19 Tests Completed

(1/20-4/27/21)



9.16M+ Total VA Patients

4,861,575 Veterans Accessed Care from VA (1/20-4/15/21)

4,248,746 In Person Appointments (1/20-4/15/21)

919,108 Telehealth Appointments (1/20-4/15/21)

1,010,662 Community Care Referrals (1/20-4/15/21)

79% Veteran Trust in VA (10/1-12/31/20)

90.50% Trust in VA Health Care (1/19-4/27/21)

576K+ Surveys Received (1/19-4/27/21)

18.7M+ Calls answered by VA Contact Centers (1/20-4/26/21)

169K+ Calls to Veterans Crisis Line (1/20-4/26/21)

39K+ Calls to Veteran Homelessness Contact Center (1/20-4/26/21)

36,060 Veterans and family members interred with honor (1/21-4/27/21)

36M+ Visitors to VA.gov (1/20-4/27/21)

10.4K+ New Employee Hires (1/20-4/27/21)



415K+

VA Disability Claims Completed (1/20-4/26/21)



29K+

Veterans' Appeals Decisions (1/20-4/27/2021)

6.7K+ Hearings Held (1/20-4/27/21)



81K+

Education Benefits Claims Completed (1/20-4/26/21)

870K+ Supplemental Claims Completed (1/20-4/26/21)



28K+

Insurance Claims Completed (1/20-4/26/21)



439K+

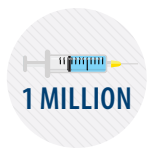
Home Loans Guaranteed (1/20-4/22/21)



4,851

Veteran Readiness and Employment (VR&E) Positive Outcomes (1/20-4/26/21)

MAJOR ACCOMPLISHMENTS IN FIRST 100 DAYS



1 MILLION

FEBRUARY 17

VA vaccinated its 1 millionth Veteran.



FEBRUARY 18

VA extended suspension of debt collection from all Veteran benefit overpayments and medical copayments during the pandemic period.



MARCH 1

VA to assist HHS in vaccinating DHS border employees, contractors assisting unaccompanied migrant children in Texas per POTUS request.



MARCH 15

VA opened new ATLAS site in Wickenburg, Arizona to improve access for rural Veterans.



MARCH 23

SAVE LIVES Act became law, allowing VA to provide COVID-19 vaccinations to all Veterans, their spouses, and caregivers.



APRIL 14

VA established 120-day task force on inclusion, diversity, equity, and access after ensuring Veteran organizations representing women, minority, and LGBTQ+ Veterans provided input on the 2022-28 VA strategic plan on March 10, 2021, a first-time invite for those groups.

JANUARY 22

VA began COVID-19 testing and vaccinations to caregivers in the Program of Comprehensive Assistance for Family Caregivers.



FEBRUARY 18

Dennis McDonough sworn in as 11th Secretary of the Department of Veterans Affairs.



FEBRUARY 23

VA launched a health equity review of all policies regarding care and services provided to LGBTQ+ Veterans.



MARCH 11

American Rescue Plan provides Veterans seamless COVID-19 protections and monetary aid.



MARCH 19

VA announced strategic review of Electronic Health Record Modernization program.



APRIL 6

VA serves 657 Arkansas Veterans during Virtual Veterans Experience Action Center access and resources event.



APRIL 30

VA unified and augmented the management of suicide prevention efforts, ensuring over 1,400 employees and more than \$300 million are focused on achieving better outcomes for Veterans and their families, caregivers, and survivors.

