



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

JANUARY 1, 2021 - DECEMBER 13, 2021*

U.S. DEPARTMENT OF VETERANS AFFAIRS CALENDAR YEAR 2021 IN REVIEW

VA'S COVID-19 RESPONSE



8.9M+ Vaccine Doses Administered (including boosters)
4.1M+ People fully vaccinated by VA
3.9M+ Veterans vaccinated by VA or by others (at least one dose)



3.6M+ COVID-19 Tests Completed
12.7M+ COVID-19 Virtual Screenings



6.5M+ VA Health Care Patients



1.4M+ VA Disability and Pension Claims Completed



112M+ Clinical Encounters
6,137,329 Presumed In-Person Appointments
4,584,312 Telephone Appointments
2,330,385 Community Care Referrals



92,942 Veterans Appeals Decisions
27,581 Hearings Held



76% Veteran Trust in VA
90.10% Trust in VA Health Care
1.9M+ Surveys Received
457K+ Free-Text Responses



3.3M+ Education Benefits and Supplemental Claims Completed



146,394 Veterans and Family Members Interred with Honor



73K+ Insurance Claims Completed



105M+ Visitors to VA.gov
10M+ Logged In Users
2.1M+ Form Submissions
15M+ Visitors to blogs.va.gov
110M+ Email opens of [#VetResources](https://twitter.com/VetResources)



1.2M+ Home Loans Guaranteed



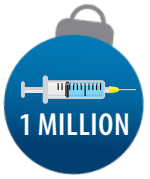
115K+ New Employee Hires



16K+ Veteran Readiness and Employment (VR&E) Positive Outcomes



SIGNIFICANT EVENTS



FEBRUARY 17, 2021

VA administers 1 million COVID-19 vaccination doses.



FEBRUARY 23, 2021

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



APRIL 14, 2021

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.



MAY 4, 2021

VA opened new rapid retraining program for thousands of Veterans who lost jobs due to pandemic.



JULY 26, 2021

VA issues vaccine mandate for health care workers, a first for a federal agency.



SEPTEMBER 15, 2021

VA and DHS host COVID-19 vaccine clinic for deported Veterans at the San Ysidro Border Crossing.



NOVEMBER 23, 2021

VA and Indian Health Service broaden scope to serve American Indian and Alaska Native Veterans.



FEBRUARY 8, 2021

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



FEBRUARY 18, 2021

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



MARCH 13, 2021

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



APRIL 30, 2021

VA improved the management of suicide prevention efforts, ensuring 1,400+ employees and \$300M+ are focused on achieving better outcomes for Veterans and their families.



JUNE 4, 2021

VA sees trust improve by 24% in five years.



SEPTEMBER 8, 2021

VA annual report showed decrease in Veteran suicides.



OCTOBER 27, 2021

VA extends presumptive period for Persian Gulf War Veterans.



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www.va.gov/welcome-kit/

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