

Digital Navigator Program — Washington State Department of Veterans Affairs

Digital Inclusion · Good practice · United States of America

Quality score: 28/100

Evidence strength: Cautionary / limited

Summary

A Washington State pilot gave roughly 1,200 low-income and rural veterans free Chromebooks and 5G smartphones with two years of service, plus digital-literacy coaching to reach VA benefits online. State funding was not renewed after 2023–24, halting new enrollments.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-15

[Washington State Department of Veterans Affairs](#) — accessed 2026-07-15

[WDVA Digital Navigator Program \(official\)](#) — accessed 2026-07-15

[NBC Right Now \(KEPR\) news coverage](#) — accessed 2026-07-15

[NASCIO award submission \(PDF\)](#) — accessed 2026-07-15

Cite this — Evidoria. *Digital Navigator Program — Washington State Department of Veterans Affairs*. Persistent ID: f1a4235d-ed70-4ac3-beda-7e0272f70f97.