



DEPARTMENT OF VETERANS' SERVICES

James Hendon (Lt. Col.), Commissioner

WHAT WE DO

The Department of Veterans' Services (DVS) connects, mobilizes, and empowers New York City's Veteran community in order to foster purpose-driven lives for U.S. Military Service Members—past and present—in addition to their caregivers, survivors, and families. DVS works with City, state and federal agencies, as well as regional private and not-for-profit partners, to improve the lives of all New York City Veterans and those close to them. The Department ensures that homeless Veterans have permanent housing and access to the support services needed to find and maintain their homes; expands education and career opportunities for Veterans; and provides the human and technological infrastructure for Veterans and their families to gain citywide access to benefits, resources and care through the nation's leading coordinated service network.

FOCUS ON EQUITY

DVS strives to connect with New York City Veterans regardless of discharge status and branch of service in the U.S. Armed Forces, including the Reserves and/or National Guard. DVS serves as a critical hub for Veterans' advancement by informing the Veteran community of resources that exist, serving as a bridge to those resources when needed, and occupying roles that the local government can uniquely fill when gaps in Veterans' services appear in the private, not-for-profit, federal and state realms. DVS recognizes and honors Veterans of all protected classes in the City of New York, as the diversity of the City informs and reflects the diversity of the Veteran community. Further, the Department serves family members, caregivers and survivors, recognizing their essential role in Veteran health and well-being.

OUR SERVICES AND GOALS

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

SERVICE 2 Assist Veterans and their families with accessing eligible resources.

Goal 2a Ensure Veterans have information about and are connected with appropriate resources.

HOW WE PERFORMED IN FISCAL 2023

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

In Fiscal 2023 DVS, DVS secured housing for 123 homeless Veterans through the Veteran Peer Coordinator (VPC) program, an increase of 137 percent compared to Fiscal 2022. This increase is attributed to the lifting of the New York State eviction moratorium, which created a higher demand and need for housing. Enhanced coordination with the U.S. Department of Veterans Affairs (VA) and community-based partners also positioned DVS to help more Veterans obtain rental subsidies and housing placement services.

DVS Veteran Peer Coordinators continue to engage Veterans, community partners, and other City agencies to work towards ending Veteran homelessness via a combination of in-person and remote engagements. In Fiscal 2023, homelessness prevention and aftercare assistance numbers declined by 58 percent compared to Fiscal 2022 due to a pause in the Mission: VetCheck program. Mission VetCheck was an outreach program developed in April 2020 specifically in response to Covid-19. Through the program, DVS leveraged a team of trained volunteers to proactively place wellness check telephone calls to Veterans on a weekly basis throughout 2020, 2021 and early 2022. That outreach essentially identified lists of Veterans who, through a weekly cadence, would receive follow up referrals and information to address their needs. DVS paused Mission: VetCheck because of changing circumstances surrounding Covid-19 and a return to pre-pandemic programming. Other causes contributed to this drop, namely that homelessness prevention and aftercare is an unfunded component of the Veteran Administration Supportive Housing (HUD-VASH) Program. This funding stream ended in 2021. As a result, in Fiscal 2023, DVS did not have a funded community-based organization (CBO) partner to enable the agency to provide a more robust number of Veterans with aftercare support as had previously been done when a CBO was funded to accept cases. Accordingly, the Fiscal 2023 numbers for this indicator return to the pre-pandemic averages. Mission VetCheck essentially created a spike in this category in Fiscal 2021 and Fiscal 2022.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	158	184	117	52	123	*	87	Down	*
Veterans and their families receiving homelessness prevention and aftercare assistance from DVS	438	455	617	517	217	*	365	Down	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↕ Directional Target	* None				

SERVICE 2 Assist Veterans and their families with accessing eligible resources.

Goal 2a Ensure Veterans have information about and are connected with appropriate resources.

DVS continued offering services for Veterans and their families through the VetConnectNYC program. In Fiscal 2023, DVS successfully engaged and interacted with 3,338 Veterans, a 213 percent increase from Fiscal 2022. This increase can be attributed to DVS' increased focus on marketing and in-person outreach. In Fiscal 2023, DVS made it a priority to increase its marketing to inform and educate Veterans of the resources available to them and their families regardless of a Veteran's discharge type or time of service. DVS expanded its marketing efforts to include direct mail outreach, informational text messaging, and paid social media and printed newspaper ads. Advertisements were strategically targeted to engage special Veteran populations, including students, entrepreneurs, older adults, and those who recently separated from active-duty service. The increase from the previous fiscal year is also attributed to the creation of a DVS unit dedicated specifically to in-person outreach and public engagement events.

In Fiscal 2023, DVS connected 2,918 Veterans and their families to resources and services from public, private, and non-profit organizations, less than half of the 7,918 connected in Fiscal 2022. This decrease, like the decrease in homelessness prevention and assistance activity, is attributable to the pause of the Mission: VetCheck program in July 2022. The program previously positioned the agency to leverage a team of trained volunteers to identify Veterans who, through a weekly cadence, would receive follow-up referrals and information to address their needs. DVS paused Mission: VetCheck because of changing circumstances around COVID-19 and a return to pre-pandemic programming.

In Fiscal 2023 DVS hosted public engagement events to promote Veterans resources which were attended by 243 Veterans, a 63 percent increase from Fiscal 2022. The increase from the previous year is attributed to the creation of a DVS unit dedicated specifically to in-person outreach and public engagement events.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Veterans and their families who successfully accessed resources and services	3,087	2,715	8,572	7,198	2,918	*	5,000	Up	*
Veterans and their families referred to resources and services	NA	NA	NA	96.3%	83.9%	*	90.0%	NA	*
Veterans and their families supported by DVS	NA	NA	NA	1,068	3,338	*	2,100	NA	*
★ Public engagement events attended by DVS to promote veteran resources	NA	NA	NA	149	243	*	190	NA	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↕ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$4.1	\$5.0	\$5.4	\$5.7	\$6.2	\$5.6	\$5.1	Up
Personnel	38	41	39	34	34	35	37	Down
Overtime paid (\$000)	\$29	\$25	\$5	\$24	\$26	\$26	*	Down
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the “Indicator Definitions” at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds “NA” - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$3.6	\$3.7	All
002 - Other Than Personal Services	\$2.1	\$2.6	All
Agency Total	\$5.7	\$6.2	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ² City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available *None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Added ‘Public engagement events attended by DVS to promote veteran resources’ to Goal 2a.
- Renamed ‘Veteran and their families served’ to ‘Veterans and their families supported by DVS’.
- Renamed ‘Veterans and their families given assistance to access resources and services’ to ‘Veterans and their families who successfully accessed resources and services’.
- Renamed ‘Veterans and their families connected to resources and to ‘Veterans and their families referred to resources and services’.

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/veterans