

DEPARTMENT OF VETERANS' SERVICES

Yesenia Mata, Commissioner



WHAT WE DO

The Department of Veterans' Services (DVS) connects, mobilizes, and empowers New York City's Veteran community 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, New York State, and federal agencies, as well as regional private and nonprofit partners, to improve the lives of all New York City Veterans and those close to them. The Department seeks to ensure 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 or branch of service in the U.S. Armed Forces, including the Reserves and National Guard. DVS serves as a critical hub for Veterans' advancement by informing the Veteran community of available resources, connecting Veterans and their families to services, and addressing gaps that the City is uniquely positioned to fill across the private, nonprofit, federal, and State sectors.

DVS recognizes and honors Veterans of all protected classes and is committed to ensuring that its programs, services, and outreach reflect the diversity of New York City's Veteran community. As part of the Agency's equity initiatives, DVS works to strengthen relationships with Veteran service organizations and trusted community-based organizations, particularly those embedded in local communities across the five boroughs. Through these partnerships, DVS seeks to expand its reach, reduce barriers to accessing services, and better engage Veterans and families who may be underserved, underrepresented, or less connected to traditional Veteran-serving systems.

DVS also serves family members, caregivers, and survivors, recognizing their essential role in the health, well-being, and overall stability of Veterans and the broader military-affiliated community.

OUR SERVICES AND GOALS

SERVICE 1 Provide supportive services to Veterans and their families.

- Goal 1a Mitigate and prevent homelessness for Veterans.
- Goal 1b Provide Veterans with mental health support and ensure they are referred to appropriate mental health service providers as needed.

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

- Goal 2a Inform Veterans and their families about services, benefits, and resources available to them.
- Goal 2b Connect Veterans to eligible resources and services.

HOW WE PERFORMED IN FISCAL 2026

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

In Fiscal 2026, the DVS Peer Coordinator Program facilitated permanent housing placements for 209 Veterans. This exceeds the target of 92, and is a 37 percent increase compared to the Fiscal 2025 total of 153. DVS attributes the increase to additional staffing and additional housing vouchers received. DVS continues to collaborate closely with Department of Social Services to ensure that Veterans receive permanent housing and support for long-term housing stability.

DVS provided homelessness prevention and aftercare assistance to 1,599 Veterans in Fiscal 2026. This is a substantial increase from Fiscal 2025, which had a total of 509 Veterans assisted. This increase is due to greater awareness of available services following the launch of VetConnectNYC and increased need for homelessness prevention services. Of those served, 336 requested housing assistance. This is an increase from Fiscal 2025, where 250 Veterans requested this assistance. Additionally, the Agency's Housing Support and Services has staff members whose primary focus is aftercare assistance. This is to ensure that Veterans are not experiencing any issues in their current housing placement. Of the 1,599 requests from Veterans, aftercare assistance requests accounted for 1,263. This represents an increase from Fiscal 2025, when 259 veterans received aftercare assistance.

In Fiscal 2026, DVS had 114 Collaborative Case Management (CCM) housing vouchers available and utilized 41, compared with 37 available and 27 utilized in Fiscal 2025. The increase in available vouchers reflects 77 additional vouchers acquired from the New York City Housing Authority (NYCHA) in August 2025. This led to the number of vouchers utilized increasing by 52 percent, while the utilization rate declined from 73 percent to 36 percent because of the number of available vouchers. Utilizing CCM vouchers requires significant staff coordination and case management to move Veterans from initial intake through housing placement. DVS is strengthening its internal tracking and monitoring of CCM vouchers and working to increase housing staff capacity to support more efficient utilization. Even with this, the Fiscal 2026 utilization rate remained slightly above the target of 35 percent.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ 🌟 Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	52	123	126	153	209	92	92	Up	Up
Veterans and their families who received homelessness prevention and aftercare assistance from DVS	517	217	227	509	1,599	190	190	Up	Up
★ Collaborative Case Management housing vouchers available	14	49	45	37	114	27	27	Up	Up
★ Collaborative Case Management housing vouchers utilized	14	4	35	27	41	10	10	Up	Up
★ Collaborative Case Management housing vouchers utilization rate (%)	100%	8%	78%	73%	36%	35%	35%	Down	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1b Provide Veterans with mental health support and ensure they are referred to appropriate mental health service providers as needed.

DVS utilizes VetConnectNYC as its primary platform for connecting Veterans to mental health resources, as DVS is not a direct mental health care provider. Through the platform, Veterans can independently access a wide range of mental health services offered by trusted community partners. VetConnectNYC also incorporates the Columbia Suicide Severity Rating Scale. Veterans whose responses indicate an elevated level of risk are immediately connected to crisis support, including the 988 Suicide & Crisis Lifeline and other appropriate intervention resources.

The implementation of VetConnectNYC has significantly expanded access to mental health screening and referral services. In Fiscal 2026, mental health referral requests increased to 131 from 33 in Fiscal 2025, an increase of 297 percent. This substantial growth is largely attributable to the expanded capabilities and accessibility of the VetConnectNYC platform.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Mental health referral requests	202	312	129	33	131	*	*	Down	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target		* None			

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

Goal 2a Inform Veterans and their families about services, benefits, and resources available to them.

In Fiscal 2026, DVS continued its commitment to engaging the City’s diverse Veteran and military community through both in-person outreach and digital engagement. The Agency participated in 294 public engagement events across the five boroughs, compared with 304 in Fiscal 2025 and above the target of 200. In Fiscal 2026, 51,409 Veterans and their family members attended DVS public engagement events, compared with 67,204 in Fiscal 2025. The events expanded opportunities to connect Veterans, service members, military families, caregivers, and survivors with available programs, benefits, and support services.

DVS also continued to leverage multiple digital platforms to increase awareness of and access to its services. The DVS website received 165,331 page views in Fiscal 2026, remaining consistent with the 165,808 page views recorded in Fiscal 2025. While overall website traffic remained stable, visits to VetConnectNYC rose, reflecting growing awareness of the platform and the resources available through it.

The Agency also experienced continued growth in its digital communications. Social media impressions increased by 41 percent, reaching 614,959 in Fiscal 2026, above the target of 575,000. Additionally, DVS expanded its newsletter audience by 19 percent, growing to 11,603 subscribers, above the target of 10,500. These metrics demonstrate continued engagement with DVS communications and support the Agency’s efforts to provide timely information and connect Veterans with available services.

While digital engagement continues to expand, DVS recognizes that no single outreach method reaches every member of the Veteran community. The Agency will continue refining its outreach strategies by combining digital communications with in-person engagement and partnerships with community organizations to ensure Veterans, service members, military families, caregivers, and survivors across New York City are aware of and able to access available resources.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Public engagement events attended by DVS to promote Veteran resources	149	243	277	304	294	200	250	Up	Up
Veterans and their families who attended DVS public engagement events	NA	NA	58,109	67,204	51,409	*	*	NA	*
★ Online site visits	28,592	125,457	161,931	165,808	165,331	160,000	160,000	Up	Up
★ Social media impressions	245,539	362,469	474,075	434,907	614,959	575,000	575,000	Up	Up
Average newsletter subscribers	11,062	10,616	10,022	9,720	11,603	10,500	10,500	Neutral	Up
★ Critical Indicator	● Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target		* None			

Goal 2b

Connect Veterans to eligible resources and services.

DVS continued to support Veterans through Mission: VetCheck, a partnership with New York Cares that provides supportive check-in calls and connects Veterans with resources such as mental health services, housing, and employment assistance. The Agency also continued its partnership with the HelloFresh Food Program, distributing fresh meal kits each week to Veterans and military families across New York City.

In Fiscal 2026, DVS served 8,056 Veterans and family members through walk-in visits, phone calls, digital requests, outreach events, Mission: VetCheck, and the HelloFresh Food Program. While this represents a 10 percent decrease from 8,920 in Fiscal 2025, it remained above the target of 5,000. DVS recognizes that many Veterans engage with the Agency multiple times as their needs evolve over time.

During Fiscal 2026, DVS managed 31,803 service requests from Veterans and family members through the VetConnectNYC platform compared to 31,291 in Fiscal 2025. These requests included housing assistance, benefits navigation, employment services, and referrals to partner organizations for income support, legal assistance, and discharge upgrade reviews. To expand access to benefits, DVS increased the number of Veteran Service Officers from six to seven, strengthening the Agency's capacity to assist Veterans and their families with claims, supplemental claims, and appeals.

In Fiscal 2026, DVS expanded employment services by providing individualized career counseling to Veterans and military spouses. The Agency also strengthened pathways to entrepreneurship through the Veterans Business Leadership Alliance (VBLA), connecting aspiring Veteran business owners with resources and technical assistance provided in partnership with the New York City Department of Small Business Services and other public and private sector partners.

These initiatives contributed to strong service outcomes, with 93.9 percent of referrals recorded in the Agency's case management system reported as resolved by DVS staff. This is down from 96.2 percent in Fiscal 2025 but above the target of 90 percent.

In Fiscal 2026, DVS assisted 130 indigent deceased Veterans with burial benefits, up from 44 in Fiscal 2025. The increase was due to an additional full-time staff member assigned to burial services and referrals midway through Fiscal 2026, which increased DVS's capacity to provide burial assistance and submit reimbursement requests to New York State. DVS also packed 99,750 food kits for distribution to Veterans and their families, down from 105,300 in Fiscal 2025. The decrease in food kits was largely due to Thanksgiving distributions in November 2025, when DVS provided turkeys in place of some food kits; those distributions were not counted toward the food kit total.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Veterans and their families served by DVS	1,068	3,338	10,701	8,920	8,056	5,000	5,000	Up	Up
★ 🌟 Requests from Veterans and their families	7,198	2,918	31,232	31,291	31,803	13,500	20,000	Up	Up
Requests from Veterans and their families fulfilled (%)	96.3%	83.9%	91.7%	96.2%	93.9%	90.0%	90.0%	Neutral	Up
Indigent deceased Veterans assisted with burial benefits	NA	NA	14	44	130	*	*	NA	*
Food kits packed for distribution to Veterans and their families	NA	NA	108,300	105,300	99,750	*	*	NA	*
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$5.7	\$5.5	\$5.1	\$6.1	\$7.3	\$7.7	\$7.7	Up
Personnel	34	34	36	36	45	50	50	Neutral
Overtime paid (\$000)	\$24	\$24	\$18	\$19	\$0	\$0	\$0	Down

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures 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 FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$3.8	\$4.5	All
002 - Other Than Personal Services	\$2.3	\$2.7	All
Agency Total	\$6.1	\$7.3	

¹Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Yesenia Mata was appointed as Commissioner of the Department of Veterans’ Services in January 2026.
- The previously published Fiscal 2025 data for ‘Veterans and their families who received homelessness prevention and aftercare assistance from DVS’ in Goal 1a was revised from 492 to 509 after a review of historical data.
- The indicator ‘Veterans and their families who attended DVS public outreach events’ was added to Goal 2a to provide additional information on DVS outreach activities.
- The Fiscal 2027 target for ‘Public engagement events attended by DVS to promote Veteran resources’ in Goal 2a was revised from 200 to 250 because previously published targets were exceeded.
- The indicators ‘Indigent deceased Veterans assisted with burial benefits’ and ‘Food kits packed for distribution to Veterans and their families’ were added to Goal 2b to provide additional information on services and resources provided to Veterans and their families.
- The Fiscal 2027 target for ‘Requests from Veterans and their families’ in Goal 2b was revised from 13,500 to 20,000 because previously published targets were exceeded.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<https://equity.nyc.gov/>

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