

DEPARTMENT OF VETERANS' SERVICES



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, 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/or National Guard. DVS serves as a critical hub for Veterans' advancement by informing the Veteran community of existing resources, serving as a bridge to those resources when needed, and occupying roles that the City can uniquely fill when gaps in Veterans' services appear in the private, not-for-profit, federal, and State sectors. 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.
- 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

- During the first four months of Fiscal 2026, the DVS Housing and Support Services (HSS) unit secured permanent housing for 72 Veterans and Veteran families, compared to 61 placements during the same period in Fiscal 2025, an 18 percent increase. This increase was supported by close collaboration with the Department of Homeless Services, Department of Social Services, New York City Housing Authority, and community-based partners, as well as expanded outreach to property owners and brokers who are interested in renting to Veterans and Veteran households.
- Homelessness prevention and housing stability services increased significantly from the first four months of Fiscal 2025 compared the same period in Fiscal 2026, increasing from 56 to 578 cases. This growth reflects a more comprehensive capture of prevention and stabilization activities, including rental arrears assistance, eviction prevention, rapid rehousing, and landlord-tenant mediation.
- Thirteen out of 114 available Collaborative Case Management (CCM) housing vouchers were utilized during the first four months of Fiscal 2026, leading to a utilization rate of 11 percent, a 37-percentage-point decrease compared to the same period in Fiscal 2025, due to the increase in housing vouchers available. The same number were utilized over the same period last year (13) but there were far less vouchers available (27).
- During the first four months of Fiscal 2026, DVS continued to respond to crisis calls and connect veterans to appropriate mental health resources. Mental health referral requests increased from six during the first four months of Fiscal 2025 to 27 during the first four months of Fiscal 2026. This includes four crisis calls that DVS responded to and offered to connect these Veterans to the 988 Suicide and Crisis Lifeline with the Veterans' option to select the Veterans line. In July 2025, DVS changed vendors supporting the New York City VetConnect multi-service platform and integrated the Columbia Suicide Severity Rating Scale (C-SSRS) into the intake process for creating client profiles. C-SSRS is considered by the United States Department of Veterans Affairs and other health care organizations as a more specific and preferred tool for assessing suicide risk because it focuses solely on suicide and offers a detailed, reliable framework for evaluating both ideation and behavior.
- Mission VetCheck, a partnership between New York Cares and DVS, recruits volunteers to make supportive "buddy check" wellness calls to Veterans across the City. Mission VetCheck was paused for the first four months of Fiscal 2026 but was scheduled to restart on December 21, 2025, ahead of the holiday season.
- DVS increased its in-person outreach in the first four months of Fiscal 2026, attending 117 public engagement events compared to 66 during the same period in Fiscal 2025, a 77 percent increase. This growth reflects a strategic emphasis on face-to-face engagement and the impact of adding a dedicated outreach specialist.
- Digital interest in DVS programs remained strong. During the first four months of Fiscal 2026, the Agency website recorded 57,452 site visits, a 11 percent increase over the prior year's 51,729 visits for the same period. The average weekly newsletter subscribership also expanded from 9,792 to 10,828 subscribers, an increase of about 11 percent, reflecting more intentional efforts to build the newsletter distribution list, including identifying members transitioning out of active service to connect new audiences to DVS services.
- DVS recorded 79,277 social media impressions across Instagram, Facebook, LinkedIn, and X (formerly Twitter) in the first four months of Fiscal 2026, a 59 percent decrease compared to the same period in Fiscal 2025. This decline reflects a shift in strategy and resources rather than reduced outreach, as activity in the first four months of Fiscal 2026 relied exclusively on organic reach, an intentional shift away from paid promotion and toward in-person engagement and events.
- In the first four months of Fiscal 2026, DVS served 1,046 individuals through NYC VetConnect, 14 percent fewer than the 1,218 served over the same period in Fiscal 2025. Reducing food insecurity among military and Veteran families remains a key priority for DVS, particularly amid ongoing financial strain associated with the federal government shutdown in fall of Fiscal 2026, job losses, and changes in Supplemental Nutrition Assistance Program (SNAP) eligibility. Through a partnership with HelloFresh, which donates fresh food and ingredients, and in coordination with the Campaign Against Hunger, Black Veterans for Social Justice, Cazares Logistics, and 21 Veteran service organizations, Veteran volunteers packed and distributed 36,000 healthy meal kits for military and Veteran families every Wednesday during the first four months of Fiscal 2026.

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ 🌟 Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	123	126	153	92	92	61	72
Veterans and their families who received homelessness prevention and aftercare assistance from DVS	217	227	492	190	190	56	578
★ Collaborative Case Management housing vouchers available	49	45	37	27	27	27	114
★ Collaborative Case Management housing vouchers utilized	4	35	27	10	10	13	13
★ Collaborative Case Management housing vouchers utilization rate (%)	8%	78%	73%	35%	35%	48%	11%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Mental health referral requests	312	129	33	*	*	6	27
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Public engagement events attended by DVS to promote Veteran resources	243	277	304	200	200	66	117
★ Online site visits	125,457	161,931	165,808	160,000	160,000	51,729	57,452
★ Social media impressions	362,469	474,075	434,907	575,000	575,000	192,262	79,277
Average newsletter subscribers	10,616	10,022	9,720	10,500	10,500	9,792	10,828
★ Critical Indicator	🌟 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

Goal 2b Connect Veterans to eligible resources and services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Veterans and their families served by DVS	3,338	10,701	8,920	5,000	5,000	1,218	1,046
★ 🌟 Requests from Veterans and their families	2,918	31,232	31,291	13,500	13,500	9,352	9,957
Requests from Veterans and their families fulfilled (%)	83.9%	91.7%	96.2%	90.0%	90.0%	96.6%	92.0%
★ Critical Indicator	🌟 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26 ¹	FY27 ¹	FY25	FY26
Expenditures (\$000,000) ²	\$5.5	\$5.1	\$6.1	\$7.6	\$7.7	\$6.6	\$1.3	\$2.0
Personnel	34	36	36	49	50	49	37	37
Overtime paid (\$000)	\$24	\$18	\$19	\$0	\$0	\$0	\$3	\$5
¹ February 2026 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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)	February 2026 Financial Plan FY26 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$3.8	\$4.9	All
002 - Other Than Personal Services	\$2.3	\$2.7	All
Agency Total	\$6.1	\$7.7	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Beginning in Fiscal 2026, DVS expanded its reporting for the indicator 'Veterans and their families who received homelessness prevention and aftercare assistance from DVS' in Goal 1a to comprehensively capture all homelessness prevention and housing stability services delivered by the Agency that were not consistently previously captured. As a result, Fiscal 2026 data is not comparable to previously published data and more fully reflects the scope of work supporting veterans' housing needs.
- Previously published Fiscal 2025 data for 'Veterans and their families who received homelessness prevention and aftercare assistance from DVS' in Goal 1a was corrected from 509 to 492 due to an audit of DVS' housing records, which found a clerical error.
- Goal 1b was renamed from 'Ensure Veterans are screened for mental health conditions and referred to appropriate mental health service providers' to 'Provide Veterans with mental health support and ensure they are referred to appropriate mental health service providers as needed' to better align with the agency's scope of work.
- The indicator 'Mental health screenings completed' was removed from Goal 1b. Beginning in Fiscal 2024, DVS made screenings voluntary to avoid implying that all veterans require mental health assessment. Additionally, the Columbia Suicide Severity Rating Scale (C-SSRS) will now be administered during every VetConnectNYC interaction, resulting in a 100 percent screening rate and eliminating variation across reporting periods. As completion will be universal and no longer reflect program performance, the indicator has been retired.
- Fiscal 2026 and Fiscal 2027 targets for 'Mental health referral requests' in Goal 1b were removed. This indicator is primarily demand-driven and reflects the level of need in the Veteran community rather than DVS performance, though DVS seeks to make such referrals whenever needed.

ADDITIONAL RESOURCES

For additional information go to:

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

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