

# DEPARTMENT OF VETERANS' SERVICES

Dr. Loree Sutton, Commissioner



## WHAT WE DO

The Department of Veterans' Services (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 their families. DVS works to ensure that homeless veterans have permanent housing and access to the support services needed to find and maintain their homes; expand education and career opportunities for veterans; and provide 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. Through the VetsThriveNYC Whole Health Program—the veteran-focused complement to the First Lady's ThriveNYC Mental Health Roadmap—DVS is committed to supporting overall mental wellness, addressing the full impact of war and military service on the mind, body and spirit.

## FOCUS ON EQUITY

DVS strives to connect with New York City veterans regardless of discharge status, including anyone with prior service in the U.S. Armed Forces, including the Reserves and/or National Guard. DVS also serves family members and caregivers, recognizing their essential role with respect to veteran health and wellbeing as well as honoring their service and sacrifice. Marshaling the collective resources of City government and its local partners, DVS works with veterans in need and their families to find affordable housing and access the support services they require to maintain their stability; creates access to programs that foster physical, mental and spiritual wellbeing; provides information about education and career opportunities; and offers one-on-one assistance to navigate benefits and resources.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Provide supportive services to veterans and their families.**

Goal 1a Mitigate and prevent homelessness for veterans.

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### **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

- During the first four months of Fiscal 2018, 57 homeless veterans found permanent homes through the Veteran Peer Coordinator (VPC) program, an innovative new model for veterans helping fellow veterans navigate the challenging process of finding and securing housing in New York City. The VPC program is DVS' contribution to a network of local, state and federal agencies and nonprofit partners working together to end veteran homelessness.
- DVS provided direct homelessness prevention assistance to 173 veterans during the reporting period. This included a combination of veterans calling and visiting DVS for assistance and proactive aftercare calls to formerly homeless veterans that were housed through the VPC program.
- DVS is dedicated to engaging and informing veterans, their families and the larger community on available resources and opportunities within the areas of benefit eligibility assistance, education, employment and entrepreneurship, as well as community-based approaches to achieve and sustain a robust state of enduring mental, physical and spiritual health. DVS teams maintain a presence in each of the five boroughs with the intent of meeting veterans and their families in their communities. DVS borough outreach specialists provide vetted resources, one-on-one assistance and information about various resources and events for veterans. Additionally, as part of the pioneering ThriveNYC mental health initiative, DVS engages veterans, military caregivers and their families to enhance overall mental wellness. Through this multipronged approach, DVS engaged 2,612 veterans and their families during the first four months of Fiscal 2018. As a result of these interactions, DVS assisted 1,351 veterans and their families with access to resources during the reporting period.

### 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	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Homeless veterans who received housing through DVS Vet Peer Coordinator program	NA	NA	NA	*	*	NA	57
Veterans receiving homelessness prevention assistance from DVS	NA	NA	NA	*	*	NA	173
★ Critical 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY15	FY16	FY17	FY18	FY19	FY17	FY18
Veterans and their families engaged by DVS	NA	NA	NA	*	*	NA	2,612
Veterans and their families given assistance to access resources	NA	NA	NA	*	*	NA	1,351
★ Critical Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2017 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY15	FY16	FY17	FY18	FY18 <sup>1</sup>	FY19 <sup>1</sup>	FY17	FY18
Expenditures (\$000,000) <sup>2</sup>	NA	NA	\$2.5	\$4.4	\$4.5	\$4.6	\$0.6	\$1.3
Personnel	NA	NA	32	40	41	41	22	33
Overtime paid (\$000)	NA	NA	\$11	\$0	\$23	\$0	\$1	\$7
<sup>1</sup> February 2018 Financial Plan <sup>2</sup> 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 FY17 <sup>1</sup> (\$000,000)	February 2018 Financial Plan FY18 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$2.2	\$3.4	All
002 - Other Than Personal Services	\$0.2	\$1.1	All
Agency Total	\$2.5	\$4.5	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2017. Includes all funds.			<sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/veterans](http://www.nyc.gov/veterans)