

DEPARTMENT OF VETERANS' SERVICES



Dr. Loree Sutton, MD (Brigadier General – Ret), Founding 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. Through strategic partnerships, DVS 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. Through the Core4 Whole Health Model™, DVS is committed to supporting overall wellbeing, addressing the full impact of war and military service on the mind, body and spirit.

FOCUS ON EQUITY

DVS commits to connecting with all New York City veterans - anyone with prior service in the U.S. Armed Forces, including the Reserves and/or National Guard – regardless of discharge status. DVS also serves family members and caregivers, recognizing their essential role in veteran health and well-being. Marshalling the collective resources of City government and its local partners, DVS works with veterans and their families to find affordable housing and access support services; facilitates contact to programs that foster physical, mental and spiritual wellbeing; provides information about education and career opportunities; and offers one-on-one assistance to help veterans navigate benefits and resources. In early Fiscal 2019 DVS launched VetConnectNYC (VCNYC), a coordinated care network that connects New York City veterans, service members and their families to a network of more than 100 public, private, and not-for-profit service providers to meet a variety of needs, from housing and education to healthcare and employment. Through VCNYC veterans are connected with the care coordination team at Northwell Health, which includes a group of trained social workers and specialists who assess client needs and make appropriate referrals.

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 2019

SERVICE 1 Provide supportive services to veterans and their families.

Goal 1a Mitigate and prevent homelessness for veterans.

Ending veteran homelessness continues to be a top priority for DVS. In Fiscal 2019 DVS secured housing for 158 homeless veterans through the Veteran Peer Coordinator (VPC) program, a peer-to-peer service model focused on veterans helping veterans to navigate the challenging process of finding housing in New York City. The VPC program is at the core of DVS' contribution to a network of local, state and federal agencies and not-for-profit partners working together to end veteran homelessness. The seven percent decrease in housing placements in Fiscal 2019 compared to Fiscal 2018 is due to DVS staff vacancies that have since been filled. An additional VPC position was also added and filled in the latter half of Fiscal 2019.

DVS also provides homelessness prevention services to help veterans and their families remain in their current homes. Homelessness prevention services include eviction prevention and other housing stability supports, as well as aftercare services, which are provided to all homeless veterans housed by the agency. In Fiscal 2019, 438 veterans and veteran families benefited from these services - a six percent decline compared to Fiscal 2018. DVS provided fewer clients with aftercare services due to the decline in veterans housed during this time period.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|-----------------------|--------|------|------|--------|------|--------|-------------------|
| | FY15 | FY16 | FY17 | FY18 | FY19 | FY19 | FY20 | 5-Year | Desired Direction |
| ★ Homeless veterans and their families who received housing through DVS Veteran Peer Coordinator program | NA | NA | NA | 169 | 158 | * | * | NA | * |
| ★ Veterans and their families receiving homelessness prevention assistance from DVS | NA | NA | NA | 466 | 438 | * | * | NA | * |
| ★ 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.

In Fiscal 2019 DVS streamlined its veteran outreach by merging two previously separate and specialized units—Whole Health and CE5—to form the fully proficient Engagement and Community Services (ECS) outreach team. The ECS team uses multiple targeted strategies to engage veterans and their families, including regular attendance at events and resource fairs and expanded office hours in all five boroughs. The team bases this citywide outreach strategy on data collected from constituent feedback and daily interaction with the veteran community. Through these efforts, ECS coordinators engaged 12,896 veterans and veteran family members, a seven percent increase over Fiscal 2018. .

As part of its community engagement, DVS strives to connect veterans and their families to resources through the innovative VCNyc network Core4 Whole Health Model™. In accordance with Local Law 215 of 2018, DVS established Veteran Resource Centers (VRCs) in every borough where ECS coordinators host community and office hours for at least 20 hours a week. In Fiscal 2019, DVS began its Veteran Service Organization (VSO) reinvigoration program to work with legacy VSOs such as the American Legion and Veterans of Foreign Wars. The program aims to revitalize these organizations by transforming them into community-based VRCs and enabling them to connect their network of veterans with more resources. Lastly in Fiscal 2019, the agency launched VCNyc, the service coordination network through which veterans and their families are connected to vetted services, resources, and care. Fully implementing these outreach strategies while merging units led to a slight disruption in service delivery: DVS connected 3,087 families to resources in Fiscal 2019 compared to 3,230 in Fiscal 2018. In Fiscal 2019 however, DVS laid the groundwork to broaden access and the agency is now poised to increase the number of families served in Fiscal 2020.

| Performance Indicators | Actual | | | | | Target | | Trend | |
|--|--------------------|------|-----------------------|--------|--------|--------|------|--------|-------------------|
| | FY15 | FY16 | FY17 | FY18 | FY19 | FY19 | FY20 | 5-Year | Desired Direction |
| Veterans and their families engaged by DVS | NA | NA | NA | 12,099 | 12,896 | * | * | NA | * |
| ★ Veterans and their families given assistance to access resources | NA | NA | NA | 3,230 | 3,087 | * | * | NA | * |
| ★ Critical Indicator | "NA" Not Available | | ↑↓ Directional Target | * None | | | | | |

AGENCY RESOURCES

| Resource Indicators | Actual ¹ | | | | | Plan ² | | 5yr Trend |
|---------------------------------------|---------------------|------|-------|-------|-------|-------------------|-------|-----------|
| | FY15 | FY16 | FY17 | FY18 | FY19 | FY19 | FY20 | |
| Expenditures (\$000,000) ³ | NA | NA | \$2.5 | \$3.6 | \$5.4 | \$5.4 | \$5.4 | NA |
| Personnel | NA | NA | 32 | 35 | 38 | 47 | 48 | NA |
| Overtime paid (\$000) | NA | NA | \$11 | \$23 | \$22 | \$17 | \$0 | NA |

¹Actual financial amounts for the most 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. 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 FY18 ¹ (\$000,000) | Modified Budget FY19 ² (\$000,000) | Applicable MMR Goals ³ |
|------------------------------------|--|---|-----------------------------------|
| 001 - Personal Services | \$2.9 | \$4.0 | All |
| 002 - Other Than Personal Services | \$0.6 | \$1.4 | All |
| Agency Total | \$3.6 | \$5.4 | |

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds. ² City of New York Adopted Budget for Fiscal 2019, as of June 2019. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DVS revised the wording of goal 1a indicators and goal 1a and 2a definitions to clarify that DVS services are available to veterans and veteran families.
- The Fiscal 2018 data for the indicators, 'Veterans and their families engaged by DVS' and 'Veterans and their families given assistance to access resources' were revised. In anticipation of a new Client Relationship Manager platform, DVS staff compiled client records, trackers, and spreadsheets previously stored on individual workstations. Duplicate cases were scrubbed and additional records surfaced, resulting in a net increase in clients served for both indicators.

ADDITIONAL RESOURCES

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

