

# 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 their families. Among other things, 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 anyone with prior service in the U.S. Armed Forces, including the Reserves and/or National Guard. DVS' focus is to serve as a critical hub for veterans' advancement by informing our veteran community of resources that exist, serving as a bridge to those resources when needed, and occupying roles that local government can uniquely fill when gaps in veterans' services appear in private, not-for-profit, federal, and state entities. DVS recognizes and honors veterans of all protected classes in the City of New York, as the diversity of our City informs and reflects the diversity of our veteran community. Further, the Department serves family members, caregivers, and survivors, recognizing their essential role in veteran health and well-being.

With the cooperation of its sister agencies, DVS continues to focus its strategy on serving New York City's most underserved veteran populations including female veterans, student veterans, homeless veterans, disconnected veterans, underemployed and unemployed veterans. To assist the 12,000 student veterans in New York City, DVS collaborated with the Human Resources Administration (HRA) to market and roll out the pilot program for Fair Fares. DVS continues its ardent efforts to end veteran homelessness and build out a rapid rehousing system that makes homelessness rare, brief and non-recurring. In partnership with NYCHA, DVS is making strides in the VASH Continuum voucher program, which helps veterans who are ineligible for VA services access the rental subsidies and case management needed to successfully exit shelter. VetsThriveNYC is built on the premise that social determinants of health—including housing, education, employment, financial and legal stability—are vital for achieving and sustaining health and well-being. This initiative relies on a collective impact framework rooted in the strength and resilience of community support, employing a coordinated care network, VetConnectNYC, to ensure veterans and their families have access to whole-of-life services for fulfilling their life goals, including continued service on behalf of others. The VeteransCARE project is a public-private partnership between the VA and the City of New York that leverages the innovative "Pay for Success" financing model to positively impact sustainable employment outcomes for veterans with service-connected PTSD through evidence-based and individualized job placement support.

## 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

- DVS housed 91 veterans in the first four months of Fiscal 2020, 54 percent more than during the same period in the prior fiscal year. This increase is attributed to the Housing and Support Services team on-boarding an additional Veteran Peer Coordinator after the first quarter of Fiscal 2019 and the opening of Surf Vets, a mixed-use development in Coney Island with 82 apartments reserved for veterans.
- The number of veterans receiving homelessness prevention assistance from DVS increased 16 percent in the first four months of Fiscal 2020 compared to the same period in Fiscal 2019. This increase can be attributed to the growing number of veterans housed (all veterans housed with the support of DVS receive aftercare services to ensure their continued stability.) The growth in aftercare cases was accompanied by a decreasing number of veterans seeking eviction prevention assistance during the same period.
- In accordance with Local Law 215, Engagement and Community Services (ECS) outreach coordinators staff Veteran Resource Centers in all five boroughs. During the first four months of Fiscal 2020, ECS coordinators attended 87 outreach events and provided community briefings regarding DVS services and resources. Through these outreach efforts the ECS team has engaged almost 2,600 veterans, service members, and their families – a 31 percent increase compared to the same reporting period in the previous fiscal year. This positive trend can be attributed to the ECS team being fully staffed and the implementation of more targeted outreach initiatives, such as a Fair Fares NYC pilot program for veterans in the Fall of 2019.
- During the reporting period, the ECS outreach team assisted in referring and/or giving access to services, and other resources, to almost 1,450 veterans, service members, and their families – an almost 43 percent increase from the previous year. As mentioned earlier, DVS attributes this increase to a more targeted outreach approach, as well as the incorporation of the agency’s care coordination network – VetConnectNYC.

### 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	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
★ Homeless veterans and their families who received housing through DVS Veteran Peer Coordinator program	NA	169	158	*	*	59	91
★ Veterans and their families receiving homelessness prevention assistance from DVS	NA	466	438	*	*	152	176
★ 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	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Veterans and their families engaged by DVS	NA	12,099	12,896	*	*	1,977	2,593
★ Veterans and their families given assistance to access resources	NA	3,230	3,087	*	*	1,013	1,446
★ Critical Indicator	“NA” Not Available	↕↔ Directional Target					* None

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2019 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY17	FY18	FY19	FY20	FY20 <sup>1</sup>	FY21 <sup>1</sup>	FY19	FY20
Expenditures (\$000,000) <sup>2</sup>	\$2.5	\$3.6	\$4.1	\$5.4	\$6.1	\$6.7	\$1.8	\$2.3
Personnel	32	35	38	48	49	49	37	43
Overtime paid (\$000)	\$11	\$23	\$29	\$0	\$30	\$0	\$8	\$6

<sup>1</sup>January 2020 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 FY19 <sup>1</sup> (\$000,000)	January 2020 Financial Plan FY20 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$3.5	\$4.4	All
002 - Other Than Personal Services	\$0.7	\$1.7	All
Agency Total	\$4.1	\$6.1	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds.      <sup>2</sup>Includes all funds.  
<sup>3</sup>Refer to agency goals listed at front of chapter.      "NA" Not Available      \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- After the Fiscal 2019 PMMR reporting cycle, DVS officially launched VetConnectNYC, a coordinated care network of vetted service providers to meet the full range of needs for New York City service members, veterans, and their families. Through its citywide presence, VetConnectNYC delivers services to a broader population, supplementing and enhancing the agency's reach and influence. DVS later updated the "Veterans and their Families Given Assistance to Access Resources" performance indicator to include assistance and service referrals made through the VetConnectNYC network.
- During the first four months of Fiscal 2020, Loree Sutton, MD. Brigadier General (ret.) was DVS Commissioner; James Hendon was appointed Commissioner of DVS as of November 1, 2019.

## ADDITIONAL RESOURCES

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

