

# DEPARTMENT OF VETERANS' SERVICES

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## 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 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

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

- Goal 1a Mitigate and prevent homelessness for Veterans.
  - Goal 1b Ensure Veterans are screened for mental health conditions and referred to appropriate mental health service providers.
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### **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 2025

## SERVICE 1 Provide supportive services to Veterans and their families.

### Goal 1a Mitigate and prevent homelessness for Veterans.

In Fiscal 2025, the DVS Veteran Peer Coordinator Program facilitated permanent housing placements for 153 Veterans, surpassing the target of 92 and exceeding the Fiscal 2024 total, which was 126, by 27 additional placements. These achievements correlate directly with the addition of three housing staff members hired during this fiscal year. Successful supportive housing placement efforts continue through close collaboration with the Department of Homeless Services (DHS), Human Resources Administration (HRA), and trusted community-based service providers, ensuring Veterans receive not only permanent housing, but necessary support for long-term housing stability.

DVS provided homelessness prevention and aftercare assistance to 509 Veterans and their families in Fiscal 2025, more than double the amount served in Fiscal 2024, which was 227. This marks a 124 percent increase, significantly exceeding the target of 190. Of those served, 244 requests were for homelessness prevention, primarily related to rental arrears. Additionally, 265 aftercare needs were identified to support ongoing housing stability. These services included eviction prevention, rapid rehousing, financial counseling, and landlord/tenant mediation, each tailored to the unique needs of the Veterans served. This surge in service delivery is largely attributed to expanded staff capacity within the Housing and Support Services unit. With increased personnel, DVS was able to enhance case management responsiveness and more effectively deliver timely support to both at-risk and recently housed Veterans.

In Fiscal 2025, the Housing and Support Services unit was able to utilize 27 out of 37 available Collaborative Case Management (CCM) housing vouchers for a utilization rate of 73 percent, slightly below last year but well above the 35 percent target. This outcome is attributed to an increase in referrals received from local area Veterans Affairs (VA) medical facilities and a restart of the Mission: VetCheck outreach initiative, which is a vital partnership between DVS and New York Cares, utilizing volunteers to make supportive check-in calls that connect Veterans with essential resources like mental health services, housing, and employment support.

| Performance Indicators                                                                                        | Actual |      |      |      |      | Target |      | Trend  |                   |
|---------------------------------------------------------------------------------------------------------------|--------|------|------|------|------|--------|------|--------|-------------------|
|                                                                                                               | FY21   | FY22 | FY23 | FY24 | FY25 | FY25   | FY26 | 5-Year | Desired Direction |
| ★ 🌟 Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program    | 117    | 52   | 123  | 126  | 153  | 92     | 92   | Up     | Up                |
| Veterans and their families who received homelessness prevention and aftercare assistance from DVS            | 617    | 517  | 217  | 227  | 509  | 190    | 190  | Down   | Up                |
| ★ Collaborative Case Management housing vouchers available                                                    | NA     | 14   | 49   | 45   | 37   | 27     | 27   | NA     | Up                |
| ★ Collaborative Case Management housing vouchers utilized                                                     | NA     | 14   | 4    | 35   | 27   | 10     | 10   | NA     | Up                |
| ★ Collaborative Case Management housing vouchers utilization rate (%)                                         | NA     | 100% | 8%   | 78%  | 73%  | 35%    | 35%  | NA     | Up                |
| ★ Critical Indicator      🌟 Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None |        |      |      |      |      |        |      |        |                   |

Goal 1b

Ensure Veterans are screened for mental health conditions and referred to appropriate mental health service providers.

DVS utilizes the PHQ-9 Quick Depression Assessment and GAD-7 anxiety scale as its two primary voluntary mental health screeners to support Veterans’ well-being. The PHQ-9 assesses the severity of depression by evaluating symptoms like persistent sadness or fatigue over a two-week period, while the GAD-7 measures anxiety levels based on indicators such as excessive worry or restlessness. Together, these validated tools enable DVS to identify Veterans in need of further support and connect them with appropriate resources. In Fiscal 2024, DVS elected to make mental health screenings voluntary for clients, giving them the option to choose whether to complete the assessment or not. Making screenings voluntary as opposed to mandatory removes an implication that all veterans suffer from anxiety or depression. As a result, 27 mental health screenings were completed, compared to the 211 completed in Fiscal 2024. Relatedly, 33 referrals were made in Fiscal 2025 compared to 129 in Fiscal 2024. Despite this decrease, many clients complete mental health assessments with other providers such as DHS, nonprofit service providers, or health care clinicians, and many that are referred to DVS for services are likely to have already been screened. This is largely due to few Veterans contacting DVS directly for mental health services since the Agency is not a mental health care provider.

| Performance Indicators             | Actual             |                    |      |                      |      | Target |      | Trend  |                   |
|------------------------------------|--------------------|--------------------|------|----------------------|------|--------|------|--------|-------------------|
|                                    | FY21               | FY22               | FY23 | FY24                 | FY25 | FY25   | FY26 | 5-Year | Desired Direction |
| Mental health screenings completed | NA                 | 845                | 626  | 211                  | 27   | *      | *    | NA     | Up                |
| ★ Mental health referral requests  | NA                 | 202                | 312  | 129                  | 33   | 200    | 200  | NA     | Up                |
| ★ 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 2025, DVS delivered on its commitment to improving engagement across the City’s diverse Veteran community. The Agency participated in 304 public engagement events, a 10 percent increase from 277 the previous fiscal year, further expanding its in-person presence and community reach. There were notable outreach events, including two military summits held in partnership with the New York Yankees and the New York Mets, where DVS facilitated the presence of the U.S Department of Veterans Affairs. At these activities, staff from the Veterans Benefits Administration answered questions and resolved benefits issues while staff from the Veterans Health Administration enrolled Veterans into VA health care. DVS continued to employ a multi-channel approach to outreach, using public events, digital engagement, and strategic media to connect Veterans and their families to essential services. Website traffic grew modestly to 165,808 unique visits, a two percent increase compared to the prior fiscal year, indicating steady interest in DVS resources.

At the same time, social media impressions dipped by eight percent to 434,907, after a significant surge the previous fiscal year. Similarly, newsletter subscribers declined by three percent to 9,720. These modest drops suggest that while the Agency’s outreach channels remain strong, current performance may reflect the upper limits of existing tools and tactics. Continued gains will likely depend on fine-tuning strategies, platform innovation, and deeper audience targeting. Despite variable engagement across these channels, DVS maintained an inclusive focus in its outreach, engaging Veterans across identity and life stages—including students, entrepreneurs, older adults, women, Latino Veterans, and those recently separated from service. The Agency’s use of direct mail, targeted text messaging, and paid media further amplified its reach, helping Veterans connect to public, private, and nonprofit services critical to their well-being.

| Performance Indicators                                                | Actual             |                    |         |                      |         | Target  |         | Trend  |                   |
|-----------------------------------------------------------------------|--------------------|--------------------|---------|----------------------|---------|---------|---------|--------|-------------------|
|                                                                       | FY21               | FY22               | FY23    | FY24                 | FY25    | FY25    | FY26    | 5-Year | Desired Direction |
| Public engagement events attended by DVS to promote Veteran resources | NA                 | 149                | 243     | 277                  | 304     | 200     | 200     | NA     | Up                |
| ★ Online site visits                                                  | NA                 | 28,592             | 125,457 | 161,931              | 165,808 | 160,000 | 160,000 | NA     | Up                |
| ★ Social media impressions                                            | NA                 | 245,539            | 362,469 | 474,075              | 434,907 | 575,000 | 575,000 | NA     | Up                |
| Average newsletter subscribers                                        | NA                 | 11,062             | 10,616  | 10,022               | 9,720   | 10,500  | 10,500  | NA     | Up                |
| ★ Critical Indicator                                                  | ● Equity Indicator | "NA" Not Available |         | ↕ Directional Target |         | * None  |         |        |                   |

## Goal 2b

Connect Veterans to eligible resources and services.

In Fiscal 2025, DVS successfully served 8,920 Veterans and their families who connected with the Agency via walk-in visits, telephone calls, digital requests, outreach events, Mission: VetCheck, and the HelloFresh Food Program. This exceeds the target of 5,000. Despite exceeding the target, this represents a 17 percent decrease when compared to Fiscal 2024. This indicator reflects the number of DVS clients who began a new service request with the Agency during the fiscal year. A client whose service request carries over into the following fiscal year is not counted twice. For example, a Veteran who began a VA claims filing in Fiscal 2024 and continued receiving assistance into Fiscal 2025 is counted only in the Fiscal 2024 data. In the expansion from being a referral Agency to a referral and services Agency, DVS now delivers long term direct services—specifically housing, VA claims, and employment support—that often take months to reach fruition.

DVS handled a total of 31,291 cases for clients via the VetConnectNYC platform. Cases were handled internally by DVS for services including housing support, benefits navigation, and employment, along with cases that were referred to partners for services including income support, legal services, and discharge upgrade reviews. DVS increased the number of staff working as Veteran Service Officers from four to six. These staff interviewed clients for eligibility, filed a significant number of benefit claims, supplemental claims, and appeals for Veterans and their families. Veterans and their families continue to receive supportive check-in calls from Mission: VetCheck in addition to food assistance from the HelloFresh Food Program. Further, DVS started distributing turkeys over the holidays to Veteran families.

DVS also began offering individualized, tailored employment counseling to Veterans and military spouses seeking job opportunities. Services included interview preparation, resume assistance, and connections to employment opportunities and workforce development programs. For those interested in alternative career paths, such as entrepreneurship, DVS connects Veterans and military spouses with partners from the relaunched Veterans Business Leadership Alliance (VBLA), which includes collaboration with the New York City Department of Small Business Services. With these efforts and others, in Fiscal 2025, the proportion of requests from Veterans and their families that were fulfilled increased nearly five percentage points from Fiscal 2024 to 96.2 percent.

| Performance Indicators                                                                                | Actual |       |       |        |        | Target |        | Trend  |                   |
|-------------------------------------------------------------------------------------------------------|--------|-------|-------|--------|--------|--------|--------|--------|-------------------|
|                                                                                                       | FY21   | FY22  | FY23  | FY24   | FY25   | FY25   | FY26   | 5-Year | Desired Direction |
| Veterans and their families served by DVS                                                             | NA     | 1,068 | 3,338 | 10,701 | 8,920  | 5,000  | 5,000  | NA     | Up                |
| ★ 🌟 Requests from Veterans and their families                                                         | 8,572  | 7,198 | 2,918 | 31,232 | 31,291 | 13,500 | 13,500 | Up     | Up                |
| Requests from Veterans and their families fulfilled (%)                                               | NA     | 96.3% | 83.9% | 91.7%  | 96.2%  | 90.0%  | 90.0%  | NA     | Up                |
| ★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None |        |       |       |        |        |        |        |        |                   |

## AGENCY RESOURCES

| Resource Indicators                                                                                                                                                                                                                                                                                                                                                                                                                    | Actual <sup>1</sup> |       |       |       |       | Plan <sup>2</sup> |       | 5yr Trend |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------|-------|-------|-------|-------------------|-------|-----------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                        | FY21                | FY22  | FY23  | FY24  | FY25  | FY25              | FY26  |           |
| Expenditures (\$000,000) <sup>3</sup>                                                                                                                                                                                                                                                                                                                                                                                                  | \$5.4               | \$5.7 | \$5.5 | \$5.1 | \$6.6 | \$7.0             | \$7.6 | Up        |
| Personnel                                                                                                                                                                                                                                                                                                                                                                                                                              | 39                  | 34    | 34    | 36    | 36    | 39                | 49    | Neutral   |
| Overtime paid (\$000)                                                                                                                                                                                                                                                                                                                                                                                                                  | \$5                 | \$24  | \$24  | \$18  | \$0   | \$0               | \$0   | Down      |
| <sup>1</sup> Actual financial amounts for the 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 <a href="https://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> Expenditures 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<br>FY24 <sup>1</sup><br>(\$000,000) | Modified Budget<br>FY25 <sup>2</sup><br>(\$000,000) | Applicable MMR Goals <sup>3</sup> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------|-----------------------------------|
| 001 - Personal Services                                                                                                                                                                                                                                                                                                  | \$3.8                                            | \$4.1                                               | All                               |
| 002 - Other Than Personal Services                                                                                                                                                                                                                                                                                       | \$1.3                                            | \$2.5                                               | All                               |
| Agency Total                                                                                                                                                                                                                                                                                                             | \$5.1                                            | \$6.6                                               |                                   |
| <sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.    “NA” Not Available    * None |                                                  |                                                     |                                   |

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## 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](http://www.nyc.gov/veterans).