



**LOCAL LAW 39 REPORT  
(FISCAL YEAR 2025)**

James W. Hendon  
COMMISSIONER

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DEPUTY COMMISSIONER

**DATE:** January 14, 2026

**TO:** New York City Council Speaker; Mayor Zohran Mamdani

**FROM:** James W. Hendon, Commissioner

**SUBJECT:** Local Law 39 Annual Report on Mental Health Services Provided by City Agencies to Veterans (Fiscal Year 2025)

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## LOCAL LAW 39 REPORTING REQUIREMENT

**Local Law 39** amended the Administrative Code by adding **Section 31-115**, requiring the Department of Veterans' Services (DVS) to submit an annual report identifying each City agency that provides, directly or by contract, mental health services to Veterans, and to include, for the preceding fiscal year:

1. *The number of Veterans who **requested** mental health services, disaggregated by type to the extent practicable;*
2. *The number of such Veterans who **received** mental health services;*
3. *A summary of any **methods of communication** used to provide information about mental health services to Veterans; and*
4. *A description of the **mental health services** provided to Veterans.*

### Definition: “mental health services”

- a. *For purposes of this report, “mental health services” means in-person or telehealth services including, but not limited to: (i) psychotherapy services; (ii) emotional and psychological counseling; (iii) psychiatric assessments to diagnose mental illness, conduct diagnosis follow-up, or coordinate clinical treatment plans; (iv) liaising with or providing referrals to emergency medical or psychiatric care providers; or (v) medication monitoring or management.*

***The report for Fiscal 2025 can be found in the attached documents. If you have any questions, please feel free to contact us via email [reporting@veterans.nyc.gov](mailto:reporting@veterans.nyc.gov).***

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## FISCAL YEAR 2025 SUMMARY OF AGENCY SUBMISSIONS

**Note:** Not all agencies track Veteran status in the same way, and some agencies do not separately track the number of Veterans who *received* services after requesting them. Where FY 2025 “received” counts were not provided, DVS lists “Not reported” and includes narrative detail from prior-year submissions where still applicable.

### SECTION 1. RESPONSES FROM CITY AGENCIES AND OFFICES (FY 2025)

**Table 1. FY 2025 Agency Submissions (Requested Services)**

Agency	Do agency forms ask if someone is a Veteran / active military?	Total # of Veterans who requested mental health services (FY 2025)	Disaggregates requests by type of service?
NYC Administration for Children’s Services (ACS)	No	0	No
NYC Service	Yes	0	No
Office of Labor Relations (OLR) – Employee Assistance Program (EAP)	Yes	227	No
NYC Department for the Aging	Yes	221	No
NYC Department of Correction (DOC)	Yes	168	No
NYC Department of Sanitation (DSNY)	Yes	60	No
NYC Commission on Human Rights (CCHR)	No	0	No

### SECTION 2. AGENCY NARRATIVES (COMMUNICATION METHODS AND SERVICES PROVIDED)

## Administration for Children's Services (ACS)

<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	Webpages (internal intranet).
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	The agency offers mental health services to all employees through a link on its intranet that guides employees to the Employee Assistance Program (EAP).
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	The agency provides services to all employees through EAP.



<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	Does not provide mental health services.
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	Broadly shares materials recommended by DVS but does not specialize in providing mental health services.
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	Does not provide mental health services.

## Department of Correction (DOC)

**Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):**

Departmental teletypes; referrals through the Correction Assistance Response for Employees (CARE) Unit; facility-based postings; orientation materials; information shared during encounters with the Health Management Division (HMD)

**How the agency uses these methods (carried forward from prior year, where applicable):**

DOC uses these channels to share information about available mental health supports with veterans, reinforce awareness of services in both onboarding and day-to-day settings, and route veterans to the right supports through CARE and HMD. These methods also help DOC make timely referrals and connect veterans to appropriate mental health care and supportive services.

**Description of mental health services provided (carried forward from prior year, where applicable):**

DOC connects veterans to mental health supports and services through its CARE Unit and HMD, including referral and linkage to appropriate mental health care and supportive services based on individual needs.

## NYC Office of Labor Relations (OLR) – Employee Assistance Program (EAP)

<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	Electronic mail; web application/webpages; posters; in-person communications; brochures.
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	NYC EAP services are not marketed specifically to Veterans, but Veterans would see general outreach.
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	<p>The NYC EAP is a comprehensive program designed to support employees and their families facing a wide range of personal problems. Services include help with marital or family conflicts, mental health or emotional stress, substance misuse, elder care, and traumatic events. EAP services include:</p> <ul style="list-style-type: none"> <li>• Individual interviews to assess and evaluate the nature and scope of problems</li> <li>• Crisis counseling, where appropriate</li> <li>• Referral to treatment and other problem-solving resources in the community</li> <li>• Periodic follow-up with the employee and the referral agency</li> </ul>

**Note:** The FY 2025 submission did not include a separate count for Veterans who received services after requesting them.

## NYC Department for the Aging

<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	Posters; hotlines; webpages; in-person communications; brochures; pamphlets.
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	Each mental health provider works with NYC Aging's Older Adult Centers (OACs), where the program is based, to post flyers about mental health services offered at that community location. NYC Aging's press and public information unit posts information on the NYC Aging website. Calls received through the Aging Connect hotline for mental health services are connected to the provider serving the specific geographic area where the prospective client resides.
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	Mental health services are provided to anyone 60 or over who has an identified mental health need and is willing to engage in treatment. Services begin with a comprehensive mental health assessment and can include individual, group, family, and crisis counseling. Both short-term and long-term services, including evidence-based treatment, may be offered based on client need and preference. Services may be delivered in person or via telemental health. Treatment is provided by licensed clinical mental health professionals, located in all five boroughs, and co-located in Older Adult Centers.

**Note:** The FY 2025 submission did not include a separate count for Veterans who received services after requesting them.

## Department of Sanitation (DSNY)

<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	Brochures; posters; electronic mail (and regular in-person outreach and training).
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	In addition to brochures, posters, and electronic mail, DSNY conducts outreach to garages in all boroughs to highlight services, including support and referrals for mental health needs. DSNY also provides support following traumatic events, offers monthly educational webinars, facilitates quarterly activities highlighting mental health topics, and presents at orientations for new Sanitation Workers and supervisors. DSNY also highlights that services are available to family members.
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	DSNY's Employee Assistance Unit (EAU) staff are licensed social workers trained in mental health. Services include assessments, supportive counseling, crisis counseling, advocacy, and referrals. EAU staff can refer to clinicians and clinics that accept relevant insurance, including providers experienced in serving Veterans. EAU also has a clinician who provides short-term counseling for employees going through crisis.

**Note:** The FY 2025 submission did not include a separate count for Veterans who received services after requesting them.

## NYC Commission on Human Rights (CCHR)

<b>Methods of communication used to provide information about mental health services to Veterans (carried forward from prior year, where applicable):</b>	CCHR does not provide mental health services.
<b>How the agency uses these methods (carried forward from prior year, where applicable):</b>	CCHR does not provide mental health services.
<b>Description of mental health services provided (carried forward from prior year, where applicable):</b>	CCHR does not provide mental health services.

**Note:** The FY 2025 submission did not include a separate count for Veterans who received services after requesting them.

## CLOSING

DVS will continue coordinating with City agencies to improve consistency in how Veteran status and service use are tracked, while also supporting agencies in sharing Veteran-specific resource information through existing communication channels.