



# DEPARTMENT OF VETERANS' SERVICES

James W. Hendon (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 nonprofit partners, to improve the lives of all New York City Veterans and those close to them. 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 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 local government 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

- During the first four months of Fiscal 2025, the DVS Housing and Support Services (HSS) unit secured permanent housing for 61 Veterans and Veteran families, an increase of 97 percent over the same period of the previous fiscal year. This successful housing placement effort was achieved through close collaboration with the Department of Homeless Services, Department of Social Services, New York City Housing Authority, and community-based service providers. Additionally, ongoing strategic outreach efforts have enabled DVS to capitalize on an outpouring of property owners and brokers seeking to house Veterans and Veteran family tenants.
- In the first four months of Fiscal 2025, DVS served 56 Veterans and veteran families with homelessness prevention and aftercare assistance services, on pace with the same number served in the same period last fiscal year. These services include homelessness prevention requests received and housing stability needs that were identified including, but not limited to: rental arrears assistance, eviction prevention, rapid-rehousing and landlord/tenant mediation. Thirteen out of 27 available Collaborative Case Management (CCM) housing vouchers were utilized during the first four months of Fiscal 2025 for a utilization rate of 48 percent, well above the 35 percent target for the fiscal year and a higher rate than the four percent utilized over the same period last year. 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.
- Some of the mental health services that DVS offers clients include administering two voluntary mental health assessments and facilitating referrals to mental health care providers. During the first four months of Fiscal 2025, only 12 mental health screenings were completed, compared to 127 completed in the same period in Fiscal 2024. Accordingly, six referrals were made in the first four months of Fiscal 2025 compared to 75 in the comparable period of Fiscal 2024. In Fiscal 2024, DVS elected to make the completion of these mental health screenings voluntary for clients, giving them the option to choose whether to complete the assessment. Consequently, the number of clients completing mental health screenings and receiving referrals from DVS has declined considerably, although many clients likely complete mental health assessments with other providers such as the Department of Homeless Services, non-profit service providers, or health care clinicians. This is largely due to few Veterans contacting DVS directly for mental health services since the Agency is not a mental health care provider. An agency that refers a Veteran to DVS may have already screened the Veteran for mental health issues. An example of this is the DHS screening processing for homeless Veterans. Meanwhile, all Veterans entering service requests into VetConnectNYC — those who are not referred from another agency — are asked: “Have you thought about harming yourself in the past two weeks?” If the Veteran answers the question affirmatively, they are then asked the mental health screening questions, which are voluntary.
- During the first four months of Fiscal 2025, DVS recorded 192,262 social media impressions, a 48 percent decrease from the same period last year, across Instagram, Facebook, LinkedIn, and X, previously known as Twitter. Notably, impressions surged in August 2024 (35,409) and September 2024 (140,629), coinciding with the promotion of the Agency’s first-ever Greater NYC Veteran and Military Family Summit at Yankee Stadium. The recent dip in social media impressions reflects the absence of a premium account, which impacted visibility, alongside a strategic decision to shift focus to another platform deemed to have stronger engagement potential. While the transition temporarily affected overall numbers, it aligns with a long-term strategy to optimize audience reach and interaction. DVS’ website also saw steady engagement, with 51,729 site visits from July through October 2024. Website traffic was particularly strong in July 2024 (13,240) and October 2024 (13,912), demonstrating consistent interest in DVS programs and resources. Additionally, DVS’ weekly newsletter remains a reliable communication tool, maintaining a steady audience size with an average open rate of 25 percent. DVS employees attended 66 events during the first four months of Fiscal 2025, which is just two fewer events than what the Agency attended during the same period last year. Attending such events allows DVS employees to inform Veterans and their families about services, benefits, and resources available.
- During the COVID-19 pandemic, DVS launched two programs to address the critical needs of Military and Veteran families, leveraging volunteers and philanthropic donations. To reduce food insecurity, HelloFresh, a New York City-based meal kit company, donated 36,000 healthy meal kits to Military and Veteran families during the first four months of Fiscal 2025. Veteran volunteers representing 20 organizations pack and deliver 2,000 kits every Wednesday for 1,000 Military and Veteran families. Mission: VetCheck, a partnership between New York Cares and DVS, recruits volunteers to make supportive, “buddy check” wellness calls to Veterans across the City. Mission: VetCheck has been paused due to a lack of funding for this reporting period; however, philanthropic support restarted the program in November 2024, after the conclusion of the reporting period.

- In the first four months of Fiscal 2025, DVS successfully served 1,218 Veterans and their family members, a 54 percent decrease from the same period last fiscal year. This decrease can be attributed to staff attrition during this period.
- In the first four months of Fiscal 2025, 9,352 requests were made by Veterans and their families, resulting in 96.6 percent of those requests being fulfilled. During the same period last fiscal year, 1,543 requests were made, resulting in a 63 percent fulfillment rate. The increase in requests and fulfillment success rate for Fiscal 2025 is largely attributed to the HelloFresh Food Program which distributed a total of 8,000 meals from July to October 2024. Despite the Hello Fresh program's start date during the COVID-19 pandemic, DVS began including Hello Fresh Food Program services in 'Requests from Veterans and their families' in Fiscal 2024, hence the significant increase in the data for Veterans requests received and fulfilled. These metrics highlight DVS' commitment to informing and connecting Veterans and their families to eligible resources. By leveraging key events, targeted outreach, and digital platforms, DVS continues to ensure Veterans are aware of the services and benefits available to them. Building on the successes of previous years, including strategic partnerships with organizations like the Bob Woodruff Foundation, DVS remains dedicated to supporting diverse Veteran populations, including students, entrepreneurs, older adults, and those newly transitioning to civilian life.

## 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ ● Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	52	123	126	92	92	31	61
Veterans and their families who received homelessness prevention and aftercare assistance from DVS	517	217	227	190	190	55	56
★ Collaborative Case Management housing vouchers available	14	49	45	27	27	45	27
★ Collaborative Case Management housing vouchers utilized	14	4	35	10	10	2	13
★ Collaborative Case Management housing vouchers utilization rate (%)	100%	8%	78%	35%	35%	4%	48%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Mental health screenings completed	845	626	211	*	*	137	12
★ Mental health referral requests	202	312	129	200	200	75	6
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Public engagement events attended by DVS to promote Veteran resources	149	243	277	200	200	68	66
★ Online site visits	28,592	125,457	161,931	160,000	160,000	56,665	51,729
★ Social media impressions	245,539	362,469	474,075	575,000	575,000	366,213	192,262
Average newsletter subscribers	11,062	10,616	10,022	10,500	10,500	10,135	9,792
★ Critical Indicator	● Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

## Goal 2b

Connect Veterans to eligible resources and services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Veterans and their families served by DVS	1,068	3,338	10,701	5,000	5,000	2,631	1,218
★ ● Requests from Veterans and their families	7,198	2,918	31,232	13,500	13,500	9,509	9,352
Requests from Veterans and their families fulfilled (%)	96.3%	83.9%	91.7%	90.0%	90.0%	92.1%	96.6%
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 <sup>1</sup>	FY26 <sup>1</sup>	FY24	FY25
Expenditures (\$000,000) <sup>2</sup>	\$5.7	\$5.5	\$5.1	\$6.4	\$7.0	\$5.9	\$1.9	\$1.3
Personnel	34	34	36	39	39	39	33	37
Overtime paid (\$000)	\$24	\$24	\$18	\$0	\$0	\$0	\$3	\$3
<sup>1</sup> January 2025 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 FY24 <sup>1</sup> (\$000,000)	January 2025 Financial Plan FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$3.8	\$4.1	All
002 - Other Than Personal Services	\$1.3	\$2.9	All
Agency Total	\$5.1	\$7.0	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. 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

- Several previously published Fiscal 2024 four-month actual values have been revised:
  - 'Veterans and their families who received homelessness prevention and aftercare assistance' was revised from 16 to 55 as a result of data reverification.
  - 'Requests from Veterans and their families received' was revised from 1,543 to 9,509 after this metric's data was updated to include Hello Fresh Food Program.
  - 'Requests from Veterans and their families fulfilled' was revised from 63.0 percent to 92.1 percent after successful connection to Hello Fresh Food Program was included in the data, which increased the fulfillment rate.
- The Fiscal 2025 target for 'Veterans and their families served by DVS' was changed from 3,500 to 5,000.
- The Fiscal 2025 target for 'Requests from Veterans and their families' was changed from 5,000 to 13,500.

## 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).