



TO: Adrienne Adams, Speaker of the City Council

FROM: James Hendon, Commissioner of the Department of Veterans' Services

DATE: July 1<sup>st</sup>, 2023

SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jan 2023 – June 2023)

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Attached please find the 2023 Department of Veterans' Services Veterans Resource Center Report pursuant to Local Law (LL) 215 of 2018. Local Law 215 requires the Department to submit a report in machine-readable format to the Mayor and the Speaker of the Council regarding the operation of the Veteran Resource Centers, beginning January 1, 2020, and every six months thereafter. This report includes the number of Veterans utilizing Veteran Resource Centers; a summary of the Veteran Resource Centers services; a description of most frequently requested Veteran Resource Centers services; Staff persons working on Constituent Services; Number of service requests made by Homeless or at-risk Veterans; Number of homeless Veterans housed by DVS, and the number of complaints received by Veterans about Veteran Resource Centers, including feedback received by the 311-customer service center.

If you have any questions about this report, please feel free to contact Jason Loughran, Senior Advisor for Intergovernmental Affairs at [JLoughran@veterans.nyc.gov](mailto:JLoughran@veterans.nyc.gov) or (646) 477-5243.

Thank you.

See attachment.

## FISCAL YEAR 2023 REPORT

Local Law 215 requires the department to submit a report in machine-readable format to the Mayor and the Speaker of the Council regarding the operation of the Veteran Resource Centers (VRCs), beginning January 1, 2020, and every six months thereafter. This report includes the number of Veterans utilizing such centers; a summary of the services offered by such centers; a description of the services and information most frequently requested by Veterans utilizing such centers; the number of full-time and part-time staff persons working at such centers; and the number of complaints received by and against such centers from Veterans regarding the services offered by such centers, including feedback received by the 311-customer service center.

### I. Number of Veterans Utilizing Veteran Resource Centers

The following table illustrates client requests, broken down by borough of residence for the time period of January 1, 2023, through June 30, 2023.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed <sup>†</sup>	Total
January 2023	31	27	52	37	10	38	156
February 2023	9	13	13	25	1	13	61
March 2023	26	37	47	43	5	59	158
April 2023	50	42	38	51	5	53	186
May 2023	32	61	30	50	3	80	176
June 2023	33	59	50	29	6	90	177
<b>Grand Total</b>	<b>181</b>	<b>239</b>	<b>230</b>	<b>235</b>	<b>30</b>	<b>333</b>	<b>1011</b>

\* The table above illustrates the assistance requests processed by DVS staff broken down by client borough of residence for the time period of January 1, 2023, through June 30, 2023.

<sup>†</sup> Undisclosed represents clients who did not provide full assistance request details at the time of reporting.

### II. Summary of Veteran Resource Center Services

Veteran Resource Centers provide members of the community with resources and information about crucial social services including, but not limited to housing, City services, mental health information, employment support, and legal assistance. DVS facilitates connections to nonprofit, City, State, and Federal service providers that meet these areas of need. Further, DVS staff members assist Veteran community members with preparing VA claims.

The DVS Claims Unit – trained and accredited by the New York State Division of Veterans’ Services – helps prepare VA claims for Service-Connected Disability, Non-Service-Connected Pension, and G.I. Bill Certificates of Eligibility regarding education.

### III. Most Frequently Requested Veteran Resource Center Services

The following table illustrates client assistance requests broken down by borough of residence and assistance categories for the period of January 1, 2023, through June 30, 2023.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed <sup>†</sup>	Total
Benefits Navigation	16	33	41	30	5	35	127
Housing & Shelter	57	125	75	63	5	137	339
Legal	34	33	40	40	11	48	173
Employment	30	36	26	41	3	42	142
Mental/Behavioral Health	15	8	14	5	1	9	44
Food Assistance	4	4	2	1	0	6	13
Income Support	12	16	15	38	1	27	94
Entrepreneurship	1	2	9	2	0	6	18
Physical Health	2	1	1	0	0	3	7
Clothing & Household Goods	3	4	1	3	0	4	15
Social Enrichment	0	0	1	0	0	0	1
Utilities	3	1	2	2	1	4	13
Transportation	0	0	1	3	0	6	10
Education	2	2	1	6	0	3	14
Wellness	0	0	1	0	0	0	1
Individual & Family Support	0	1	0	0	2	2	5
Money Management	0	1	0	0	0	1	2
Sports and Recreation	0	0	0	1	0	0	1
<b>Grand Total</b>	<b>181</b>	<b>239</b>	<b>230</b>	<b>235</b>	<b>30</b>	<b>333</b>	<b>1011</b>

<sup>†</sup> Undisclosed represents clients who did not provide full assistance request details at the time of reporting.

**IV. Staff Persons Working on Constituent Services**

<b>Full-time Staff Persons</b>		
<b>VRC Name</b>	<b>Location</b>	<b>Number of Staff</b>
DVS Main Office	1 Centre Street, Suite 2208, New York, NY 10007	2
Bronx DOP Office	198 E 161 <sup>st</sup> Street, Bronx, NY 10451	1
Bronx HRA Office	890 Garrison Avenue Bronx, NY 10474	1
Brooklyn DOP Office	345 Adams Street, 6 <sup>th</sup> Floor, Brooklyn, NY 11201	1
New York City Council District 30 - Councilmember Robert Holden	58-38 69 <sup>th</sup> Street, Queens, NY 11378	1
Queens Borough Hall	120-55 Queens Blvd, Jamaica, NY 11423	1
New York City Council District 19 - Councilmember Vickie Paladino	20-15 Francis Lewis Blvd, Whitestone, NY 11357	1
Staten Island Borough Hall	10 Richmond Terrace, Staten Island, NY 10301	1
Staten Island DOP Office	340 Bay Street, Staten Island, NY 10301	1

**Part-time Staff Persons: 1**

**V. Number of Service Requests Made by DVS for Homeless or At-Risk Veterans**

The following table illustrates client requests, broken down by borough of shelter residence for the period of January 1, 2023, through June 30, 2023. \*

<b>County</b>	<b>Veterans Moved into Permanent Housing</b>
Bronx	39
Kings	65
New York	33
Queens	46
Richmond	5
<b>Total</b>	<b>188</b>

**VI. Number of Homeless Veterans Housed by DVS**

The following table illustrates client requests, broken down by borough of residence for the period of January 1, 2023, through June 30, 2023. \*

County	Veterans Moved into Permanent Housing
Bronx	28
Kings	9
New York	2
Queens	7
Richmond	2
<b>Total</b>	<b>48</b>

**VII. Staff Persons Working on Housing and Aftercare**

Full-time Staff Persons		
Shelter	Shelter Location	Number of Staff
Borden Avenue Veterans Residence	21-10 Borden Ave, Long Island City, NY	1
Barbara Kleinman Shelter	300 Skillman Ave, Brooklyn, NY	1
Beach House Shelter	3-16 Beach 65 <sup>th</sup> St, Rockaway Beach, NY	1
Colonial House	6209 11 <sup>th</sup> Ave, Brooklyn, NY	0
Bronx Safe Haven	1130-1134 Bryant Ave, Bronx, NY	0

**VIII. Complaints Received About Veteran Resource Centers**

311 Call Center Complaints / Comments			
Date	Agency	Nature of Complaints / Comments	311 Topic
		None	