

## FISCAL YEAR 2021 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 such center

The following table illustrates client requests, broken down by client borough of residence for the time period of January 1, 2021, through June 30, 2021.\*

| Intake Month       | Bronx     | Brooklyn   | Manhattan | Queens     | Staten Island | Undisclosed† | Total       |
|--------------------|-----------|------------|-----------|------------|---------------|--------------|-------------|
| January 2021       | 1         | 1          | 2         | 1          | 0             | 533          | <b>538</b>  |
| February 2021      | 28        | 29         | 24        | 19         | 8             | 480          | <b>588</b>  |
| March 2021         | 20        | 26         | 21        | 33         | 3             | 577          | <b>680</b>  |
| April 2021         | 14        | 15         | 16        | 15         | 4             | 86           | <b>150</b>  |
| May 2021           | 26        | 14         | 13        | 16         | 5             | 264          | <b>338</b>  |
| June 2021          | 6         | 21         | 15        | 19         | 2             | 804          | <b>867</b>  |
| <b>Grand Total</b> | <b>95</b> | <b>106</b> | <b>91</b> | <b>103</b> | <b>22</b>     | <b>2744</b>  | <b>3161</b> |

\* Due to the city-wide shutdown caused by the onset of the COVID-19 pandemic, DVS pivoted all Veteran assistance operations to a virtual model. As an alternative, 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, 2021, through June 30, 2021.

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

### II. Summary of the services offered by such center

Due to the pandemic, DVS staff no longer occupy each of the VRCs but continue to engage the Veteran community online and by telephone. VRC staff members provide Veterans with up-to-date information regarding areas including, but not limited to: housing, City services, mental health, employment matters, legal issues, and other needs. When needed, DVS staff members facilitate the appropriate connections between NYC Veteran community members and nonprofit, City, State, and Federal partners. Further, DVS staff members assist Veteran community members with the processing of VA claims.

As of July 2020, the Claims Unit – trained and accredited by the New York State Division of Veterans’ Services – began to process VA claims. DVS has developed a standalone capability to process VA claims: 1) Service-Connected Disability, 2) Non-Service-Connected Pension, and 3) GI Bill Certificates of Eligibility regarding education.

### III. Description of the services and information most frequently requested by Veterans utilizing such center

The following table illustrates client assistance requests broken down by borough of residence and assistance categories for the time period of January 1, 2021, through June 30, 2021.

| Assistance Category           | Bronx      | Brooklyn   | Manhattan  | Queens     | Staten Island | Undisclosed <sup>†</sup> | Total       |
|-------------------------------|------------|------------|------------|------------|---------------|--------------------------|-------------|
| Food Assistance               | 8          | 12         | 16         | 14         | 2             | 2372                     | <b>2424</b> |
| VA Benefits/Claims Navigation | 33         | 46         | 46         | 51         | 10            | 278                      | <b>464</b>  |
| Housing & Shelter             | 41         | 41         | 33         | 20         | 8             | 273                      | <b>416</b>  |
| Physical Health               | 0          | 0          | 1          | 0          | 0             | 203                      | <b>204</b>  |
| Income Support                | 3          | 7          | 6          | 3          | 2             | 153                      | <b>174</b>  |
| Wellness                      | 0          | 0          | 1          | 0          | 0             | 112                      | <b>113</b>  |
| Legal                         | 28         | 12         | 12         | 21         | 4             | 28                       | <b>105</b>  |
| Employment                    | 16         | 19         | 22         | 14         | 6             | 13                       | <b>90</b>   |
| Mental/Behavioral Health      | 5          | 12         | 9          | 6          | 3             | 49                       | <b>84</b>   |
| Individual & Family Support   | 0          | 0          | 2          | 0          | 0             | 68                       | <b>70</b>   |
| Social Enrichment             | 0          | 0          | 0          | 0          | 0             | 47                       | <b>47</b>   |
| Education                     | 0          | 1          | 2          | 2          | 0             | 29                       | <b>34</b>   |
| Clothing & Household Goods    | 1          | 0          | 3          | 0          | 0             | 9                        | <b>13</b>   |
| Utilities                     | 0          | 0          | 0          | 0          | 0             | 9                        | <b>9</b>    |
| Entrepreneurship              | 0          | 2          | 2          | 1          | 1             | 3                        | <b>9</b>    |
| Transportation                | 0          | 0          | 0          | 1          | 0             | 2                        | <b>3</b>    |
| Money Management              | 0          | 1          | 0          | 0          | 0             | 2                        | <b>3</b>    |
| Substance Use                 | 0          | 0          | 1          | 0          | 0             | 1                        | <b>2</b>    |
| Sports & Recreation           | 0          | 0          | 0          | 0          | 0             | 1                        | <b>1</b>    |
| <b>Grand Total</b>            | <b>135</b> | <b>153</b> | <b>156</b> | <b>133</b> | <b>36</b>     | <b>3652</b>              | <b>4265</b> |

The table above represents unique assistance requests made by clients. Please note that a client may generate multiple assistance requests based on need category. Although related, this is not the same dataset as the table in Section I.

<sup>†</sup> Undisclosed represents generic requests for assistance where the client has not provided additional information to DVS nor responded to follow-up from our team. This table measures unique assistance requests, not clients.

**IV. Full-time and part-time staff persons working on constituent services and VA claims**

| Full-time Staff Persons          |                  |                 |
|----------------------------------|------------------|-----------------|
| VRC                              | Location         | Number of Staff |
| DVS Main Office                  | Virtual / Remote | 1               |
| Bronx Borough President's Office | Virtual / Remote | 1               |
| Brooklyn Workforce1              | Virtual / Remote | 1               |
| Queens Borough Hall              | Virtual / Remote | 1               |
| Staten Island Borough Hall       | Virtual / Remote | 1               |

**Part-time Staff Persons: 0**

**V. Complaints received by and against such center from Veterans regarding the services offered by such center**

*There were no complaints made against the agency or the VRCs during this reporting period*