

DEPARTMENT OF VETERANS' SERVICES



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 not-for-profit 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 and 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 our Veteran community of resources that exist, 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 realms. DVS recognizes and honors Veterans of all protected classes in the City of New York, as the diversity of our City informs and reflects the diversity of our 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

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

SERVICE 2 Assist Veterans and their families with accessing eligible resources.

Goal 2a Ensure Veterans have information about and are connected with appropriate resources.

HOW WE PERFORMED

- In the first 4 months of the fiscal year 2022, DVS secured housing for 21 homeless Veterans through the Veteran Peer Coordinator (VPC) program. The program experienced a 44 percent decrease in the move-out rate as COVID-19 continues to impact apartment viewings and other in-person activities. VPCs continue to engage Veterans, community partners, and other agencies to work towards ending Veteran homelessness via a combination of in-person and remote engagements. The general process is delayed due to limited in-person engagements by our VPCS and collaborating partners. Homelessness prevention and aftercare assistance also experienced a decrease of 21 percent during the same period. This metric is strongly correlated to the move-outs figures of the previous fiscal year, which also decreased significantly since Fiscal 2020. Both metrics have been affected by a decrease in staffing numbers at partner organizations and other agencies, causing processing delays across the board.
- In the first four months of fiscal year 2022, DVS continued offering remote services for Veterans and their families; with the continuation of the Mission: VetCheck initiative, DVS kept making phone calls to Veterans and Veteran households that otherwise would be unaware of or able to access services or resources. The team successfully engaged and interacted with 3,397 Veterans and Veteran family members and yielded 126 referrals for DVS assistance as a result of the Mission: VetCheck calls. DVS' Care Coordination Unit continued to respond to assistance requests, make referrals and deliver case management as needed via the VetConnectNYC platform to 178 clients comprising over 430 unique Service Episodes. During the same period, 64 percent of the Service Episodes resulted in a connection to resources, services and/or care. DVS' Claims Unit also continued to act as a conduit to Veterans gaining access to their U.S. Department of Veterans Affairs benefits. There were 70 claims submitted in the first four months of Fiscal 2022. Those benefits include, but are not limited to, service-connected compensation, non-service-connected pension, survivors' pension, and education benefits.

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	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	158	184	117	*	*	38	21
★ Veterans and their families receiving homelessness prevention and aftercare assistance from DVS	438	455	617	*	*	147	105
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

SERVICE 2 Assist Veterans and their families with accessing eligible resources.

Goal 2a Ensure Veterans have information about and are connected with appropriate resources.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Veterans and their families given assistance to access resources and services	3,087	2,715	8,572	*	*	2,786	430
Veterans and their families connected to resources and services	NA	NA	NA	*	*	NA	64%
Veterans and their families served	NA	NA	NA	*	*	NA	343
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 ¹	FY23 ¹	FY21	FY22
Expenditures (\$000,000) ²	\$4.1	\$5.0	\$5.4	\$6.2	\$6.0	\$6.1	\$1.7	\$1.7
Personnel	38	41	39	44	41	40	40	39
Overtime paid (\$000)	\$29	\$25	\$5	\$0	\$32	\$0	\$2	\$2

¹February 2022 Financial Plan. ²Expenditures 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 FY21 ¹ (\$000,000)	February 2022 Financial Plan FY22 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$3.8	\$3.9	All
002 - Other Than Personal Services	\$1.6	\$2.1	All
Agency Total	\$5.4	\$6.0	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- 'Veterans and their families engaged by DVS' was retired.
- New indicator 'Veterans and their families served' and "Veterans and their families connected to resources and services' were added to Goal 2a, and therefore prior fiscal year actuals and 4 month actuals are represented as 'NA' or Not Available
- 'Veterans and their families receiving homelessness prevention assistance from DVS' is now 'Veterans and their families receiving homelessness prevention and aftercare assistance from DVS'.

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/veterans.