

# DEPARTMENT OF VETERANS' SERVICES

James Hendon (Lt. 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 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 four months of Fiscal 2023 DVS secured housing for 61 homeless Veterans through the Veteran Peer Coordinator (VPC) program in Fiscal 2023. Compared to the same period in Fiscal 2022, the rate at which this program moved Veterans out of homelessness has increased by approximately 190 percent. This increase comes as a result of a return to normal services after adjustments due to COVID-19, and DVS' adaptability to new and old challenges.
- The Veteran Peer Coordinators continue to engage Veterans, community partners, and other agencies to work towards ending Veteran homelessness via a combination of in-person and remote engagements. In the first four months of Fiscal 2023 homelessness prevention and aftercare assistance stayed consistent to the same period in Fiscal 2022, totaling 102 Veterans and families receiving homelessness prevention and aftercare assistance from DVS.
- DVS continued offering services for Veterans and their families through our VetConnectNYC program. In the first four months of Fiscal 2023, DVS successfully engaged and interacted with 970 Veterans and Veteran family members and yielded 1,102 assistance requests made by DVS to help secure services to fulfill their needs. This represents increases of 156 percent and 183 percent, respectively, from the same period in Fiscal 2022. This increase can be attributed to DVS' increased focus on communications and outreach. In Fiscal 2023, DVS made it a priority to increase its marketing to inform and educate Veterans of the resources available to them and their families regardless of a Veteran's discharge type or time of service.

### 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	184	117	52	*	*	21	61
★ Veterans and their families receiving homelessness prevention and aftercare assistance from DVS	455	617	517	*	*	105	102
★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Veterans and their families given assistance to access resources and services	2,715	8,572	7,198	*	*	430	1,102
Veterans and their families connected to resources and services	NA	NA	96.3%	*	*	64.0%	57.0%
Veterans and their families served	NA	NA	1,068	*	*	343	970
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 <sup>1</sup>	FY24 <sup>1</sup>	FY22	FY23
Expenditures (\$000,000) <sup>2</sup>	\$5.0	\$5.4	\$5.7	\$6.1	\$5.6	\$5.2	\$1.7	\$1.4
Personnel	41	39	34	41	35	35	39	29
Overtime paid (\$000)	\$25	\$5	\$24	\$0	\$26	\$0	\$2	\$7
<sup>1</sup> January 2023 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 FY22 <sup>1</sup> (\$000,000)	January 2023 Financial Plan FY23 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$3.6	\$3.6	All
002 - Other Than Personal Services	\$2.1	\$2.0	All
Agency Total	\$5.7	\$5.6	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## 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).