

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 FISCAL 2022

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

In Fiscal 2022 DVS placed 52 Veterans experiencing homelessness into permanent housing through the [Veteran Peer Coordinator Program \(VPC\)](#); our peer-to-peer service model helped these Veterans experiencing housing insecurity navigate the challenging process of finding housing and supported homelessness prevention through aftercare and eviction mitigation.

The program experienced a decrease in placements and from years prior as the precautions surrounding COVID-19 continued and our agency shifted to increasing our support to aftercare and eviction prevention needs. Staff attrition has also contributed to reduced capacity, leading to the decrease in placements. Despite the decrease in placements, New York City’s Veteran homeless population declined from 483 to 450 in emergency shelters per HUD’s Continuum of Care Homeless Assistance Programs Homeless Populations and Subpopulation point in time count. DVS remained committed to helping Veterans obtain safe and affordable housing by providing appropriate connections to resources.

During Fiscal 2022 DVS conducted a total of 517 critical intervention calls and connected with 195 Veterans to provide assessments, wellness check-ins or subsequent referrals for any additional resources or supports needed for at-risk Veterans. We ensured that our formerly housing insecure Veterans received the additional care necessary to continue progress.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	169	158	184	117	52	*	*	Down	*
★ Veterans and their families receiving homelessness prevention and aftercare assistance from DVS	466	438	455	617	517	*	*	Up	*

★ 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.

In Fiscal 2022 DVS transitioned back to in-person outreach, including meeting in-person with Veterans at our [Veteran Resource Centers](#) and community-based outreach events. During this transition, DVS seamlessly connected clients in-person to our Veteran Resource Centers and Care Coordination Unit (CCU). The CCU collects these requests from all over the greater New York City area and provides complete oversight of clients, referrals, and case management needs via the VetConnectNYC platform. This was our second year that all client-facing interactions were tracked and recorded on [VetConnectNYC](#) platform and the UniteNYC network.

The agency facilitated over 7,000 assistance requests received from Veterans and their families via telephone, in-person meetings, e-mail and VetConnectNYC. A significant proportion of these requests were for meals that DVS facilitated through the GetFoodNYC program. DVS successfully enrolled our most vulnerable clients into the program and continued to provide additional supportive services through our care coordination efforts. GetFoodNYC ended September 30, 2022, however, DVS continues to partner with strategic partners throughout New York City to continue the fight against hunger.

DVS continued its development of the City’s first ever, [Disability and Pension Benefits Claims Unit](#), that acts as a conduit for Veterans to gain access to their U.S. Department of Veterans Affairs benefits. During this fiscal year, our team successfully submitted over 200 claims applications. Those benefits include, but are not limited to, service-connected compensation, non-service-connected pension, survivors’ pension, and education benefits. To date, the unit is responsible for a monthly total of over \$39,000 worth of federal compensation going into the bank accounts of our service-connected disabled Veterans and family members. This results in close to half-a-million dollars annually for our clients to utilize for their cost-of-living and social enrichment needs in New York City.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Veterans and their families given assistance to access resources and services	3,230	3,087	2,715	8,572	7,198	*	*	Up	*
Veterans and their families connected to resources and services	NA	NA	NA	NA	96.3%	*	*	NA	*
Veterans and their families served	NA	NA	NA	NA	1,068	*	*	NA	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) ³	\$3.6	\$4.1	\$5.0	\$5.4	\$6.1	\$6.0	\$6.1	Up
Personnel	35	38	41	39	41	41	41	Neutral
Overtime paid (\$000)	\$23	\$29	\$25	\$5	\$32	\$32	\$0	Neutral

¹Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available
* None

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)	Modified Budget 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	\$6.1	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ²City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

Web Links added:

- Veteran Peer Coordinator Program (VPC):
<https://www1.nyc.gov/site/veterans2/initiatives/ending-chronic-veteran-homelessness.page>
- Veteran Resource Centers:
<https://www1.nyc.gov/site/veterans2/contact/veteran-resource-centers.page>
- VetConnectNYC:
<https://nyc.uniteus.com/vetconnectnyc/>
- Disability and Pension Benefits Claims Unit:
<https://www1.nyc.gov/site/veterans2/contact/veteran-resource-centers.page>

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

