

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 nonprofit 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 or 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 the Veteran community of existing resources, 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 sectors. DVS recognizes and honors Veterans of all protected classes in the City of New York, as the diversity of the City informs and reflects the diversity of the 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.
 - Goal 1b Ensure Veterans are screened for mental health conditions and referred to appropriate mental health service providers.
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SERVICE 2 Assist Veterans and their families with accessing eligible resources.

- Goal 2a Inform Veterans and their families about services, benefits, and resources available to them.
- Goal 2b Connect Veterans to eligible resources and services.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Provide supportive services to Veterans and their families.

Goal 1a Mitigate and prevent homelessness for Veterans.

During Fiscal 2024, the DVS Veteran Peer Coordinator Program provided housing to 126 Veterans, three more than in Fiscal 2023, and exceeded the target of 87 by maximizing the use of existing and newly acquired supportive housing stock for unhoused Veterans and their families. These additional supportive housing resources were specifically made available to clients in need of wrap-around social services. This successful housing placement effort was achieved through close collaboration with the Department of Homeless Services and community-based supportive housing service providers. Additionally, due to strategic outreach, DVS was also able to successfully capitalize on a surge of property owners and brokers specifically seeking to help house Veterans and Veteran family tenants.

The number of Veterans and their families who received homelessness prevention and aftercare assistance from DVS increased by five percent from 217 Fiscal 2023 to 227 in Fiscal 2024, surpassing the Agency’s target of serving 190 recently housed Veterans. This includes 107 homelessness prevention requests received for rental arrears, and 120 housing stability aftercare needs that were identified ranging from rental arrears assistance, eviction prevention, rapid-rehousing, financial counseling and landlord/tenant mediation. This increase is attributed to additional staffing capacity in the Housing and Support Services unit.

DVS was successful in helping clients utilize 78 percent of the Collaborative Case Management (CCM) vouchers that were made available to the Agency in Fiscal 2024, a vast improvement from the eight percent of vouchers utilized in Fiscal 2023, when the Agency experienced unforeseen delays in processing CCM applications. The remaining four vouchers available in Fiscal 2024 were not used due to client preference, with certain Veterans electing to leverage alternative housing subsidies, such as CityFHEPS. CCM housing subsidy vouchers include case management services which are not needed by some Veterans.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ ● Homeless Veterans and their families who received housing through DVS Veteran Peer Coordinator program	184	117	52	123	126	87	92	Down	Up
Veterans and their families who received homelessness prevention and aftercare assistance from DVS	455	617	517	217	227	190	190	Down	Up
★ Collaborative Case Management housing vouchers available	NA	NA	14	49	45	45	27	NA	Up
★ Collaborative Case Management housing vouchers utilized	NA	NA	14	4	35	12	10	NA	Up
★ Collaborative Case Management housing vouchers utilization rate (%)	NA	NA	100%	8%	78%	25%	35%	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

Goal 1b Ensure Veterans are screened for mental health conditions and referred to appropriate mental health service providers.

DVS administers two voluntary mental health assessments (PHQ-9 Quick Depression Assessment and GAD-7 anxiety scale) to clients. Mental health screenings completed dropped by 66 percent from 626 completed in Fiscal 2023 to 211 completed in Fiscal 2024, and mental health referrals made decreased by 59 percent from 312 in Fiscal 2023 to 129 in Fiscal 2024. In Fiscal 2024, DVS elected to make the completion of these mental health screeners voluntary for clients since many had either already been screened by other providers or wished to not take the assessment. This shift in approach also seeks to respect Veteran boundaries by not assuming that all who come to DVS for services automatically have mental health needs. The decreases in mental health screenings and referrals are the result of this change in screening administration.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Mental health screenings completed	NA	NA	845	626	211	730	*	NA	Up
★ Mental health referral requests	NA	NA	202	312	129	350	200	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

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

Goal 2a Inform Veterans and their families about services, benefits, and resources available to them.

In Fiscal 2024, DVS prioritized improving engagement in an effort to provide Veterans of all ages access to crucial services. DVS was involved in 277 public engagement events in Fiscal 2024, a 14 percent increase from the previous Fiscal Year. The Agency conducted targeted outreach to special populations within the Veteran community including students, entrepreneurs, older adults, women, Latino Veterans, and those who recently separated from active-duty service.

The Agency also diversified its marketing strategies in Fiscal 2024 with the inclusion of direct mail outreach, informational text messaging, and paid social media and printed newspaper ads. The DVS online site experienced a 21 percent increase in visits from the previous fiscal year and social media impressions across various platforms surged by 54 percent to 474,075. The average number of newsletter subscribers decreased six percent to 10,022 indicating a slight decline in audience engagement. The expanded outreach and marketing efforts collectively contributed to the successful connection of Veterans and their families to essential resources and services from public, private, and nonprofit organizations.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Public engagement events attended by DVS to promote Veteran resources	NA	NA	149	243	277	365	200	NA	Up
★ Online site visits	NA	NA	28,592	125,457	161,931	150,000	160,000	NA	Up
★ Social media impressions	NA	NA	245,539	362,469	474,075	572,015	575,000	NA	Up
Average newsletter subscribers	NA	NA	11,062	10,616	10,022	10,500	10,500	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b

Connect Veterans to eligible resources and services.

In Fiscal 2024, DVS successfully served 10,701 Veterans and their families, connecting them to resources and services from public, private, and nonprofit service providers via walk-in visits, telephone calls, digital requests, and the VetConnect platform. This metric now includes services provided through two outstanding programs DVS manages and has successfully advocated to continue, based on available resources and funding, *Mission: VetCheck* and the *HelloFresh Food Program*. As a part of *Mission: VetCheck*, DVS reaches out to Veterans across the City on an individual basis through supportive check-in calls. DVS provides them with resources, information, and referrals to service providers. Over the last three years, DVS is now able to count a number of these check-in calls as successful connections to services. Under the *HelloFresh Food Program*, DVS distributes fresh food kits on a weekly basis to help nourish Veterans and their families across the City. On average, DVS successfully connects 2,000 Veterans and their families per month with these food kits. That has led to a 221 percent increase in the number of clients served by the Agency in Fiscal 2024 compared to Fiscal 2023.

DVS received 31,232 requests from these Veterans and their families from the VetConnectNYC referral platform. Data collected from the VetConnectNYC referral platform shows 91.7 percent of these referrals were reported as “resolved” by Agency staff, reflecting an increase of eight percent from the previous fiscal year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Veterans and their families served by DVS	NA	NA	1,068	3,338	10,701	2,100	3,500	NA	Up
★ ● Requests from Veterans and their families	2,715	8,572	7,198	2,918	31,232	5,000	5,000	Up	Up
Requests from Veterans and their families fulfilled (%)	NA	NA	96.3%	83.9%	91.7%	90.0%	90.0%	NA	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$5.0	\$5.4	\$5.7	\$5.5	\$6.2	\$5.7	\$6.4	Up
Personnel	41	39	34	34	36	37	39	Down
Overtime paid (\$000)	\$25	\$5	\$24	\$24	\$0	\$0	\$0	Down
¹ Actual 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. ² Authorized Budget Level ³ Expenditures 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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$3.5	\$4.0	All
002 - Other Than Personal Services	\$2.0	\$2.1	All
Agency Total	\$5.5	\$6.2	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Fiscal 2024 target for ‘Collaborative Case Management vouchers utilized’ was changed from 45 to 12 to reflect the target utilization rate of 25 percent. The previously published value was erroneously published.
- The indicator ‘Mental health referral requests’ has been designated a critical indicator.
- The indicator ‘Veterans and their families referred to resources and services’ was renamed to ‘Requests from Veterans and their families’ to more closely reflect the indicator definition and reduce confusion for readers. This indicator has been designated critical.
- The indicator ‘Veterans and their families who successfully accessed resources and services (%)’ was renamed to ‘Requests from Veterans and their families fulfilled (%)’ to more closely reflect the indicator definition and reduce confusion for readers.
- Previously published Fiscal 2025 targets for the following indicators were re-evaluated based on last three fiscal year performances along with current staffing levels and ongoing initiatives:
 - The target for ‘Veterans and their families who received homelessness prevention and aftercare assistance from DVS’ was revised from 200 to 190 to keep target goal consistent with Fiscal 2024’s target.
 - The target for ‘Collaborative Case Management housing vouchers available’ was revised from 50 to 27 based on the updated number of vouchers available in Fiscal 2025.
 - The target for ‘Collaborative Case Management housing vouchers utilized’ was revised from 27 to 10 to reflect the target utilization rate of 35 percent.
 - The target for ‘Mental health screenings completed’ was removed since screenings are now optional, based on Veteran preference. DVS respects the Veteran’s preference whether to answer a series of mental health screening questions prior to addressing their initial request. While DVS would hope an increased number of Veterans would partake in mental health screeners, regardless of the nature of their request, it is unpredictable whether the number of screeners would go up in any given year, hence making a target goal irrelevant for this metric.
 - The target for ‘Mental health referral requests’ was revised from 350 to 200 based on past performance and the recent change of mental health screenings from mandatory to optional.
 - The target for ‘Public engagement events attended by DVS to promote Veteran resources’ was revised from 365 to 200 based on staffing and availability constraints limiting the number of events DVS can commit to.
 - The target for ‘Average newsletter subscribers’ was revised from 10,600 to 10,500 to remain consistent with Fiscal 2024’s target.
 - ‘Veterans and their families served by DVS’ was moved from Goal 2a, where it was erroneously included in the Fiscal 2024 Preliminary Mayor’s Management Report, to Goal 2b.

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.