



TO: The Honorable Eric Adams, Mayor of the City of New York

FROM: James Hendon, Commissioner of the Department of Veterans' Services

DATE: July 1st, 2025

SUBJECT: Local Law 44 DVS Services and Performance Annual Report for FY 2025

Attached please find the FY25 Department of Veterans' Services Annual Report pursuant to Local Law 44 of 2019. Local Law 44 requires the department to submit to the Speaker of the New York City Council and post to its website an annual report regarding the department's services and performance. This includes a list and description of the services provided by the department, functional titles, number of employees in said titles, and summary of responsibilities. If you have any questions about this report, please feel free to contact Shannon MacColl, Chief of Staff, at SMacColl@veterans.nyc.gov. Thank you.

See attachment.

FISCAL YEAR 2024 REPORT

I. A list and description of the services provided by the department

NYC Department of Veterans' Services (DVS)

Created in 2016, the New York City Department of Veterans' Services (DVS) connects, mobilizes, and empowers New York City's 210,000 Veterans, their families, and caregivers, to foster purpose-driven lives. DVS fulfills this mission by providing Veterans with access to essential services, such as disability benefit counseling, care coordination, and referrals to social services providers. DVS also offers a host of special initiatives and programs that address housing security, employment, entrepreneurship, health and wellness, education, and culture. Each year, DVS strengthens its core services by improving efficiency and identifying new ways to address service gaps to ensure NYC remains a Veteran-friendly city.

Veterans' Support Services

- Claims: Accredited DVS staff members help NYC Veterans, and their families package Veterans Affairs (VA) disability and other compensation claims related to time in service.
 - DVS staff are trained to process the following claims:
 - Disability Compensation
 - DIC (Dependency and Indemnity Compensation)
 - Non-Service Connected Pension
 - Survivors Pension
 - Education
- Final Honors Program: DVS ensures eligible indigent unclaimed Veterans are provided dignified burials at a national cemetery when no other family member is able to ensure a proper burial.
- VetConnectNYC: DVS staff work directly with Veterans and their families to coordinate referrals to quality care from a network of community-based service providers. Services include legal assistance, employment, mental health and wellness, education, and housing support.
- Employment Services -DVS helps veterans and their families in New York City secure meaningful employment and economic opportunity through connection to job-boards, training, mentorship, and veteran-specific civil service and workforce support.
- Veteran Businesses - DVS supports veteran-owned businesses and entrepreneurs across New York City by providing visibility through the VetBizNYC interactive map, and by connecting them to the Veteran Business Leadership Association (VBLA) consortium of public/private partners offering mentorship, certification aid, financing, and networking opportunities.

Housing & Support Services

Housing and Support Services staff work in conjunction with the NYC Department of Homeless Services to provide direct support to homeless and at-risk Veterans. This work includes:

- Direct Assistance: Veteran Housing Coordinator assist Veterans with the housing search process, ensuring those that need it have rental subsidies; identifying housing opportunities and supporting them through apartment viewings and interviews; managing the inspection and paperwork process with landlords, brokers, and relevant government agencies; and coordinating lease signings and moves into their new apartments.

- Eviction Prevention Assistance: Staff provide aftercare support to all formerly homeless Veterans recently housed by DVS and aid all Veterans requesting help to maintain their housing. This includes landlord mediation, assistance with rent arrears, and other income supports, and referrals to partner organizations.

Partnerships

- Big Apple Transition Assistance Program (TAP):

The New York City Department of Veterans' Services (DVS) offers the Big Apple Transition Assistance Program (TAPS)—also known as Veteran and Military Family Summits—to support recently separated service members and veterans who are seeking to make New York City their home. This initiative serves as a comprehensive gateway to DVS programs and connects transitioning service members and their families to essential benefits, services, and opportunities that promote a successful transition to civilian life.

In addition to engaging the broader NYC veteran and military family community, DVS conducts targeted outreach using DD214 data to proactively connect with individuals who are separating from military service and returning to or relocating to New York City.

Through a combination of virtual and in-person workshops—including signature events at Citi Field in partnership with the New York Mets—participants gain access to resources on GI Bill benefits, employment pathways, entrepreneurship opportunities, housing supports, and VA health care enrollment. DVS also collaborates closely with a wide range of public and private partners to ensure that veterans and their families have the tools, networks, and support they need to thrive in New York City.

- CoveredNYCVet: DVS and the Mayor's Public Engagement Unit (PEU) collaborate to connect Veterans with appropriate healthcare coverage options and determine VA healthcare eligibility via easy text messaging options.
- Crisis Intercept Mapping: DVS partners with the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) to establish Crisis Intercept Mapping (CIM) networks. CIM networks are communities of practice that offer resources to first responders and clinicians that provide mental health and suicide prevention services to Veterans. Crisis mapping teams have been established in all five boroughs creating a learning community for medical, mental health providers, community-based organizations, and government agencies to stay current on topics impacting Veteran health and wellness.
- Discharge Upgrade Assistance for Legal Services (DUALS): Contracted services to address the need for Discharge Upgrade legal services in New York City. This program provides additional funding to legal service providers who have demonstrated unique expertise in discharge upgrades, while managing the sensitivity of client relations for a powerful, yet vulnerable Veteran population.
- Mission VetCheck: The NYC Department of Veterans' Services ("DVS"), among its core functions, is responsible for engaging Veterans and their families. DVS created Mission: VetCheck to link Veterans with resources, and information in a way that also promotes social connection to community. This initiative allows volunteers from the veteran community to make supportive check-in calls to New York City veterans. Volunteers will provide veterans with vital information on essential public services, including but not limited to, information about the VA PACT Act, housing resources, employment

support, food resources, mental health support, and other free or public benefits. The project will run from November 2023 through June 2024.

- Hello Fresh: Born out of the Covid-19 Pandemic, DVS collaborates with The Campaign Against Hunger and Black Veterans for Social Justice to pack 2,000 meal kits for Active-Duty Service Members, Veterans and Families affiliated with 20 Veteran Service Organizations with donated food donated by HelloFresh, a food kit delivery company. Recently, Cazares Logistics, working on behalf of Amazon, has joined the volunteers to deliver the food kits to three sites.
- Private First-Class Joseph P. Dwyer Peer Support Fund: With funding provided by New York State, DVS has initiated a competitive grant process to collaborate with a network of Veteran and community-based organizations to enhance social engagement, fortify emotional wellness, and encourage health-seeking behavior among Active-Duty Service Members, Veterans, and their families through various types of culture, educational, health, and recreational activities favored by the Veteran community.
- VetBizMap: An interactive map that provides the location of Veteran-owned businesses across NYC. VetBizMap includes key business contact information as well as lists Veteran-owned business' city and state certifications.
- Veteran Business Leadership Association: The Veteran Business Leadership Association is an empowerment initiative designed to provide one-on-one assistance to Veteran business owners in pursuit of city and state certifications, contracting opportunities, high-level networking, and business development.
- Veterans on Campus: DVS staff regularly meet with school administrators and student Veterans to collaborate, share vital information, and create partnerships that empower service member scholars.
- Veteran Voices Project: DVS staff work to capture and share the stories of New York City Veterans to bridge generational gaps, preserve our city's rich military history, and foster a citywide appreciation for service.

II. The total number of employees, a list of functional titles, the number of employees in each functional title and summary of the general responsibilities for each title.

Business Title	# Positions	# Filled/Staffed
Agency Leadership	7	7
Assistant Commissioner of Policy & Strategic Partnerships	1	1
	0	0
Chief Information Officer	1	1
Chief of Staff	1	1
Commissioner	1	1
		0
	0	0
Deputy Commissioner, General Counsel & Agency Chief	1	1
Contracting Officer		
Senior Advisor for Intergovernmental Affairs	1	1
Senior Advisor of Operations/EEO Officer	1	1
Agency-wide Operations	18	18
Accounts Payable/ Receivable Manager	1	1
Analyst	1	1
Chauffeur Attendant	1	1

Content and Outreach Specialist (Fellow)		
Deputy Agency Chief Contracting Officer		
Digital Communications Manager	1	1
Director of Finance	1	1
Executive Assistant to the Commissioner	1	1
Executive Director of Community Mental Health	1	1
Human Resources Specialist	1	1
Director of Human Resources	1	1
Network Engineer	1	1
	1	1
Press Secretary	1	1
Program Coordinator	1	1
	1	1
Receptionist		
Senior Network Engineer	1	1
Senior Outreach Coordinator	1	1
Director, Veterans' Transition	1	1
Veterans' Support Services	6	6
Final Honors Coordinator (Silver Stars)	1	1
Senior Executive Director of Veterans' Support Services	1	1
	0	0
Veteran Specialist	4	4
Housing and Support Services	6	6
Affordable Housing Manager	1	1
Deputy Director of Housing and Support Services	1	1
Senior Executive Director of Housing and Support Services	1	1
	0	0
Veteran Housing Coordinator	3	3
Outreach Services	0	0
Total	37	37

Summary of Responsibilities

Commissioner

Agency Head.

Deputy Commissioner for Operations, General Counsel and Chief Agency Contracting Officer

As a direct report to DVS' Commissioner and a member of the agency's executive team, the Deputy Commissioner for Operations and General Counsel has broad latitude for independent judgment, action, and decision making. As Deputy Commissioner, this role oversees the development and implementation of the agency's administrative and operational functions. As General Counsel, this role provides all legal support for DVS including guidance and counsel on the agency's business matters and transactions. As the Agency Chief Contracting Officer ("ACCO"), this role oversees the coordinating, planning, and implementation of contract and procurement activities from pre-solicitation to award and registration, including drafting and/or reviewing requests for: Information (RFIs), Bids (RFBs), Proposals (RFPs) and Quotes (RFQs); completion of Pre-solicitation Reports (PSRs), Request for Awards (RFAs), and Responsibility/Responsiveness Determinations, Contract Performance Evaluations, and other procurement-related documents.

Deputy Commissioner for External Affairs and IGA

The Deputy Commissioner of External Affairs is the governmental and policy liaison for Veteran's issues at the city, state, and federal levels, and manages relations between the agency and intergovernmental stakeholders, including but not limited to veterans' advocacy groups, elected officials, non-profits, and community-based organizations. Under the direction of the Commissioner, the Deputy Commissioner for External Affairs oversees an expansive inter-governmental legislative agenda and other special projects.

Chief of Staff

As a direct report to the DVS Commissioner, and as a member of the agency's executive team, the Chief of Staff possesses oversight into all external and internal agency functions to ensure the agency operates efficiently and in accordance with the Mayor and Commissioner's vision. The Chief of Staff acts on behalf of the Commissioner to manage high profile projects and coordinate the outputs of senior-level staff members. In addition to serving as the primary liaison to City Hall, the Chief of Staff also oversees the agency's marketing and communications strategy by providing supervision and guidance to press and communications staff. In addition, the Chief of Staff also serves as the agency's Chief Diversity Officer. As Chief Diversity Officer, the Chief of Staff oversees the agency's MWBE spending, engages with MWBE vendors, and attends required seminars, training, and events related to the CDO function.

Deputy Commissioner for Operations

The Deputy Commissioner for Operations is responsible for leading the agency's operational functions. The Deputy Commissioner for Operations is responsible for monitoring and advising on strategic planning of all DVS programming; oversees the development and implementation of the agency's digital strategy, including *VetConnectNYC* and oversees human resources, budget, procurement and contracting.

Chief Information Officer

The Chief Information Officer (CIO) develops and manages advanced internal and external technology projects for DVS, including designing and implementing innovative solutions to identify, track, and strategically leverage large datasets. The CIO also oversees the agency's reporting, and all IT operations, policies, procedures, and technology hardware management. In addition, the CIO serves as the agency's official records management liaison, overseeing agency facilities and storage operations to ensure compliance with citywide record retention policies.

Senior Advisor for Intergovernmental Affairs

The Senior Advisor for Intergovernmental Affairs acts as the main connection between government agencies and policymakers for Veteran's issues at all levels of government. This includes maintaining relationships with intergovernmental stakeholders such as veteran advocacy groups, elected officials, and

non-profits. The Senior Advisor also works with others to manage the intergovernmental legislative agenda and handle special projects for the Department of Veteran's Services.

Senior Advisor of Operations/EEO Officer

The Senior Advisor of Operations/EEO Officer collaborates with senior and executive management in setting organizational vision, operational planning, oversight of Other than Personnel Services budget procedures, ensuring coordination between administrative units to resolve operational issues and provide timely and responsive support for the agency's mission and goals. The Senior Advisor of Operations is also responsible for overseeing OTPS and PS funding, Procurement, and Payments functions, developing and directing the implementations of strategic business and/or operational plans, projects, programs, and systems. Ensures compliance with local, state, and federal budgetary and procurement requirements are met. As the EEO officer, the Senior Advisor continues to monitor and evaluate compliance with equal opportunity laws, guidelines, and policies to ensure that equal opportunity laws and best practices are adhered to.

Assistant Commissioner for Policy & Strategic Partnerships

As a member of the senior leadership team, the Assistant Commissioner for Policy and Strategic Partnerships structures and leads partnerships, working across city government and with external partners to support the Commissioner's highest priorities. The Assistant Commissioner also cultivates and secures philanthropic and in-kind donations in partnership with the Mayor's Fund to Advance NYC and other nonprofits to support strategic agency initiatives. The Assistant Commissioner oversees the Senior Policy Analysts and grant administration functions.

Press Secretary

The Press Secretary is responsible for DVS digital content, including official website and social media accounts, coordinates with DVS staff for content updates; identifies, curates, and manages content – written and multimedia – for current DVS social media accounts, and identify new opportunities to engage online. The Press Secretary represents DVS as spokesperson at public engagements including conferences, special events, and high-level inter-agency functions.

Affordable Housing Manager

The Affordable Housing Manager is responsible for managing relationships with real estate agents, brokers, and property owners. They oversee lease negotiations and organize connections between veterans and housing opportunities. They also handle affordable housing requests and submissions, utilize internal metrics, and generate reports on program outcomes. Additionally, they coordinate client services, ensure registration in NYC Housing Connect, and handle crisis management when necessary.

Analyst

The analyst ensures the accuracy and organization of data for reporting, particularly for clients who have been reached or referred. The analyst also assists with mandatory reports for monitoring the agency's strategic goals and provides agency-wide support for data reporting. The analyst also offers administrative support to the agency's workforce and works on special projects and initiatives involving tasks such as data collection, cleaning, analysis, and reporting. They also collaborate with community constituents and stakeholders to support special projects and events under the guidance of their line of action leadership.

Director of Finance

The Director of Finance is responsible for the management of DVS' Expense and Revenue Budget; performs responsible analysis operations including, but not limited to, the following: prepare monthly financial reports including PS (Personnel Services) Budget Forecast, OTPS (Other Than Personnel Services) Discretionary Report, and Miscellaneous Revenue Report. The Director is responsible for reviewing financial analyses and requests prepared by staff members. The Director is also responsible for managing OTPS, PS funding and Procurement. and ensures compliance with local, state, and federal budgetary and procurement requirements.

Chauffeur Attendant

DVS has the responsibility of providing dedicated transportation services to the Commissioner for official city business. The Chauffeur Attendant meets the often-changing scheduling demands of DVS, provides transportation support for personnel, and equipment to and from meetings, conferences, and special events.

Senior Outreach Specialist

The Senior Outreach Specialist is responsible for developing and maintaining relationships with organizational and community stakeholders. The Specialist coordinates event logistics, attends community gatherings, and stays informed about available programs and services through research and advocacy. The Specialist also participates in relevant conferences, meetings, and trainings and utilizes information from various organizations to inform DVS projects and initiatives.

Digital Communications Manager

The Digital Outreach Manager works with the Press Secretary to create and edit multimedia content highlighting agency initiatives. Coordinates with DVS staff for content updates; identifies, curates, and manages content – written and multimedia – for current DVS social media accounts; and identifies new opportunities to engage online. Creates and manages communication materials for outreach events (e.g., flyers, posters, infographics, video clips).

Deputy Director of Housing and Support Services

Deputy Director of Housing and Support Services directly supports the Senior Director of HSS in the expansion and improvement of housing and social service resources available to NYC Veterans and their families, and aids constituents in navigating existing resources, with the top priority being to work with homeless Veterans, developing and sustaining a system that rapidly rehouses all those that become homeless.

Executive Director of Community Mental Health

The Executive Director of Community Health ensures that all NYC veterans and their families seeking assistance are referred to vetted providers offering best-in-class resources tailored to their individual needs. The Executive Director also oversees the development and implementation of mental health procedures and programming throughout the agency and works with community partners to quickly address any emerging service gaps in real time.

Final Honors Coordinator (Silver Stars)

The Final Honors Coordinator supports the agency's Funeral Honors Program. The B Final Honors Coordinator executes the administrative responsibilities to provide proper burial services for unclaimed veterans.

Human Resources Specialist

The Human Resources Specialist is responsible for executing the agency's day-to-day operations of human resources, that supports a diverse workforce. This individual will be primarily responsible for the processing of personnel transactions for new hires, promotions, terminations, suspensions, reassignments, payroll, timekeeping and other related transactions.

Director of Human Resources

The Director of HR at DVS oversees the Human Resources Unit and Payroll/Timekeeping and reports to the Deputy Commissioner. They are responsible for managing audits, evaluating internal controls, identifying areas for improvement, and implementing new control concepts. They also recommend and facilitate changes to DVS policies and support compliance efforts in areas such as Equal Employment Opportunity, workplace safety, record keeping, and employee relations. The Director of HR also handles personnel transactions, such as new hires, promotions, and terminations.

Network Engineer

The Network Engineer reports directly to the Chief Information Officer and plays a key role on the agency's Information Technology team. Network Engineer provides technical assistance to agency staff, enter, update, and record technical support tickets into DVS IT Support Tracker system, diagnosing system errors. Network Engineer also supports IT inventory management and effectively communicates agency-wide IT policies and procedures.

Deputy Agency Chief Contracting Officer (DACCO)

DACCO is responsible for overseeing procurement and contract actions within the agency, following Citywide policies and PPB Rules. In addition, the DACCO will assist the ACCO with the development and implementation of mayoral directives associated with procurement actions, including but not limited to Minority and Women-Owned Business Enterprises and subcontractor utilization reporting, ensure the integrity of the procurement process, as well as assist ACCO on decisions concerning the award, administration, renewal or termination of Purchase Orders and contracts.

Senior Executive Director of Veterans' Support Services

The Senior Director of Veterans' Services oversees the supervision of Veteran Specialists who provide comprehensive VA Claims counseling and assistance navigating benefits and resources for veterans through the VetConnectNYC program. Works with the New York State Department of Veterans' Services to train staff as VA-accredited Veteran Service Officers. Additionally, they are responsible for coordinating military burials with honors for unclaimed and indigent veterans, supervising a team, managing Veteran Resource Centers, meeting reporting requirements, and supporting outreach and engagement efforts.

Senior Executive Director of Housing and Support Services

The Senior Director of Housing and Support Services reports directly to the Assistant Commissioner for Community Services and supervises the Housing Support Services team and the Veteran Housing Specialist. The Senior Director's primary function is to oversee housing operations for the unit, including management of the housing referral system, and resources to match HSS' veteran clients to housing, and an extensive external network of colleagues in the housing and homelessness space.

Senior Network Engineer

The Senior Network Engineer, under the Chief Information Officer's supervision, is responsible for promptly reporting breaches to the appropriate entities, conducting regular assessments to maintain system functionality, and communicating with internal and external partners to address network issues. The Senior Network Engineer also supports IT inventory management and effectively communicates agency-wide IT policies and procedures.

Veteran Housing Coordinator

Veteran Housing Coordinators manage a caseload of clients at a designated homeless shelter(s). Veteran Housing Coordinators work directly in support of the Housing & Support Services (HSS) unit by providing housing intakes on clients and updating their information as new details emerge; working with DVS and interagency housing staff to find apartments that meets their clients' needs and preferences, coordinating with case managers where applicable, and then working hand in hand with their clients to help them navigate the process of securing an apartment.

Executive Assistant to The Commissioner

The Executive Assistant to the Commissioner is responsible for coordinating logistics and scheduling for meetings with internal and external stakeholders, as well as researching individuals and organizations requesting access to the Commissioner. Responsibilities include accompanying or representing the Commissioner at select meetings and conferences, preparing travel requests and itineraries for the Commissioner and staff, and arranging accommodations in compliance with city protocols. This role requires tracking and reporting monthly meetings to

the Mayor's Office and connecting external assistance requests to appropriate DVS staff or city agencies. Additionally, the Executive Assistant supports major city events like the Mayor's Veterans Breakfast and Memorial Day, coordinates departmental citations and proclamations, and collaborates on office supplies, refreshments, and equipment maintenance.

Receptionist

The position of receptionist at the Department of Veterans Services (DVS) involves greeting visitors, managing phone calls and emails, and maintaining the office reception area, with additional support for scheduling, correspondence, and clerical tasks. Key duties include keeping the reception area tidy, logging visitors, alerting staff to arrivals, handling mail, checking client eligibility for programs, scheduling appointments, directing out-of-state clients to local resources, and assisting with VA office contacts and special projects.

Veteran Specialist

The Veterans' Specialists are responsible for filing VA Claims and providing constituent services; primarily receiving and completing intake of new constituents. The Veterans' Specialists manage a caseload of constituents who are seeking services, assess the needs and provide information on resources and benefits and make referrals to network service providers. Veterans' Specialists work with Veterans to determine the eligibility for federal, State, and local veteran benefits. Veterans' Specialists provide support, prepare claim submissions, submit claims, and monitor client progress and follow-up with the veteran for resolution.

Content and Outreach Specialist (Fellow)

This position requires developing and implementing outreach strategies to engage veterans, military families, and community stakeholders while building partnerships with veteran service organizations, government agencies, and local businesses. Responsibilities include coordinating and attending community events, workshops, and resource fairs to connect veterans with services, as well as conducting targeted outreach to underserved populations to boost program participation.

Accounts Payable/ Receivable Manager

This position is responsible for processing payments and performing other accounting activities in a timely manner and in accordance with the City's policies and directives. Provide thorough review of payment supporting documents to ensure all documents are appropriate and in accordance with terms and conditions of related contracts and purchase orders. Perform monthly and year-end accounting closing procedures in accordance with NYC Directives, as well as communicate, coordinate, and resolve payment issues with vendors, DVS and other stakeholders.

Program Coordinator

This position is responsible for coordinating and collaborations between DVS and the Dwyer Program, including payment processing, program tracking and monitoring, and presenting housing needs to the DVS executive team to assist veterans in finding housing.

III. The total number of engagements per month, disaggregated by the types of services provided, whether the service was provided at the department's office, a resource center or in the field, and borough.

	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	FY25 Total
Bronx	48	45	64	56	48	62	67	70	45	41	53	59	658

Brooklyn	59	61	72	86	72	52	128	73	78	67	103	100	951
Manhattan	40	60	46	63	48	49	64	48	56	52	80	40	646
Queens	48	69	73	63	66	62	95	63	55	66	82	59	801
Staten Island	6	16	29	10	26	7	27	20	12	19	21	12	205
Outside NYC	62	35	50	55	61	48	86	56	46	55	99	63	716
Undisclosed	0	0	132	0	0	0	0	0	0	0	0	0	132
Total	263	286	466	333	321	280	467	330	292	300	438	333	4109

Client Inquiry Categories	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total
Bronx													
Benefits Navigation	1	8	19	6	3	12	13	18	15	9	7	5	116
Clothing and Household Goods	2	0	2	1	0	1	0	0	0	1	0	0	7
Education	1	0	2	0	0	1	1	2	1	0	1	1	10
Employment	7	4	3	9	7	11	7	8	3	6	9	10	84
Entrepreneurship	0	1	1	1	1	1	0	1	0	0	0	0	6
Food Assistance	5	0	2	6	3	5	4	2	1	0	2	0	30
Housing & Shelter	21	22	28	22	25	20	31	31	21	8	n/a	n/a	229
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	8	13	22	43
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	6	2	9
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	8	6	15
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Income Support	6	6	3	4	2	1	2	2	1	0	1	5	33
Individual & Family Support	0	0	0	0	1	1	0	0	2	1	1	0	6
Legal	3	2	4	4	3	7	5	3	0	2	3	2	38
Mental/Behavioral Health	0	0	0	0	0	0	1	1	0	0	0	0	2
Military Discharge Upgrade	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	0	0	0	0	0	0	0	1	1
Physical Health	0	0	0	0	0	1	0	0	0	1	1	0	3
Social Enrichment	0	0	0	0	1	0	0	0	0	1	0	0	2
Spiritual Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Sports & Recreation	1	0	0	1	0	0	2	0	1	1	0	0	6
Substance Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	0	0	1	0	0	0	1	2
Utilities	1	2	0	1	2	0	0	1	0	1	0	4	12
Wellness	0	0	0	0	0	1	1	0	0	0	1	0	3
Client Inquiry Categories	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total
Brooklyn													
Benefits Navigation	7	12	20	16	14	7	28	17	13	8	21	17	180
Clothing and Household Goods	0	0	1	0	1	0	0	0	1	1	0	1	5
Education	1	1	0	2	3	2	3	3	1	1	3	3	23
Employment	4	11	7	9	8	3	21	12	12	13	13	16	129
Entrepreneurship	4	0	1	0	2	0	3	0	0	0	0	0	10
Food Assistance	1	4	4	5	5	1	7	3	3	0	3	1	37
Housing & Shelter	32	26	22	40	28	29	43	17	28	19	n/a	n/a	284
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	12	18	27	57
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	10	6	18
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	16	9	26
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Income Support	4	5	10	4	4	5	8	4	3	2	6	7	62

Individual & Family Support	1	0	0	1	1	0	2	1	0	0	1	2	9
Legal	2	0	3	6	2	4	9	8	9	2	5	8	58
Mental/Behavioral Health	4	0	0	0	3	0	2	2	1	1	1	1	15
Military Discharge Upgrade	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	0	0	0	0	1	0	0	0	1
Physical Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Spiritual Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Sports & Recreation	0	1	0	0	0	0	0	0	1	2	1	0	5
Substance Use	0	0	0	0	0	0	0	0	0	0	1	0	1
Transportation	0	0	0	0	0	0	1	0	2	0	1	1	5
Utilities	1	1	1	3	1	1	1	6	2	3	3	1	24
Wellness	1	0	1	0	0	0	0	0	1	0	0	0	3
Client Inquiry Categories	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total
Manhattan													
Benefits Navigation	2	7	15	9	11	11	11	10	13	13	17	8	127
Clothing and Household Goods	1	0	2	0	1	1	1	0	3	1	0	0	10
Education	0	1	1	2	1	0	2	1	1	2	1	0	12
Employment	2	7	4	6	4	5	8	10	7	10	11	4	78
Entrepreneurship	1	1	0	0	0	1	1	2	0	0	1	0	7
Food Assistance	2	3	2	2	2	2	3	0	3	2	2	0	23
Housing & Shelter	17	26	12	22	18	18	33	14	20	8	n/a	n/a	188
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5	25	11	41
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	8	3	13
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	7	3	12
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Income Support	4	5	1	12	2	5	0	1	2	3	1	3	39
Individual & Family Support	1	0	1	0	3	1	0	0	0	0	1	0	7
Legal	6	5	3	6	4	4	1	4	6	3	2	3	47
Mental/Behavioral Health	1	3	0	2	1	0	3	0	1	0	1	1	13
Military Discharge Upgrade	0	0	0	0	1	0	0	0	0	0	0	0	1
Money Management	0	0	0	1	0	0	0	1	0	0	0	0	2
Physical Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Enrichment	0	0	1	0	0	0	0	1	0	0	0	0	2
Spiritual Enrichment	0	0	1	1	0	0	0	0	0	0	0	0	2
Sports & Recreation	1	0	0	0	0	1	0	0	0	0	0	0	2
Substance Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	1	0	0	0	0	0	1	0	0	0	0	2
Utilities	1	1	2	0	0	0	1	3	0	1	3	1	13
Wellness	0	0	1	0	0	0	0	0	0	0	0	0	1
Client Inquiry Categories	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total

Queens													
Benefits Navigation	6	17	28	16	16	12	32	20	10	16	22	14	209
Clothing and Household Goods	1	1	1	0	1	1	1	2	0	0	0	0	8
Education	1	1	0	1	1	1	0	0	1	0	3	1	10
Employment	8	7	7	7	7	7	13	5	8	7	9	10	95
Entrepreneurship	0	2	0	1	2	1	1	0	1	1	3	1	13
Food Assistance	3	4	5	3	3	2	8	1	5	2	1	1	38
Housing & Shelter	16	18	17	22	23	23	27	16	20	16	n/a	n/a	198
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5	12	10	27
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5	9	2	16
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	6	11	17
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Income Support	6	7	3	4	2	4	4	6	5	3	4	2	50
Individual & Family Support	0	0	0	2	0	0	0	1	0	0	0	0	3
Legal	1	4	12	4	6	8	4	9	1	6	6	3	64
Mental/Behavioral Health	1	0	0	0	2	0	0	1	1	1	1	0	7
Military Discharge Upgrade	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	0	0	0	0	0	0	1	1	2
Physical Health	0	0	0	0	0	1	0	1	1	0	1	0	4
Social Enrichment	0	0	0	0	0	0	0	0	1	0	0	0	1
Spiritual Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Sports & Recreation	0	1	0	0	0	0	0	0	0	0	1	0	2
Substance Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	1	1	0	0	1	1	0	0	0	0	2	1	7
Utilities	3	6	0	3	1	1	5	1	0	4	1	1	26
Wellness	0	0	0	0	0	0	0	0	1	0	0	1	2
Client Inquiry Categories	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total
Staten Island													
Benefits Navigation	0	0	15	0	6	3	12	10	4	12	9	1	72
Clothing and Household Goods	0	0	0	0	0	0	0	0	0	0	0	0	0
Education	0	0	0	0	0	0	2	0	0	1	0	2	5
Employment	1	1	2	1	4	1	4	1	1	1	1	2	20
Entrepreneurship	1	1	0	0	0	0	0	1	0	0	0	1	4
Food Assistance	1	1	2	0	5	0	0	0	2	0	2	0	13
Housing & Shelter	0	0	8	4	4	2	6	5	1	1	n/a	n/a	31
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	3	4	8
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	1	0	1
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0

Income Support	1	1	1	0	2	1	1	0	1	1	0	1	10
Individual & Family Support	0	0	0	0	0	0	0	0	0	0	1	0	1
Legal	0	0	0	1	1	0	1	1	0	0	2	1	7
Mental/Behavioral Health	0	0	0	0	1	0	0	1	0	0	0	0	2
Military Discharge Upgrade	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	0	0	0	0	0	0	0	0	0
Physical Health	0	0	0	0	0	0	0	0	0	0	1	0	1
Social Enrichment	0	0	0	0	0	0	0	1	0	0	0	0	1
Spiritual Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Sports & Recreation	1	1	0	0	0	0	0	0	0	0	0	0	2
Substance Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	0	0	0	0	0	0	0	0
Utilities	1	1	1	0	2	0	1	0	0	1	0	0	7
Wellness	0	0	0	1	1	0	0	0	0	1	0	0	3
Client Inquiry Categories Outside NYC	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	Total
Benefits Navigation	3	2	4	3	5	7	11	8	4	5	15	7	74
Clothing and Household Goods	0	0	0	2	0	0	2	1	0	0	0	0	5
Education	0	1	1	1	0	1	1	0	0	2	2	0	9
Employment	9	6	6	3	2	8	11	8	11	7	10	9	90
Entrepreneurship	0	0	1	1	0	0	1	1	0	1	1	3	9
Food Assistance	2	1	3	3	5	0	0	2	2	2	0	1	21
Housing & Shelter	31	15	22	25	35	13	37	25	22	10	n/a	n/a	235
Housing & Shelter - Affordable Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	14	40	19	73
Housing & Shelter - Eviction Prevention	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	1	2	3
Housing & Shelter - General Housing Inquiry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	12	8	22
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Income Support	7	5	3	6	6	10	5	5	2	2	3	5	59
Individual & Family Support	0	0	0	1	1	0	1	0	0	0	3	0	6
Legal	4	1	6	4	3	7	13	2	5	6	9	4	64
Mental/Behavioral Health	0	0	0	2	2	1	4	3	0	0	0	0	12
Military Discharge Upgrade	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	2	0	0	0	0	0	0	0	2
Physical Health	0	0	0	0	0	0	0	1	0	0	0	1	2
Social Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Spiritual Enrichment	0	0	0	0	0	0	0	0	0	0	0	0	0
Sports & Recreation	0	0	0	0	0	0	0	0	0	0	0	1	1
Substance Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation	0	1	0	2	0	0	0	0	0	0	0	0	3
Utilities	5	3	4	2	2	2	0	1	0	3	3	3	28
Wellness	0	0	0	0	0	0	0	0	0	1	0	0	1

Undisclosed													
Benefits Navigation	0	0	132	0	0	0	0	0	0	0	0	0	132
GRAND TOTAL	263	276	464	329	322	281	467	331	289	300	437	330	4,089

a. Engagement Metrics

Note: Borough information is determined by client address received through VetConnectNYC, social media, telephone or email.

IV. Types of services Veterans inquire about, including 311 calls per month, disaggregated by type of service, and borough where applicable*.

a. Veterans' Services Metrics from 311 Call Center

Inquiry Name	Call Resolution	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FY25 Total
Benefits for Veterans	Information Provided	38	53	37	50	57	36	51	43	39	41	55	43	543
	Transfer to City Agency	22	23	13	25	20	16	31	22	22	17	21	21	253
Criss Support for Veterans	Information Provided	4	10	12	4	2	11	8	3	113	68	27	8	270
	Transfer to City Agency	3	7	5	1	1	2	6	2	98	58	23	6	212
Veteran Health Care	Information Provided	7	9	6	6	2	3	8	5	6	2	12	9	75
	Transfer to City Agency	1	1	2	2	1	0	3	0	1	1	1	4	17
Legal Assistance	Information Provided	7	13	20	17	15	8	9	14	13	14	12	14	156
	Transfer to City Agency	2	4	9	11	10	5	3	9	2	5	8	8	76
Military Discharge or Separation Documents	Information Provided	2	3	6	5	3	3	3	1	5	5	7	4	47
	Transfer to City Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Covered NYC Vet	Information Provided	0	0	0	0	0	0	2	0	0	0	0	0	2
	Transfer to City Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Resolution Totals	Information Provided	58	88	81	82	79	61	81	66	176	130	113	78	1093
	Transfer to City Agency	28	35	29	39	32	23	43	33	123	81	53	39	558

*311 Call Center does not report calls received by boroughs.

b. Client Cases Managed by Issue Category

Location	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FY25 Total
Bronx	3	1	2	1	5	2	1	3	2	2	4	2	28
Brooklyn	1	-	3	5	4	3	-	1	-	4	6	2	29
Manhattan	6	2	8	10	40	6	9	4	10	4	24	17	140
Queens	1	-	4	3	10	2	1	-	3	5	12	3	44

Staten Island	1	-	1	4	5	1	1	2	6	1	4	1	27
Virtual	1	-	2	5	-	3	1	-	2	4	4	-	22
Outside of NYC	-	1	-	1	5	1	1	-	-	3	1	2	15
Grand Total	13	4	20	29	69	18	14	10	23	23	55	27	305

Note: Section IV.b Client Cases Managed by Issue Category excludes 311 Call Center report and includes assistance through Mission VetCheck calls and Hello Fresh Food Program.

V. Methods by which DVS provides information to Veterans, families, and caretakers

Community Events and Public Briefings Attended By DVS

Digital Outreach: Total number of views, impressions and users reached for agency website, email newsletter, and social media.

Digital Platform	FY25 Total
DVS Website	166,106 page views
Twitter	19,733 impressions
Facebook	224,676 reached
Instagram	84,880 reached
LinkedIn	16,536 impressions

Newsletter Email Outreach

Campaign	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Monthly Recipients	39,235	49,149	39,128	38,993	48,612	48,427	48,259	38,516	38,439	38,389	48,989	39,158
Monthly Opens (Average)	20.4%	24.3%	27.2%	21.2%	26.6%	25.1%	25.9%	22.5%	20.9%	22.1%	23.5%	24.7%

VI. A list of field services provided by the department in each borough, per month.

HSS - Veterans Housed by Borough

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	FY25 Total
Bronx	2	7	6	3	7	5	8	3	5	4	5	4	59
Manhattan	1	1	2	0	0	0	1	1	1	1	2	23	33
Queens	3	7	3	1	3	1	2	2	0	2	3	5	32
Brooklyn	13	4	5	3	5	6	1	4	1	3	2	2	49
Staten Island	0	0	0	0	0	0	0	0	0	1	0	0	1
Grand Total	19	19	16	7	15	12	12	10	7	11	12	34	153

VII. The methods utilized by the department in calculating its report on the performance indicators herein.

Data was collected from the following sources: Veteran Peer Coordinator (VPC) Move Tracker, Eviction Prevention Report, 311 Veteran Service Metrics, VetConnectNYC Exports, MailChimp, Events Calendar, and HR Personnel Records. Based on the data collection from the agency's various input points, the following key performance indicators were processed and interpreted.

- a) **311 Veteran Service Metrics** – The data is collected through the OTI 311 Contact Center Siebel system, and the reports are delivered to the agency monthly via email.
- b) **Digital Outreach** – This report includes data collected from the DVS website and social media platforms (Twitter, Facebook, Instagram) using the analytics and reporting functions on each respective platform. Data collected represents the summation of total page views, unique page views, users reached and impressions, where indicated.
- c) **DVS Events Calendar Activity**– This tracker is based on Community Events and Public Briefings. Data is collected from public events attended by DVS staff including metrics for Veterans who were reached and engaged.
- d) **Eviction Prevention Report** – This report consists of call logs, email communications, and client inquiries, and is collected by the HSS Aftercare Specialist. Eviction prevention data was extracted and analyzed through spreadsheet pivot tables and reviewed by the DVS data management team.
- e) **HR Personnel Records** – Data was provided by the Human Resource Manager. Titles, staffing levels, and functional units were compiled and analyzed through spreadsheet pivot tables and reviewed by the DVS data management team.
- f) **MailChimp** – Data is collected through various intake and interest forms and compiled and processed through MailChimp distribution list platform. Email campaign data was extracted and analyzed through spreadsheet pivot tables and reviewed by the DVS data management team.
- g) **VetConnectNYC** – VetConnectNYC is a program powered by a Veteran-led technology platform which serves as a care coordinated network of service providers. Starting January 2021, VetConnectNYC became the sole application system to enter and track client information and requests.
- h) **VPC Move Tracker** – This tracker is a client workflow tracker of the processes entailed in *intake > eligibility > searching/viewings > matched > successfully housing Veterans*. Move data was extracted and analyzed through spreadsheet pivot tables and reviewed by the DVS data management team.

VIII. Terms & Definitions

Aftercare & Eviction Prevention: This program focuses on assisting previously homeless Veterans who are now housed through the Veteran Peer Coordination Program. Formerly homeless Veterans receive homelessness prevention assistance by DVS. Prevention assistance includes landlord mediation, assistance with paying rent arrears, and connecting Veterans and their families to the social services and other supports needed to remain stably housed.

Assistance Requests: Inquiries or requests for services, care, or resources supported via phone, in- person, postal mail or electronic mail.

Assisted: The number of unique assistance requests received from Veterans and their families supported

via phone, in-person, postal mail, electronic mail or VetConnectNYC. Support involves connecting Veterans and their families to a coordinated network of public, private and non-profit organizations.

Client: A person or individual seeking information or services pertaining to Veterans, service members, reservists, and their families or caregivers.

Discharge Upgrade: A discharge upgrade changes the “character of service” shown on a veteran’s DD Form 214 (Certificate of Release or Discharge from Active Duty). Simultaneously, a veteran may request their “narrative reason for separation” and “re-entry code” be changed. This results in the actual military record being changed. Types of Discharges include Honorable, General, Other-than-Honorable, Bad Conduct, Dishonorable, Entry-Level Separation, and Medical Separation.

Engagements: Any interactions for the purpose of providing services to Veterans, caretakers, active Servicemembers and their families, including those interactions in Veteran Resource Centers, DVS Main Office, or in the field.

Field Services: Any service performed in communities throughout the boroughs outside of DVS main headquarters or Veteran Resource Centers. Field services typically involve providing information or literature at community events. We provide information on all services offered by DVS as well as by community partners and organizations.

Housed: The number of Veterans and Veteran families that find housing through the Veteran Peer Coordinator program. The program provides peer-to-peer housing assistance to Veterans and their families, helping them navigate the process of finding, applying for and moving into an affordable apartment that meets their needs.

Impressions: The number of times any content from the DVS page entered a person's screen.

Intake: The process of collecting client information and requested or needed services for the strict and limited purposes of providing or coordinating services, resources, benefits to Servicemembers, Veterans, and/or members of their household

Page Views: Page views are the total number of instances when a page is loaded in a browser. Repeated views of a single page are counted.

Reach: The sum of users who have viewed DVS content from the agency’s page.

Services: The term “services” means any activity or resource provided by the department to help Veterans, including, but not limited to, providing information, offering referrals, connecting Veterans with internal and external resources and any direct action taken for or on behalf of Veterans.

Unique Views: Unique page views show how many users visited a specific page, whereas the page views display the total number of times any pages were visited, including multiple views from the same user.

Veterans Resource Center: DVS maintains a presence in each of the five boroughs providing Veterans and their families with up-to-date information regarding benefits, housing, social services offered by public agencies and charitable and private organizations, financial assistance, tax exemptions available to Veterans, discharge upgrade resources and counseling for any type of Veteran benefits. Walk-ins also have access to a hard copy of DVS Veteran Resource Guide.