



TO: Adrienne Adams, Speaker of the City Council
FROM: James Hendon, Commissioner of the Department of Veterans' Services
DATE: August 14th, 2023
SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jan 2023 – June 2023)

Attached please find the 2023 Department of Veterans' Services Veterans Resource Center Report pursuant to Local Law (LL) 215 of 2018. Local Law 215 requires the Department to submit a report in machine-readable format to the Mayor and the Speaker of the Council regarding the operation of the Veteran Resource Centers, beginning January 1, 2020, and every six months thereafter. This report includes the number of Veterans utilizing Veteran Resource Centers; a summary of the Veteran Resource Centers services; a description of most frequently requested Veteran Resource Centers services; Staff persons working on Constituent Services; Number of service requests made by Homeless or at-risk Veterans; Number of homeless Veterans housed by DVS, and the number of complaints received by Veterans about Veteran Resource Centers, including feedback received by the 311-customer service center.

If you have any questions about this report, please feel free to contact Jason Loughran, Senior Advisor for Intergovernmental Affairs at JLoughran@veterans.nyc.gov or (646) 477-5243.

Thank you.

See attachment.

FISCAL YEAR 2023 REPORT

Local Law 215 requires the department to submit a report in machine-readable format to the Mayor and the Speaker of the Council regarding the operation of the Veteran Resource Centers (VRCs), beginning January 1, 2020, and every six months thereafter. This report includes the number of Veterans utilizing such centers; a summary of the services offered by such centers; a description of the services and information most frequently requested by Veterans utilizing such centers; the number of full-time and part-time staff persons working at such centers; and the number of complaints received by and against such centers from Veterans regarding the services offered by such centers, including feedback received by the 311-customer service center.

I. Number of Veterans Utilizing Veteran Resource Centers

The following table illustrates client requests, broken down by borough of residence for the time period of January 1, 2023, through June 30, 2023.

| Intake Month | Bronx | Brooklyn | Manhattan | Queens | Staten Island | Undisclosed [†] | Total |
|--------------------|-----------|------------|-----------|------------|---------------|--------------------------|------------|
| January 2023 | 16 | 12 | 19 | 22 | 3 | 11 | 83 |
| February 2023 | 2 | 4 | 5 | 4 | 1 | 0 | 16 |
| March 2023 | 15 | 0 | 23 | 25 | 3 | 40 | 106 |
| April 2023 | 18 | 14 | 16 | 19 | 3 | 12 | 82 |
| May 2023 | 14 | 29 | 14 | 24 | 2 | 14 | 97 |
| June 2023 | 18 | 30 | 19 | 23 | 2 | 12 | 104 |
| Grand Total | 83 | 103 | 96 | 117 | 14 | 89 | 488 |

* The table above illustrates the assistance requests processed by DVS staff broken down by client borough of residence for the time period of January 1, 2023, through June 30, 2023.

[†] Undisclosed represents clients who did not provide full assistance request details at the time of reporting.

II. Summary of Veteran Resource Center Services

Veteran Resource Centers provide members of the community with resources and information about crucial social services including, but not limited to housing, City services, mental health information, employment support, and legal assistance. DVS facilitates connections to nonprofit, City, State, and Federal service providers that meet these areas of need. Further, DVS staff members assist Veteran community members with preparing VA claims.

The DVS Claims Unit – trained and accredited by the New York State Division of Veterans’ Services – helps prepare VA claims for Service-Connected Disability, Non-Service-Connected Pension, and G.I. Bill Certificates of Eligibility regarding education.

III. Most Frequently Requested Veteran Resource Center Services

The following table illustrates client assistance requests broken down by borough of residence and assistance categories for the period of January 1, 2023, through June 30, 2023.

| Assistance Category | Bronx | Brooklyn | Manhattan | Queens | Staten Island | Undisclosed [†] | Total |
|-----------------------------|-----------|------------|------------|------------|---------------|--------------------------|------------|
| Benefits Navigation | 7 | 21 | 20 | 13 | 3 | 2 | 66 |
| Housing & Shelter | 34 | 58 | 43 | 49 | 3 | 37 | 224 |
| Legal | 12 | 8 | 8 | 8 | 2 | 11 | 49 |
| Employment | 11 | 16 | 12 | 14 | 1 | 2 | 56 |
| Mental/Behavioral Health | 4 | 1 | 3 | 2 | 1 | 1 | 12 |
| Food Assistance | 1 | 2 | 1 | 2 | 0 | 1 | 7 |
| Income Support | 7 | 13 | 15 | 16 | 2 | 11 | 64 |
| Entrepreneurship | 1 | 1 | 2 | 0 | 1 | 2 | 7 |
| Physical Health | 0 | 1 | 1 | 0 | 0 | 1 | 3 |
| Clothing & Household Goods | 3 | 2 | 1 | 1 | 0 | 0 | 7 |
| Social Enrichment | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Utilities | 3 | 1 | 2 | 1 | 1 | 2 | 10 |
| Education | 2 | 2 | 2 | 5 | 2 | 3 | 16 |
| Wellness | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Individual & Family Support | 1 | 0 | 0 | 0 | 1 | 0 | 2 |
| Money Management | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Grand Total | 86 | 127 | 111 | 111 | 17 | 74 | 525 |

[†] Undisclosed represents clients who did not provide full assistance request details at the time of reporting.

IV. Staff Persons Working on Constituent Services

| Full-time Staff Persons | | |
|--------------------------------|---|------------------------|
| VRC | Location | Number of Staff |
| DVS Main Office | 1 Centre Street, New York, NY | 2 |
| Bronx DOP | 198 E 161 st Street, Bronx, NY | 1 |
| Brooklyn DOP | 345 Adams Street, 6 th Floor, Brooklyn, NY | 1 |
| Queens Borough Hall | 12055 Queens Blvd, Jamaica, NY | 1 |
| Staten Island Borough Hall | 10 Richmond Ter, Staten Island, NY | 1 |

Part-time Staff Persons: 1

V. Number of Service Requests Made by DVS for Homeless or At-Risk Veterans

The following table illustrates client requests, broken down by borough of shelter residence for the period of January 1, 2023, through June 30, 2023. *

| County | Veterans Moved into Permanent Housing |
|---------------|--|
| Bronx | 39 |
| Kings | 65 |
| New York | 33 |
| Queens | 46 |
| Richmond | 5 |
| Total | 188 |

VI. Number of Homeless Veterans Housed by DVS

The following table illustrates client requests, broken down by borough of residence for the period of January 1, 2023, through June 30, 2023. *

| County | Veterans Moved into Permanent Housing |
|--------------|---------------------------------------|
| Bronx | 28 |
| Kings | 9 |
| New York | 2 |
| Queens | 7 |
| Richmond | 2 |
| Total | 48 |

VII. Staff Persons Working on Housing and Aftercare

| Full-time Staff Persons | | |
|----------------------------------|--|-----------------|
| Shelter | Shelter Location | Number of Staff |
| Borden Avenue Veterans Residence | 21-10 Borden Ave, Long Island City, NY | 1 |
| Barbara Kleinman Shelter | 300 Skillman Ave, Brooklyn, NY | 1 |
| Beach House Shelter | 3-16 Beach 65 th St, Rockaway Beach, NY | 1 |
| Colonial House | 6209 11 th Ave, Brooklyn, NY | 0 |
| Bronx Safe Haven | 1130-1134 Bryant Ave, Bronx, NY | 0 |

VIII. Complaints Received About Veteran Resource Centers

| 311 Call Center Complaints / Comments | | | |
|---------------------------------------|--------|---------------------------------|-----------|
| Date | Agency | Nature of Complaints / Comments | 311 Topic |
| | | None | |