



TO: Adrienne Adams, Speaker of the City Council

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

DATE: July 1st, 2022

SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jan 2022 – June 2022)

Attached please find the 2022 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 Veterans resource centers, beginning January 1, 2020, and every six months thereafter. This report includes the number of veterans utilizing such center; a summary of the services offered by such center; a description of the services and information most frequently requested by veterans utilizing such center; the number of full-time and part-time staff persons working at such center; and the number of complaints received by and against such center from veterans regarding the services offered by such center, including feedback received by the 311-customer service center. If you have any questions about this report, please feel free to contact Paul Vallone, Deputy Commissioner of IGA & External Affairs at pavallone@veterans.nyc.gov or (646) 477-5243. Thank you.

See attachment.

FISCAL YEAR 2022 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 such center

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

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed [†]	Total
January 2022	36	64	39	53	7	9	208
February 2022	54	64	45	54	17	4	238
March 2022	74	83	63	63	13	16	312
April 2022	61	62	73	110	6	12	324
May 2022	91	120	106	95	13	23	448
June 2022	126	160	107	165	11	21	590
Grand Total	442	553	433	540	67	85	2,120

* 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, 2022, through June 30th, 2022.

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

II. Summary of the services offered by such center

DVS continues to engage the Veteran community online, in-person and by telephone. Veteran Resource Center staff provide members of the community with resources and information about crucial social services including, but not limited to housing, City services, mental health, 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 the processing of VA claims.

The DVS Claims Unit – trained and accredited by the New York State Division of Veterans’ Services – began to process VA claims in May of 2020. DVS developed this capability to process VA claims for: 1) Service-Connected Disability, 2) Non-Service-Connected Pension, and 3) GI Bill Certificates of Eligibility regarding education.

III. Description of the services and information most frequently requested by Veterans utilizing such center

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

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed[†]	Total
Benefits Navigation	108	141	140	216	29	22	634
Housing & Shelter	83	112	68	74	8	33	378
Legal	47	43	44	46	8	3	191
Employment	77	100	89	75	16	8	365
Mental/Behavioral Health	72	74	39	71	5	5	266
Food Assistance	18	17	14	10	2	0	61
Income Support	33	44	22	40	5	4	149
Entrepreneurship	8	18	10	9	2	0	47
Physical Health	1	0	4	2	0	7	14
Clothing & Household Goods	7	0	2	5	0	2	16
Social Enrichment	0	1	1	0	0	0	2
Utilities	4	0	1	2	0	2	9
Education	8	5	3	3	0	0	19
Wellness	0	0	2	1	0	0	3
Individual & Family Support	4	3	2	1	0	0	10
Money Management	0	7	1	0	0	0	8
Grand Total	458	565	442	550	67	82	2,172

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

IV. Full-time and part-time staff persons working on constituent services and VA claims

Full-time Staff Persons		
VRC	Location	Number of Staff
DVS Main Office	1 Centre Street, New York, NY	4
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: 0

V. Number of service requests made by DVS for homeless or at-risk of homelessness veterans

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

County	Veterans Moved into Permanent Housing
Bronx	15
Kings	18
New York	8
Queens	35
Richmond	0
Unknown	10
Total	86

VI. Number of Homeless Veterans Housed by DVS

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

County	Veterans Moved into Permanent Housing
Bronx	13
Kings	2
New York	1

Queens	9
Richmond	1
Total	26

VII. Full-time and part-time staff persons working on housing and eviction prevention

Full-time Staff Persons		
Shelter	Shelter Location	Number of Staff
Borden Avenue Veterans Residence	21-10 Borden Ave, Long Island City, NY	3
Barbara Kleinman Shelter	300 Skillman Ave, Brooklyn, NY	2
Beach House Shelter	3-16 Beach 65 th St, Rockaway Beach, NY	1
Colonial House	6209 11 th Ave, Brooklyn, NY	3
Bronx Safe Haven	1130-1134 Bryant Ave, Bronx, NY	3

VIII. Complaints received by and against such center from Veterans regarding the services offered by such center

311 Call Center Complaints / Comments			
Date	Agency	Nature of Complaints / Comments	311 Topic
		<i>None</i>	