



TO: Adrienne Adams, Speaker of the City Council
FROM: James Hendon, Commissioner of the Department of Veterans' Services
DATE: January 1st, 2024
SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jul 2023 – Dec 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 2024 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 July 1, 2023, through December 31, 2023.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
July 2023	27	33	37	43	8	11	159
August 2023	34	49	37	32	5	4	161
September 2023	23	41	29	28	8	7	136
October 2023	29	43	39	41	9	2	163
November 2023	24	33	41	38	9	18	163
December 2023	26	27	50	42	5	2	152
Grand Total	163	226	233	224	44	44	934

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 education benefits through the G.I. Bill.

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 July 1, 2023, through December 31, 2023.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
Benefits Navigation	14	48	37	34	9	15	157
Housing & Shelter	90	101	130	84	17	44	466
Legal	38	29	35	38	11	21	172
Employment	20	50	39	39	8	16	172
Mental/Behavioral Health	7	5	5	5	0	0	22
Food Assistance	22	25	10	22	2	2	83
Income Support	9	9	18	26	36	4	102
Entrepreneurship	1	6	5	5	1	3	21
Physical Health	0	0	1	1	0	0	2
Clothing & Household Goods	2	1	6	2	1	2	14
Social Enrichment	1	0	2	2	0	1	6
Utilities	3	3	0	4	4	5	19
Transportation	3	4	0	0	2	2	11
Education	5	1	1	1	0	0	8
Wellness	0	0	0	0	0	0	0
Individual & Family Support	0	0	2	2	0	0	4
Money Management	0	0	0	2	0	1	3
Sports and Recreation	0	0	0	0	0	0	0
Grand Total	215	282	291	267	91	116	1262

IV. Staff Persons Working on Constituent Services

Full-time Staff Persons		
VRC Name	Location	Number of Staff
DVS Main Office	1 Centre Street, Suite 2208, New York, NY 10007	2
Bronx HRA Office	890 Garrison Avenue Bronx, NY 10474	1
Brooklyn HRA Office	25 Chapel Street, Brooklyn, NY 11201	1
New York City Council District 30 - Councilmember Robert Holden	58-38 69 th Street, Queens, NY 11378	1
Queens Borough Hall	120-55 Queens Blvd, Jamaica, NY 11423	1
New York City Council District 19 - Councilmember Vickie Paladino	20-15 Francis Lewis Blvd, Whitestone, NY 11357	1
Staten Island Borough Hall	10 Richmond Terrace, Staten Island, NY 10301	1
Staten Island DOP Office	340 Bay Street, Staten Island, NY 10301	1

Part-time Staff Persons: 0

V. Number of Client Service Requests for Homeless or At-Risk Veterans

The following table illustrates client requests, broken down by borough of shelter residence for the period of July 1, 2023, through December 31, 2023.

County	Veterans Moved into Permanent Housing
Bronx	5
Kings	0
New York	0
Queens	3
Richmond	1
Total	9

VI. Number of Homeless Veterans Housed by DVS

The following table illustrates client requests, broken down by borough of residence for the period of July 1, 2023, through December 31, 2023.

County	Veterans Moved into Permanent Housing
Bronx	21
Kings	7
New York	2
Queens	10
Richmond	2
Total	42

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	1
Bronx Safe Haven	1130-1134 Bryant Ave, Bronx, NY	1

VIII. Complaints Received About Veteran Resource Centers

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