



TO: Adrienne Adams, Speaker of the City Council  
FROM: James Hendon, Commissioner of the Department of Veterans' Services  
DATE: January 1, 2022  
SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jul 2021—Dec 2021)

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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](mailto: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 July 1 through December 31.\*

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed <sup>†</sup>	Total
July 2021	17	20	16	5	3	3	<b>64</b>
August 2021	20	34	20	29	10	2	<b>115</b>
September 2021	21	29	18	20	7	1	<b>96</b>
October 2021	15	25	28	22	1	2	<b>93</b>
November 2021	26	36	23	25	5	2	<b>117</b>
December 2021	25	36	19	31	2	3	<b>116</b>
<b>Grand Total</b>	<b>124</b>	<b>180</b>	<b>124</b>	<b>132</b>	<b>28</b>	<b>13</b>	<b>601</b>

\* Due to COVID-19 precautions, DVS pivoted all Veteran assistance operations to a virtual model. As an alternative, the table above illustrates the assistance requests processed by DVS staff broken down by client borough of residence for the time period of July 1, 2021, through December 31, 2021.

<sup>†</sup> 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

Due to the pandemic, DVS staff have not physically occupied the VRCs since March 2020, however, we continue to engage the Veteran community online 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 July 1 through December 31.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Undisclosed <sup>†</sup>	Total
Benefits Navigation	27	46	31	37	9	2	152
Housing & Shelter	32	38	27	14	5	7	123
Legal	17	25	12	22	4	0	80
Employment	14	23	16	16	2	0	71
Mental/Behavioral Health	7	20	15	18	3	1	64
Food Assistance	11	5	12	10	2	3	43
Income Support	10	6	5	12	0	0	33
Entrepreneurship	1	4	3	1	1	0	10
Physical Health	2	2	1	0	0	0	5
Clothing & Household Goods	2	2	0	1	0	0	5
Social Enrichment	0	2	1	0	1	0	4
Utilities	0	2	0	0	1	0	3
Education	0	2	0	1	0	0	3
Wellness	1	1	0	0	0	0	2
Individual & Family Support	0	1	1	0	0	0	2
Money Management	0	1	0	0	0	0	1
<b>Grand Total</b>	<b>124</b>	<b>180</b>	<b>124</b>	<b>132</b>	<b>28</b>	<b>13</b>	<b>601</b>

<sup>†</sup> 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**

<b>Full-time Staff Persons</b>		
<b>VRC</b>	<b>Location</b>	<b>Number of Staff</b>
DVS Main Office	Virtual / Remote	10**
Bronx Borough President’s Office	Virtual / Remote	See below
Brooklyn Workforce1	Virtual / Remote	See below
Queens Borough Hall	Virtual / Remote	See below
Staten Island Borough Hall	Virtual / Remote	See below

\*\* Due to COVID-19 precautions, DVS pivoted all Veteran assistance operations to a virtual model. As an alternative, the table above illustrates the staff assisting with constituent services and VA claims from all boroughs including corresponding VRCs during the time period of July 1, 2021, through December 31, 2021.

**Part-time Staff Persons: 0**

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

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

