



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, 2024

SUBJECT: Local Law 44 DVS Services and Performance Annual Report for FY 2024

Attached please find the FY24 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 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 a list of 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	10	10
Assistant Commissioner of Policy & Strategic Partnerships	1	1
Assistant Commissioner, Outreach	1	1
Chief Information Officer	1	1
Chief of Staff	1	1
Commissioner	1	1
Deputy Commissioner for External Affairs	1	1
Deputy Commissioner for Operations	1	1
Deputy Commissioner, General Counsel & Agency Chief	1	1
Contracting Officer	1	1
Senior Advisor of Intergovernmental Affairs	1	1
Senior Advisor of Operations/EEO Officer	1	1
Agency-wide Operations	14	14
Analyst	1	1
Chauffeur Attendant	1	1
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 Generalist	1	1
Human Resources Manager	1	1
Network Engineer	1	1
Operations Support Manager	1	1
Press Secretary	1	1
Senior Procurement Analyst	1	1
Senior Network Engineer	1	1
Transition Services Manager	1	1
Veterans' Support Services	6	6
Final Honors Coordinator (Silver Stars)	1	1
Senior Executive Director of Veterans' Support Services	1	1
Senior Veteran Specialist	1	1
Veteran Specialist	3	3
Housing and Support Services	7	7
Affordable Housing Manager	1	1
Deputy Director of Housing and Support Services	1	1
Senior Executive Director of Housing and Support Services	1	1
Senior Veteran Housing Coordinator	2	2
Veteran Housing Coordinator	2	2
Outreach Services	1	1
Community Outreach Assistant	1	1
Total	38	38

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 of 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 Veterans' 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 Outreach

The Assistant Commissioner for Outreach oversees all agency outreach and community event-related projects. The Assistant Commissioner provides strategic guidance and representation, ensuring the community is engaged and connected to agency services through various means, including community boards, Community Education Councils, mutual aid groups, community-based organizations, faith-based organizations, constituent services teams for elected officials and city agencies, and Veteran service organizations, including VA medical facilities and Vet Centers.

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 a 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 to. 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.

Senior Procurement Analyst

The Senior Procurement Analyst is responsible for processing all procurement and contract actions submitted by the program units, ensuring that Citywide procurement policies in the PPB Rules are followed. Manage and perform the agency's procurement functions. Work closely with the Agency's Chief Contracting Officer on contracting and procurement implementation and servicing of all DVS sponsored contracts. Organize and maintain tracking systems to ensure that procurement and contract needs have been completed successfully. Provide reporting on MWBE usage as it pertains to agency procurement usage. Assure implementation of internal safeguards as defined by the city's Department of Citywide Administrative Services' (DCAS) Office of Citywide Procurement (OCP) to ensure compliance.

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.

Community Outreach Assistant

The Community Outreach Assistant is responsible for developing and maintaining relationships with organizational and community stakeholders. The Assistant coordinate event logistics, attends community gatherings, and stay informed about available programs and services through research and advocacy. The Assistant also participates in relevant conferences, meetings, and training courses and utilizes information from various organizations to inform DVS projects and initiatives. Additionally, the Community Outreach Assistant works with the communications team to promote DVS events, programs, and services.

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 Generalist

The Human Resources Generalist 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, and other related transactions.

Human Resources Manager

The HR Manager at DVS oversees the Human Resources Unit 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 HR Manager 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. The Network Engineer also supports IT inventory management and effectively communicates agency-wide IT policies and procedures.

Operation Support Manager

The operation support manager is responsible for collecting and organizing information from agency staff in order to accurately calculate and distribute payroll checks. The Manager also handles any inquiries or discrepancies related to payroll. In addition, the operation support manager processes ad-hoc payments to employees and former employees, such as lump sum payments and retroactive payments. The Manager works closely with agency staff to verify attendance, hours worked, transfers, salary increases, and benefit plans.

Senior Executive Director of Veterans' Support Services

The Senior Director of Veterans' Support 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.

Senior Veteran Housing Coordinator

The Senior Veterans' Housing Coordinator is responsible for providing intake on clients and updating their information, presenting housing needs to DVS housing staff and external partners, and working with clients through each step of the housing process. This includes coordinating and attending interviews, acquiring and submitting necessary applications and financial documentation, navigating rental subsidy and inspection processes, and ensuring a smooth transition into permanent housing. They also collaborate with interagency partners and providers to initiate contact with new clients and work as a team to bring each veteran through the housing process.

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.

Senior 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.

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 their 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.

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.

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.

a. Engagement Metrics

	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	FY24 Total
Bronx	26	35	23	28	25	28	27	14	12	21	38	19	296
Brooklyn	2034	2046	2042	2042	2035	2032	2040	2045	2026	2035	2071	2025	24473
Manhattan	33	37	27	33	214	239	461	454	314	486	413	111	2822
Queens	43	31	27	39	39	50	30	30	18	31	58	23	419
Staten Island	8	5	8	9	9	5	5	1	5	7	8	3	73
Outside NYC	10	9	7	6	10	3	9	3	3	3	7	4	74
Undisclosed	249	297	208	147	178	176	320	570	155	172	169	434	3075
Total	2403	2460	2342	2304	2510	2533	2892	3117	2533	2755	2764	2619	31232

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 -23	Aug -23	Sep -23	Oct -23	Nov -23	Dec -23	Jan -24	Feb -24	Mar -24	Apr -24	May -24	Jun -24	FY24 Total
Benefits for Veterans	<i>Information Provided</i>	58	57	56	70	50	43	70	59	48	47	55	44	657
	<i>Transfer to City Agency</i>	22	21	23	36	26	16	35	29	24	27	19	17	295
Criss Support	<i>Information Provided</i>	32	8	4	6	10	11	12	6	4	11	7	8	119

for Veterans	<i>Transfer to City Agency</i>	21	4	2	2	6	7	5	5	3	3	4	3	65
Veteran Health Care	<i>Information Provided</i>	10	9	7	11	5	7	7	7	7	8	6	4	88
	<i>Transfer to City Agency</i>	2	1	1	1	1	0	0	2	0	1	0	2	11
Legal Assistance	<i>Information Provided</i>	13	8	11	18	21	22	16	14	16	24	24	18	205
	<i>Transfer to City Agency</i>	6	6	8	11	9	10	11	8	6	11	15	6	107
Military Discharge or Separation Documents	<i>Information Provided</i>	4	5	7	5	5	5	14	7	10	5	6	6	79
	<i>Transfer to City Agency</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Covered NYC Vet	<i>Information Provided</i>	1	0	0	0	0	0	0	0	1	1	0	1	4
	<i>Transfer to City Agency</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
Resolution Totals	<i>Information Provided</i>	118	87	85	110	91	88	119	93	86	96	98	81	1152
	<i>Transfer to City Agency</i>	51	32	34	50	42	33	51	44	33	42	38	28	478

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

b. Client Cases Managed by Issue Category

Client Inquiry Categories	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Bronx													
Benefits Navigation	6	7	2	7	5	6	3	2	2	3	2	4	49
Housing & Shelter	18	8	7	6	5	4	8	2	9	2	15	11	95
Employment	2	2	3	1	5	5	8	4	6	8	0	6	50
Legal	1	1	4	1	4	5	8	0	8	4	4	1	41
Mental/Behavioral Health	4	8	0	0	3	0	1	0	1	6	6	3	32
Income Support	1	1	2	0	0	0	0	0	0	4	6	1	15
Food Assistance	5	3	0	0	0	0	0	0	0	2	1	1	12
Education	2	2	3	1	5	5	8	4	6	8	0	6	50
Clothing & Household Goods	0	0	1	0	0	1	1	0	0	3	0	1	7

Utilities	0	0	0	0	0	1	2	0	0	0	0	1	4
Entrepreneurship	0	1	0	0	1	3	0	1	0	0	0	0	6
Money Management	0	1	0	0	0	0	0	0	0	0	0	0	1
Physical Health	0	0	0	0	0	1	0	0	0	3	0	1	5
Social Enrichment	0	1	1	0	0	1	2	0	0	0	0	1	6
Transportation	0	0	0	0	0	0	1	0	0	1	0	0	2
Food Assistance	5	3	0	0	0	1	2	0	0	2	1	2	16
Brooklyn													
Benefits Navigation	10	19	12	13	14	11	9	2	9	3	7	6	115
Housing & Shelter	22	23	12	7	12	27	6	5	19	13	23	26	195
Employment	17	12	4	5	8	14	7	1	5	6	6	11	96
Legal	18	6	3	3	8	1	6	2	1	9	16	4	77
Mental/Behavioral Health	19	4	4	1	1	1	1	1	1	6	2	1	42
Income Support	3	2	3	2	0	1	0	2	1	4	8	3	29
Utilities	1	0	0	0	0	0	0	0	0	0	1	0	2
Money Management	1	0	0	0	0	0	0	0	0	0	0	0	1
Sports & Recreation	1	0	0	0	0	0	0	0	0	0	0	0	1
Clothing Household Goods	1	0	0	0	0	0	0	0	1	3	0	1	6
Education	3	0	1	0	0	1	0	0	0	1	0	1	7
Entrepreneurship	2	0	0	1	0	0	0	0	0	0	0	1	4
Food Assistance	2007	2003	2000	2000	2001	2000	2000	2000	2000	2002	2000	2004	24017
Individual & Family Support	3	0	0	0	1	0	0	0	0	1	0	1	6
Substance Use	0	0	1	0	0	0	0	0	0	0	0	0	1
Wellness	0	0	0	0	1	0	0	0	0	0	0	0	1
Transportation	0	0	0	0	0	0	1	0	2	1	0	0	4
Physical Health	0	0	0	0	0	0	0	0	1	0	0	0	1
Manhattan													
Benefits Navigation	10	20	10	16	15	11	14	2	8	2	8	7	123
Housing & Shelter	9	7	7	8	10	9	7	2	29	16	11	17	132
Employment	7	9	2	6	6	7	8	2	2	4	0	10	63
Legal	2	3	2	8	9	18	10	3	5	9	4	8	81
Mental/Behavioral Health	11	0	2	4	0	1	1	3	2	3	3	4	34
Income Support	4	4	2	1	0	2	2	2	2	2	6	3	30
Individual & Family Support	1	0	0	0	0	1	0	0	0	0	0	0	2
Entrepreneurship	0	0	0	0	0	0	3	1	2	2	0	1	9

Transportation	0	0	0	0	0	0	1	0	0	0	0	0	1
Utilities	0	0	0	0	0	0	2	0	0	0	0	0	2
Food Assistance	1	0	1	0	1	0	0	1	1	0	0	0	5
Social Enrichment	0	0	0	0	0	0	0	0	1	0	0	0	1
Clothing & Household Goods	0	0	0	0	0	0	0	0	0	1	0	0	1
Education	0	0	0	0	0	0	0	0	0	0	6	0	6
Physical Health	0	0	0	0	0	0	0	0	0	0	0	1	1
Queens													
Benefits Navigation	9	23	7	19	7	7	10	1	6	3	8	2	102
Housing & Shelter	14	15	9	9	7	2	4	3	10	15	19	13	120
Employment	11	12	3	1	6	11	9	4	5	15	7	2	86
Legal	8	9	1	3	5	8	7	7	10	13	7	7	85
Mental/Behavioral Health	9	13	4	0	0	0	1	1	0	1	2	0	31
Income Support	7	5	2	1	2	1	5	11	8	3	5	7	57
Food Assistance	1	0	2	0	0	0	1	0	0	3	0	0	7
Sports & Recreation	0	0	0	0	0	0	0	0	0	0	1	0	1
Entrepreneurship	8	4	0	1	1	1	0	0	1	0	0	1	17
Transportation	6	0	0	0	0	0	0	0	2	1	0	0	9
Clothing & Household Goods	0	1	0	0	1	1	2	0	0	0	0	1	6
Education	0	2	0	1	0	1	3	0	1	3	2	1	14
Social Enrichment	0	0	0	0	1	0	0	0	0	0	0	0	1
Utilities	0	0	0	0	0	2	1	0	1	0	0	0	4
Staten Island													
Benefits Navigation	6	11	2	2	3	3	2	0	2	0	1	0	32
Housing & Shelter	4	1	0	1	0	1	0	1	1	1	0	2	12
Employment	0	0	1	2	0	4	1	0	1	0	0	1	10
Legal	1	0	1	1	3	1	6	0	1	2	1	2	19
Mental/Behavioral Health	3	1	1	1	0	1	1	0	0	0	0	0	8
Income Support	1	1	0	2	0	0	1	0	0	0	5	0	10
Food Assistance	0	0	0	0	1	0	0	0	0	0	0	0	1
Utilities	0	0	0	0	0	0	1	0	0	0	0	0	1
Individual & Family Support	0	0	0	0	0	0	0	0	0	2	0	0	2
Education	0	0	0	0	0	0	0	0	0	0	0	1	1
Outside NYC													

Benefits Navigation	0	2	2	3	3	0	0	0	1	0	0	1	12
Housing & Shelter	4	1	4	1	15	3	3	0	7	9	11	19	77
Employment	3	1	1	0	10	1	0	0	1	1	2	2	22
Legal	0	0	0	1	11	5	6	0	6	2	3	1	35
Mental/Behavioral Health	0	1	1	0	1	0	0	0	0	0	1	0	4
Income Support	1	1	0	2	2	0	0	0	3	1	0	4	14
Sports & Recreation	0	0	0	0	0	0	0	0	0	0	0	0	0
Money Management	0	0	0	0	4	0	0	0	0	0	0	0	4
Individual & Family Support	0	0	0	0	1	0	0	0	0	1	0	0	2
Education	0	0	0	0	2	0	0	0	0	0	0	1	3
Utilities	3	0	0	0	0	0	1	0	1	0	0	1	6
Undisclosed													
Wellness	0	0	0	0	371	377	434	477	476	1117	1288	390	4930
Overall Total	2296	2254	2130	2142	2572	2568	2621	2547	2668	3327	3499	2608	31232

Note: *Section IV.b Client Cases Managed by Issue Category excludes 311 Call Center report data 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

Location	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	FY24 Total
Bronx	0	3	3	0	7	2	0	1	3	0	7	7	33
Brooklyn	2	1	4	5	4	3	1	2	1	1	5	6	35
Manhattan	8	3	8	7	42	4	3	5	8	10	17	8	123
Queens	0	2	3	3	10	3	0	0	0	5	14	4	44
Staten Island	2	1	1	1	1	0	0	1	0	0	5	2	14
Virtual	0	2	1	4	1	1	2	0	2	0	1	0	14
Outside of NYC	1	0	0	3	4	1	0	2	0	1	2	0	14
Grand Total	13	12	20	23	69	14	6	11	14	17	51	27	277

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

Digital Platform	FY24 Total
DVS Website	161, 931 visits
Twitter	66, 737 impressions
Facebook	343,743 reached
Instagram	46, 333 reached
LinkedIn	17,262 impressions

Newsletter Email Outreach

Campaign	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Monthly Recipients	41,027	40,860	50,869	40,539	40,371	50,119	59,617	39,555	49,580	39,636	49,405	39,360
Monthly Opens (Average)	24%	25.3%	25.6%	22.9%	25.1%	24.2%	25.8%	24.1%	24.3%	25.9%	23.7%	25.5%

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

HSS - Veterans Housed by Borough

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Bronx	1	5	6	5	2	3	5	4	2	7	5	5	50
Manhattan	1	0	0	0	0	1	0	0	2	0	0	0	4
Queens	2	0	2	2	3	0	1	1	0	1	3	4	19
Brooklyn	0	2	1	1	2	2	2	7	9	7	2	8	43
Staten Island	0	1	0	0	0	1	0	0	0	0	0	0	2
Grand Total	4	8	9	8	7	7	8	12	13	15	10	17	118

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

For the purposes of this report all data points reported correspond to Fiscal Year 2024 (July 1st, 2023 – June 30th, 2024). 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 purposes 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 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.