

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 (I) Veterans utilizing such centers; (II) a summary of the services offered by such centers; (III) a description of the services and information most frequently requested by Veterans utilizing such centers; (IV) the number of full-time and part-time staff persons working at such centers; and (V) 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. The report below includes a further breakdown of information as they pertain to housing and support services.

I. Number of Veterans Utilizing Veteran Resource Centers (VRC)

The following table illustrates client requests, broken down by borough of residence for the time period of January 1st, 2024, through June 30th, 2024.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
January 2024	27	40	27	30	5	9	138
February 2024	14	45	46	30	1	3	139
March 2024	12	26	87	18	5	3	151
April 2024	21	35	74	31	7	3	171
May 2024	38	71	51	58	8	7	233
June 2024	19	25	10	23	3	4	84
Grand Total	131	242	295	190	29	29	916

II. Summary of Veteran Resource Center Services

VRCs provide members of the community with resources and information about crucial social services including, but not limited to VA claims, 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. DVS staff members assist Veteran community members with preparing VA claims at VRCs.

DVS Veteran Support Services (VSS) Unit are 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 Services at VRCs

The following illustrates client assistance requests broken down by borough of residence and assistance categories for the period of January 1st, 2024, through June 30th, 2024.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
Benefits Navigation	20	30	126	21	2	29	228
Housing & Shelter	66	135	177	88	15	24	505
Legal	8	19	22	15	2	1	67
Employment	34	55	57	33	7	2	188
Mental/Behavioral Health	1	3	4	6	0	1	15
Food Assistance	8	10	14	12	3	0	47
Income Support	15	35	46	45	8	1	150
Individual & Family Support	1	0	0	1	0	0	2
Physical Health	1	0	1	2	1	0	5
Clothing & Household Goods	1	1	4	3	1	0	10
Education	2	3	2	3	0	0	10
Entrepreneurship	1	1	4	3	0	0	9
Money Management	0	1	1	0	0	0	2
Sports and Recreation	0	1	1	0	0	0	2
Social Enrichment	0	0	0	0	0	0	0
Substance Use	0	0	0	0	0	1	1
Transportation	0	0	0	1	0	0	1
Utilities	2	7	7	7	0	0	23
Wellness	0	0	0	0	0	0	0
Grand Total	160	301	466	240	39	59	1265

Note: The above Grand Total does not include assistance requests through Mission VetCheck calls and the Hello Fresh Food Program. Final numbers are included in the MMR.

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	1
Bronx VA Medical Center	130 W Kingsbridge Rd, Bronx, NY 10468	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

Note: DVS Staff members may be located at multiple Veteran Resource Centers based on Veteran Resource Center schedules, which may be checked for live updates on DVS' Website.

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

The following illustrates client requests, broken down by borough of shelter residence for the period of January 1st, 2024, through June 30th, 2024.

County	Veterans Moved into Permanent Housing
Bronx	29
Kings	54
New York	21
Queens	36
Richmond	4
Total	144

VI. Number of Homeless Veterans Housed by DVS

The following illustrates client requests, broken down by borough of residence for the period of January 1st, 2024, through June 30th, 2024.

County	Veterans Moved into Permanent Housing
Bronx	28
Kings	35
New York	2
Queens	10
Richmond	0
Total	75

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
HRA Veteran Center	25 Chapel Street	1

VIII. Complaints Received About Veteran Resource Centers

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