

FISCAL YEAR 2026 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 1st, 2025, through December 31st, 2025.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
July 2025	125	142	146	168	41	15	637
August 2025	104	108	94	164	8	27	505
September 2025	83	115	69	146	25	31	469
October 2025	56	116	74	98	29	22	395
November 2025	56	92	68	118	15	27	376
December 2025	67	108	74	73	5	12	339
Grand Total	491	681	525	767	123	134	2721

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 Department 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 1st, 2025, through December 31st, 2025.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
Benefits Navigation	70	118	90	196	13	11	498
Housing & Shelter	138	158	129	134	24	33	616
Legal	27	57	35	37	9	9	174
Employment	89	110	104	127	15	25	470
Mental/Behavioral Health	12	15	8	11	2	15	63
Food Assistance	30	40	19	18	4	8	119
Income Support	76	93	56	67	14	22	328
Individual & Family Support	7	1	0	0	1	1	10
Physical Health	5	5	3	4	0	1	18
Clothing & Household Goods	4	0	0	0	0	0	4
Education	33	30	23	39	1	4	130
Entrepreneurship	17	31	24	18	2	0	92
Money Management	0	0	0	0	0	0	0
Sports and Recreation	15	15	14	18	2	0	71
Social Enrichment	5	11	3	8	0	2	29
Substance Use	0	0	0	0	0	0	0
Transportation	0	5	0	0	0	0	5
Utilities	7	3	3	1	0	7	14
Wellness	13	26	16	17	5	3	80
Grand Total	548	718	527	695	92	141	2721

IV. Staff Persons Working on Constituent Services

Full-time Staff Persons		
VRC Name	Location	Number of Staff
DVS Main Office	1 Centre Street, Suite 2213, 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: Please note DVS Staff member can be located at multiple Veteran Resource Centers based on Veteran Resource Schedule. For live updates on Veteran Resource Center schedule, please check our DVS Website: <https://www.nyc.gov/site/veterans/>

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 1st, 2025, through December 31st, 2025.

County	Veterans Moved into Permanent Housing
Bronx	138
Kings	158
New York	129
Queens	134
Richmond	24
Total	583

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 1st, 2025, through December 31st, 2025

County	Veterans Moved into Permanent Housing
Bronx	21
Kings	33
New York	17
Queens	23
Richmond	1
Total	95

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
ICL-Revive Quality Inn Selter	30-03 40 th Avenue Queens, NY 11101	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
		<i>None</i>	