



# Local Law Report 39/2024 for FY24

James W. Hendon  
COMMISSIONER

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DEPUTY COMMISSIONER

**TO:** Adrienne Adams, Speaker of the City Council

**FROM:** James Hendon, Commissioner

**DATE:** December 15<sup>th</sup>, 2024

**SUBJECT:** Local Law 39 Report for Fiscal Year 2024 (July 1<sup>st</sup>, 2023 – June 30<sup>th</sup>, 2024)

**BACKGROUND:** To amend the administrative code of the City of New York, in relation to requiring the Commissioner of Veterans' Services to submit an annual report on the provision of mental health services by city agencies to veterans.

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**Local Law 39:** The administrative code of the city of New York is amended by adding a new section 31-115 to read as follows:

**§ 31-115 Report on mental health services for veterans.**

- a. *Definitions. For purposes of this section, the following terms have the following meanings: Mental health services. The term "mental health services" means in-person or telehealth services including, but not limited to: (i) psychotherapy services; (ii) emotional and psychological counseling; (iii) psychiatric assessments to diagnose mental illness, conduct diagnosis follow-up, or coordinate clinical treatment plans; (iv) liaising with or providing referrals to emergency medical or psychiatric care providers; or (v) medication monitoring or management.*
- b. *No later than December 15, 2024, and annually thereafter, the department shall submit to the speaker of the council and the mayor and post on the website of the department a report on mental health services provided by agencies to veterans. Such report shall identify each agency that provides, directly or by contract, such services to veterans and shall include, for the preceding fiscal year, the following information for each agency:*
  1. *The number of veterans who requested mental health services from such agency, disaggregated, to the extent practicable, by the type of mental health service sought;*
  2. *The number of such veterans who received mental health services from such agency;*
  3. *A summary of any methods of communication used by such agency to provide information about mental health services to veterans, including, but not limited to, advertisements, pamphlets, brochures, posters, flyers, hotlines, webpages, in-person communications, electronic mail, social media, or other web application; and*
  4. *A description of the mental health services provided by such agency to veterans.*

§ 2. *This local law takes effect 180 days after it becomes law.*

**The report for Fiscal 2024 can found in the documents attached. If you have any questions, please feel free to contact us via email [reporting@veterans.nyc.gov](mailto:reporting@veterans.nyc.gov).**

Connect with us!



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## Section I: Responses from NYC agencies and offices

### NYC Health + Hospitals

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| <b>Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?</b>                       | <b>Yes</b>  |
| <b>Total Number of Veterans who requested mental health services</b>  | <b>Data not available</b>   |
| <b>Does your agency disaggregate the number of Veterans by type of mental health services?</b>  | <b>No</b>   |
| <b>Total Number of Veterans who received mental health services</b>   | <b>Data not available</b>   |
| <b>Does your agency disaggregate the number of Veterans by type of mental health services?</b>  | <b>No</b>   |
| <b>Methods of communication used by your agency to provide information about mental health services to Veterans.</b>                      | <b>Web application; Electronic mail; In-person communications;</b>  |
| <b>Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans.</b> | <b>In partnership with the Mayor's Office of Veteran Affairs, we hold Veteran Pop-Up events at our facilities, which provide in-person info sessions on Veterans' services.</b>   |
| <b>A description of the mental health services provided to Veterans by your agency or contracted third parties.</b>                       | <b>Our behavioral health services include:<br/>Walk in Evaluation<br/>Emergency Psychiatric Service<br/>Adult Mental Health Clinic<br/>Community Support Services<br/>Consultation--Liaison Psychiatry Service<br/>Assertive Community Treatment<br/>Partial Hospitalization Programs (PHP)<br/>Mobile Crisis Teams<br/>Programs for Survivors of Torture</b> |

## NYC Department of Health and Mental Hygiene

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                       | Yes  |
| Total Number of Veterans who requested mental health services  | Data not available   |
| Does your agency disaggregate the number of Veterans by type of mental health services?  | No   |
| Total Number of Veterans who received mental health services   | 32   |
| Does your agency disaggregate the number of Veterans by type of mental health services?  | No   |
| Methods of communication used by your agency to provide information about mental health services to Veterans.                      | DOHMH does not specifically promote mental health services to Veterans   |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans. | N/A  |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                       | Veterans are among the general population that if criteria are met can qualify for a range of mental health services offered by the health department. Including but not limited to Assisted Outpatient Treatment, Assertive Community Treatment, Single Point of Access referrals, and Care Coordination. |

## Mayor's Office to End Domestic and Gender-Based Violence

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military? | Yes |
| Total Number of Veterans who requested mental health services  | 7   |
| Does your agency disaggregate the number of Veterans by type of mental health services?                      | No  |
| Total Number of Veterans who received mental health services   | 8   |

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| <b>Does your agency disaggregate the number of Veterans by type of mental health services?</b>   | <b>No</b>   |
| <b>Methods of communication used by your agency to provide information about mental health services to Veterans</b>                      | <b>Brochures; Hotlines; Webpages; In-person communications;</b>   |
| <b>Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans</b> | <p><b>ENDGBV shares information about the mental health services available to veterans through its five Family Justice Centers (FJC's) through the following mechanisms:</b></p> <p><b>1)Outreach and awareness events in communities</b><br/> <b>2)Meetings with agencies like the NYC Dept. of Veteran's Services to ensure they are aware of the services offered to veterans- we met with the Department in February of 2024 to review the FJC's and the services they provide including our mental health program</b><br/> <b>3)On our website NYC Hope provides an overview of the services available for all survivors of domestic and gender-based violence at our FJC's which includes mental health counseling</b></p>  |
| <b>A description of the mental health services provided to Veterans by your agency or contracted third parties.</b>                      | <p><b>The FJC provides mental health counseling onsite through a partnership with H + H. H + H offers a trauma informed short term mental health program pairing therapists with psychiatrists to provide short term counseling (individual and group sessions) and psychiatric support when needed. The program is specifically designed to support survivors of domestic and gender-based violence through an evidence based, trauma informed treatment model. The FJC also provides counseling services onsite through partnerships with other CBO's who station counselors onsite at our Centers to provide short term counseling and support groups. These community-based organizations include Sanctuary for Families, Mt. Sinai SAVI counseling program, HELP Roads, Rising Ground and Greenwich House.</b></p> |

## NYC Department for the Aging

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                      | Yes  |
| Total Number of Veterans who requested mental health services   | 34   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Total Number of Veterans who received mental health services  | 34   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Methods of communication used by your agency to provide information about mental health services to Veterans                      | Posters; Hotlines; Webpages; In-person communications; Brochures; Pamphlets;   |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans | <p>Each mental health provider works with the NYC Aging's Older Adult Centers (OACs), where the program is based, to post flyers about the mental health services offered at that community location</p> <p>NYC Aging's press and public information unit posts information on the NYC Aging website. Calls that are received through the Aging Connect hotline for mental health services are connected to the provider who provides services in the specific geographic area where the prospective client resides.</p>   |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                      | <p>Mental health services are provided to anyone age 60 and over for any person who has an identified mental health need and is willing to engage in mental health treatment. Mental health services begin with a comprehensive mental health assessment and can include individual, group, family, and crisis counseling. Both short-term, long-term, and evidenced-based treatment are offered, and a person-centered approach determines treatment intervention and duration. A client centered approach allows the client to determine their preference for in-person or</p> |

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|  | telemental health treatment. Mental health treatment is provided by licensed clinical mental health professionals. Services are located in all 5 boroughs of NYC and are co-located in older adult centers. |
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## NYC Service

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                      | Yes  |
| Total Number of Veterans who requested mental health services   | 0  |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Total Number of Veterans who received mental health services  | 0  |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Methods of communication used by your agency to provide information about mental health services to Veterans                      | Does not provide mental health services;   |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans | Broadly shares materials recommended by DVS but does not specialize in providing mental health services. |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                      | Does not provide mental health services.   |

## NYC Office of Labor Relations

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military? | No |
| Total Number of Veterans who requested mental health services  | 66 |
| Does your agency disaggregate the number of Veterans by type of mental health services?                      | No |
| Total Number of Veterans who received mental health services   | 66 |

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| <b>Does your agency disaggregate the number of Veterans by type of mental health services?</b>   | <b>No</b>  |
| <b>Methods of communication used by your agency to provide information about mental health services to Veterans</b>                      | <b>Electronic mail; Web application; Webpages; Posters; In-person communications; Brochures;</b>   |
| <b>Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans</b> | <b>NYC EAP services not specifically marketed to veterans, but that population would see general outreach.</b>   |
| <b>A description of the mental health services provided to Veterans by your agency or contracted third parties.</b>                      | <p><b>The NYC EAP is a comprehensive program designed to support employees and their families facing a wide range of personal problems. The services offered include help with marital or family conflicts, mental health or emotional stress, substance misuse, elder care, and traumatic events.</b></p> <p><b>The NYC EAP provides the following services to employees and their families:</b></p> <ul style="list-style-type: none"> <li><b>• Individual interviews to assess and evaluate the nature and scope of problems.</b></li> <li><b>• Crisis counseling, where appropriate.</b></li> <li><b>• Referral to treatment and other problem-solving resources in the community.</b></li> <li><b>• Periodic follow-up with employee and referral agency.</b></li> </ul> <p><b>EAP does not have any data on clients that have family members who are veterans, and no way to identify the agency for each of these veterans. However, EAP's manual information gathering has found that Veterans made up approximately 1.2% of the client population for FY 2024.</b></p> <p><b>While these are not veterans-specific services, EAP's information gathering has found that</b></p> |

## NYC Department of Sanitation

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                      | No   |
| Total Number of Veterans who requested mental health services   | 51   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Total Number of Veterans who received mental health services  | 51   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Methods of communication used by your agency to provide information about mental health services to Veterans                      | Brochures; Posters; Electronic mail;   |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans | There are several ways, in addition to brochures, posters, and electronic mail, that EAU communicates about mental health services to all DSNY employees, including Veterans. EAU does regular outreach to garages in all the boroughs, highlighting all the services we provide, which includes support and referrals for many different issues, the majority being mental health. EAU also goes out to garages where there has been a significant loss, or traumatic event. We present about our services and have also provided on-site support groups as needed to assist employees in coping with the loss. We provide monthly educational webinars on topics ranging from coping skills and healthy relationships to adjusting and coping with loss. We also facilitate quarterly activities that highlight mental health issues. EAU also provides presentations on our services at orientation for new Sanitation Workers and new Supervisors. Finally, we highlight the fact that we also provide services to family members. |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                      | EAU staff are all licensed social workers who have been trained to work in the mental health field. We are all qualified   |



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|  | and can provide assessments, supportive counseling, crisis counseling and referrals as needed. We are skilled in advocacy and assist employees with resources to address any issues they present to us. As it relates to mental health, we are familiar with clinicians and clinics that take our insurance, as well as those that work specifically with Veterans, so can assist with appropriate referrals. EAU also has one clinician that provides short term counseling for employees going through crisis, whether it be trauma-related or personal (i.e., Divorce,). |
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## NYC Commission on Human Rights

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                      | No  |
| Total Number of Veterans who requested mental health services   | 0   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No  |
| Total Number of Veterans who received mental health services  | 0   |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No  |
| Methods of communication used by your agency to provide information about mental health services to Veterans                      | CCHR does not provide mental health services. |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans | CCHR does not provide mental health services. |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                      | CCHR does not provide mental health services. |

## NYC Administration for Children's Services

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military?                      | No   |
| Total Number of Veterans who requested mental health services   | 0  |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Total Number of Veterans who received mental health services  | 0  |
| Does your agency disaggregate the number of Veterans by type of mental health services?   | No   |
| Methods of communication used by your agency to provide information about mental health services to Veterans                      | Webpages   |
| Summary on how the above methods selected are used by your agency to provide information about mental health services to Veterans | The agency offers mental health services to all employees through a link on our intranet that guides the employees to EAP. |
| A description of the mental health services provided to Veterans by your agency or contracted third parties.                      | The agency provides services to all employees through EAP.   |

## NYC Department of Corrections

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| Do any of your agency forms indicate whether the person seeking services is a Veteran or in active military? | No  |
| Total Number of Veterans who requested mental health services  | N/A |
| Does your agency disaggregate the number of Veterans by type of mental health services?                      | No  |
| Total Number of Veterans who received mental health services   | N/A |
| Does your agency disaggregate the number of Veterans by type of mental health services?                      | No  |
| Methods of communication used by your agency to provide information about mental health services to Veterans | N/A |
| Summary on how your agency uses the above methods selected to provide  | N/A |

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| <b>information about mental health services to Veterans</b>   |            |
| <b>A description of the mental health services provided to Veterans by your agency or contracted third parties.</b> | <b>N/A</b> |