



TO: Corey Johnson, Speaker of the City Council
FROM: James Hendon, Commissioner of the Department of Veterans' Services
DATE: January 1, 2020
SUBJECT: Local Law 215 DVS Veterans Resource Center Report (Jul 2019—Dec 2019)

Attached please find the 2020 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 Vincent Garcia, Director of Intergovernmental Affairs at VGarcia1@veterans.nyc.gov or 646-891-9948. Thank You.

See Attachment

FISCAL YEAR 2020 REPORT

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I. Number of veterans utilizing such center

Intake Month	DVS Main Office	Bronx Borough Hall	Brooklyn Workforce ¹	Manhattan Borough Hall	Queens Borough Hall	Staten Island Borough Hall	Grand Total
July '19	295	3	4	5	2	10	319
August '19	201	7	4	8	5	1	226
September '19	322	2	7	5	2	0	338
October '19	77	1	2	0	3	0	83
November '19	86	0	1	2	1	0	90
December '19	24	0	0	0	6	0	30
Total	1005	13	18	20	19	11	1086

II. Summary of the services offered by such center

The NYC Department of Veteran’s Services (DVS) Engagement and Community Services (ECS) team is dedicated to helping veterans navigate NYC-wide and Veteran-specific resources. ECS helps veterans and their families gain access to Veteran benefits and support services, promoting a whole health model of support. ECS Coordinators provide mirrored services at all veteran resource sites located in each of the five boroughs as provided at DVS Headquarters. These services include, but are not limited to, VA Claims assistance, education and employment resources, emergency food assistance, connection to affordable housing and financial support services, military caregiver and survivor support, and connection to mental health resources as appropriate.

III. Description of the services and information most frequently requested by veterans utilizing such center

DVS Main Office	
Category	Unique Veterans
City Benefits & Services	747
Housing	48
Clinical	37
DVS Information	26
Legal	16
Other	13
Employment	11
(blank)	6
Health/Wellness (Non-VA)	3
Mental Health	1
Grand Total	908

Bronx Borough Hall	
Category	Unique Veterans
City Benefits & Services	3
Grand Total	3

Brooklyn Workforce One	
Category	Unique Veterans
City Benefits & Services	14
Clinical	2
Health/Wellness (Non-VA)	1
Other	1
Employment	1
Grand Total	19

Queens Borough Hall	
Category	Unique Veterans
City Benefits & Services	6
Housing	2
Grand Total	8

Staten Island Borough Hall	
Category	Unique Veterans
City Benefits & Services	3
Grand Total	3

IV. Full-time and part-time staff persons working at such center

Full-time Staff Persons		
VRC	Location	Staff
DVS Main HQ	1 Centre Street, Suite 2208, New York, NY 10007	Amauri Espinal
Bronx Borough President Office	851 Grand Concourse, Room 209, Bronx, NY 10451	Christian Peralta
Brooklyn Workforce1	9 Bond Street, 5th Floor, Brooklyn, NY 11238	Martine Nivose
Queens Borough Hall	120-55 Queens Boulevard, Room 222, Jamaica, NY 11424	Tanya Thomas
Staten Island Borough Hall	10 Richmond Terrace, Room G-25, Staten Island, NY 10301	Monique Johnson

Part-time Staff Persons: 0

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

311 Call Center Complaints / Comments			
Date	Agency	Nature of Complaints / Comments	311 Topic
October 2019	Department of Veterans' Services	Veteran has made several attempts reaching out to various agencies for help for self and child but has been turned away due to ineligibility. Veteran is concerned about reverting to negative habits and needs housing assistance but does not want to be in a shelter.	Other
December 2019	Department of Veterans' Services	Appears to be a marketing robocall.	Other