

FISCAL YEAR 2025 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 January 1st, 2025, through June 30th, 2025.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
January 2025	67	128	64	95	27	86	467
February 2025	70	73	48	63	20	56	330
March 2025	45	78	56	55	12	46	292
April 2025	41	67	52	66	19	55	300
May 2025	53	103	80	82	21	99	438
June 2025	59	100	40	59	12	63	333
Grand Total	335	549	340	420	111	405	2160

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 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 Veteran Resource Center Services

The following table illustrates client assistance requests broken down by borough of residence and assistance categories for January 1st, 2025, through June 30th, 2025.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
Benefits Navigation	67	104	72	114	48	50	455
Housing & Shelter	158	208	141	139	25	192	863
Legal	17	41	22	29	5	39	153
Employment	43	87	50	52	11	56	299
Mental/Behavioral Health	2	8	6	4	1	7	28
Food Assistance	9	17	10	18	4	7	65
Income Support	11	30	10	24	4	22	101
Individual & Family Support	2	6	1	1	1	4	15
Physical Health	2	0	0	3	1	2	8
Clothing & Household Goods	1	3	5	3	0	2	14
Education	6	14	7	5	5	5	42
Entrepreneurship	1	3	4	7	2	7	24
Money Management	1	1	1	2	0	0	5
Sports and Recreation	4	4	0	1	0	1	10
Social Enrichment	1	0	1	1	1	0	4
Substance Use	0	1	0	0	0	0	1
Transportation	2	5	1	3	0	0	11
Utilities	6	16	9	12	2	10	55
Wellness	2	1	0	2	1	1	7
Grand Total	335	549	340	420	111	405	2160

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: DVS Staff members may be located at multiple Veteran Resource Centers based on Veteran Resource Schedule, which may be found on DVS Website.

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 January 1st, 2025, through June 30th, 2025.

County	Veterans Moved into Permanent Housing
Bronx	3
Kings	12
New York	1
Queens	84
Richmond	0
Total	100

VI. Number of Homeless Veterans Housed by DVS

The following table illustrates client requests, broken down by borough of residence for January 1st, 2025, through June 30th, 2025.

County	Veterans Moved into Permanent Housing
Bronx	29
Kings	14
New York	8
Queens	13
Richmond	1
Total	65

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	2
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
		None	