

DEPARTMENT OF VETERANS' SERVICES

Dr. Loree Sutton, Commissioner



WHAT WE DO

The Department of Veterans' Services (DVS) works with City, state and federal agencies, as well as regional private and not-for-profit partners, to improve the lives of all New York City veterans and their families. DVS works to ensure that homeless veterans have permanent housing and access to the support services needed to find and maintain their homes; expand education and career opportunities for veterans; and provide the human and technological infrastructure for veterans and their families to gain citywide access to benefits, resources and care through the nation's leading coordinated service network.

Through the VetsThriveNYC Whole Health Program—the veteran-focused complement to the First Lady's ThriveNYC Mental Health Roadmap—DVS is committed to supporting overall mental wellness, addressing the full impact of war and military service on the mind, body and spirit.

FOCUS ON EQUITY

DVS strives to connect with New York City veterans regardless of discharge status and anyone with prior service in the U.S. Armed Forces, including the Reserves and/or National Guard. DVS also serves family members and caregivers, recognizing their essential role with respect to veteran health and wellbeing as well as honoring their service and sacrifice. Marshaling the collective resources of City government and its local partners, DVS works with veterans in need and their families to find affordable housing and access the support services they require to maintain their stability; creates access to programs that foster physical, mental and spiritual wellbeing; provides information about education and career opportunities; and offers one-on-one assistance to navigate benefits and resources.

OUR SERVICES AND GOALS

SERVICE 1 Provide supportive services to veterans and their families.

Goal 1a Mitigate and prevent homelessness for veterans.

SERVICE 2 Assist veterans and their families with accessing eligible resources.

Goal 2a Ensure veterans have information about and are connected with appropriate resources.

HOW WE PERFORMED IN FISCAL 2018

SERVICE 1 Provide supportive services to veterans and their families.

Goal 1a Mitigate and prevent homelessness for veterans.

DVS housed 169 homeless veterans through the Veteran Peer Coordinator (VPC) program, an innovative new model of veterans helping fellow veterans navigate the challenging process of finding and securing housing. The VPC program is DVS' contribution to a network of local, state and federal agencies and nonprofit and private sector partners collaborating to end veteran homelessness. The DVS Housing and Support Services team administered homelessness prevention assistance to 466 veterans during the reporting period. This number reflects requests for assistance via phone or in-house visits, as well as proactive aftercare calls to formerly homeless veterans housed through the VPC program.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Homeless veterans who received housing through DVS Vet Peer Coordinator program	NA	NA	NA	NA	169	*	*	NA	*
Veterans receiving homelessness prevention assistance from DVS	NA	NA	NA	NA	466	*	*	NA	*
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target	* None						

SERVICE 2 Assist veterans and their families with accessing eligible resources.

Goal 2a Ensure veterans have information about and are connected with appropriate resources.

DVS is dedicated to engaging and informing veterans, their families and the broader community on available resources and opportunities within the areas of benefit eligibility assistance, education, employment, and entrepreneurship; as well as community-based approaches to achieving and sustaining a robust state of enduring mental, physical and spiritual health. The areas responsible for these outreach efforts are the Whole Health & Community Resilience team (WHCR) and the City Employment, Education, Entrepreneurship, Events & Engagement (CE5) team. These teams maintain a presence in each of the five boroughs with the intent of meeting veterans and their families in their communities. CE5 borough outreach specialists provide vetted resources, one-on-one assistance and information about events assisting and honoring veterans. Additionally, as part of the pioneering ThriveNYC mental health initiative, WHCR engages with veterans, military caregivers and their families to enhance overall mental wellness. Through this multipronged approach, DVS engaged 7,521 veterans and their family members during Fiscal 2018. From these interactions, DVS assisted a total of 2,791 veterans and their family members with access to resources. In the lead up to Fleet Week and Memorial Day during the months of April and May 2018, DVS Outreach engaged and assisted twice the monthly average of veterans and family members. As the agency matures, it continues to collaborate and partner with more organizations to assist veterans and their family members.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Veterans and their families engaged by DVS	NA	NA	NA	NA	7,521	*	*	NA	*
Veterans and their families given assistance to access resources	NA	NA	NA	NA	2,791	*	*	NA	*
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target	* None						

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	
Expenditures (\$000,000) ³	NA	NA	NA	\$2.5	\$4.1	\$4.5	\$5.1	NA
Personnel	NA	NA	NA	32	35	41	44	NA
Overtime paid (\$000)	NA	NA	NA	\$11	\$23	\$23	\$0	NA

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available *None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY17 ¹ (\$000,000)	Modified Budget FY18 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$2.2	\$3.3	All
002 - Other Than Personal Services	\$0.2	\$0.8	All
Agency Total	\$2.5	\$4.1	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2017. Includes all funds. ² City of New York Adopted Budget for Fiscal 2018, as of June 2018. Includes all funds. ³Refer to agency goals listed at front of chapter.
 "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/veterans

