

# 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. This fall, DVS launched VetConnectNYC, a coordinated care network that connects New York City veterans, service members and their families to a network of more than 80 public, private and non-profit service providers to meet a variety of needs, from housing and education to healthcare and employment. Through VetConnectNYC, veterans are connected with the care coordination team at Northwell Health, a group of trained social workers and client specialists who assess their needs and make appropriate referrals.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Provide supportive services to veterans and their families.**

Goal 1a Mitigate and prevent homelessness for veterans.

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### **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

- During the first four months of Fiscal 2019 DVS housed 59 homeless veterans through the Veteran Peer Coordinator (VPC) program, an innovative model for veterans helping fellow veterans navigate the challenging process of finding and securing housing in New York City. The VPC program is DVS' contribution to a network of local, state and federal agencies and nonprofit partners working together to end veteran homelessness.
- The DVS Housing and Support Services (HSS) team administered homelessness prevention assistance to 152 veterans during the reporting period. This included a combination of veterans calling and visiting DVS for assistance and proactive aftercare calls to formerly homeless veterans that were housed through the VPC program.
- DVS recently merged the former Whole Health Community Resilience and City Employment, Education, Entrepreneurship, Events and Engagement lines of action into the new Engagement and Community Service team. These outreach specialists provide vetted resources, one-on-one assistance, and information about various resources and events assisting and honoring veterans. Additionally, as part of the pioneering ThriveNYC mental health initiative, outreach coordinators engage veterans, military caregivers and their families to enhance overall mental wellness. Through this engagement-focused approach the agency estimates having reached over 8,500 members of the military/veteran community, and has engaged 2,674 veterans and their family members during the first four months of Fiscal 2019. From these interactions, the agency has coordinated over 762 assistance requests to veterans and their family members with access to resources, a 43.6 percent decrease from the same period last year. The streamlining of DVS' two outreach units temporarily limited the Engagement and Community Service team's capacity to process assistance requests, resulting in a decrease from 1,351 in the first four months of Fiscal 2018 to 762 during the same period of Fiscal 2019. This temporary dip was due to the time required for cross-training and capacity-building to manage an expanded portfolio of responsibilities and additional training necessary to successfully implement the agency-wide coordinated care network, VetConnectNYC. With the merger now complete and hiring underway to ensure the outreach team is fully staffed, DVS expects to quickly regain its former capacity to process assistance requests.

### SERVICE 1 Provide supportive services to veterans and their families.

**Goal 1a** Mitigate and prevent homelessness for veterans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
★ Homeless veterans who received housing through DVS Vet Peer Coordinator program	NA	NA	169	*	*	59	59
★ Veterans receiving homelessness prevention assistance from DVS	NA	NA	466	*	*	173	152
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY16	FY17	FY18	FY19	FY20	FY18	FY19
Veterans and their families engaged by DVS	NA	NA	7,521	*	*	2,612	2,674
★ Veterans and their families given assistance to access resources	NA	NA	2,791	*	*	1,351	762
★ Critical Indicator	"NA" Not Available	↕↔ Directional Target		* None			

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2018 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY16	FY17	FY18	FY19	FY19 <sup>1</sup>	FY20 <sup>1</sup>	FY18	FY19
Expenditures (\$000,000) <sup>2</sup>	NA	\$2.5	\$3.6	\$5.1	\$5.4	\$5.2	\$1.3	\$1.8
Personnel	NA	32	35	44	47	47	33	37
Overtime paid (\$000)	NA	\$11	\$23	\$0	\$17	\$0	\$7	\$8
<sup>1</sup> February 2019 Financial Plan <sup>2</sup> Expenditures include all funds      "NA" - Not Available								

## 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 FY18 <sup>1</sup> (\$000,000)	February 2019 Financial Plan FY19 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>					
001 - Personal Services	\$2.9	\$4.1	All					
002 - Other Than Personal Services	\$0.6	\$1.3	All					
Agency Total	\$3.6	\$5.4						
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer 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](http://www.nyc.gov/veterans)

