Department of Veterans' Services

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 the time period of July 1st, 2024, through December 31st, 2024.

Intake Month	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
July 2024	48	59	40	48	6	61	**262**
August 2024	45	61	60	69	16	35	**286**
September 2024	64	72	46	73	29	57	**341**
October 2024	56	86	63	63	10	55	**333**
November 2024	48	72	48	66	26	61	**321**
December 2024	62	52	49	62	7	48	**280**
Grand Total	**323**	**402**	**306**	**381**	**94**	**317**	**1823**

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 the period of July 1st, 2024, through December 31st, 2024.

Assistance Category	Bronx	Brooklyn	Manhattan	Queens	Staten Island	Outside NYC	Total
Benefits Navigation	49	76	56	95	31	26	**333**
Housing & Shelter	138	177	113	119	21	142	**710**
Legal	23	17	28	35	2	25	**130**
Employment	41	42	29	44	11	34	**201**
Mental/Behavioral Health	0	7	7	3	1	4	**22**
Food Assistance	22	20	13	20	10	12	**97**
Income Support	22	32	29	26	7	39	**155**
Individual & Family Support	2	5	6	3	0	2	**18**
Physical Health	1	0	0	1	0	0	**2**
Clothing & Household Goods	6	2	5	5	0	2	**20**
Education	4	9	5	5	1	4	**28**
Entrepreneurship	5	4	3	6	1	2	**21**
Money Management	0	0	1	0	0	2	**3**
Sports and Recreation	2	1	2	1	2	0	**8**
Social Enrichment	1	0	3	0	0	0	**4**
Substance Use	0	0	0	0	0	1	**1**
Transportation	0	0	1	4	0	4	**9**
Utilities	6	8	3	14	5	18	**54**
Wellness	1	2	2	0	2	0	**7**
Grand Total	**323**	**402**	**306**	**381**	**94**	**317**	**1823**

Note: *The above Grand Total does not include assistance requests through Mission VetCheck calls and the Hello Fresh Food Program. Final numbers are included in the MMR.*

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 69th 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 the Veteran Resource Schedule, which is 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 the period of July 1st, 2024, through December 31st, 2024.

County	Veterans Moved into Permanent Housing
Bronx	16
Kings	12
New York	14
Queens	24
Richmond	0
Total	**66**

VI. Number of Homeless Veterans Housed by DVS

The following table illustrates client requests, broken down by borough of residence for the period of July 1st, 2024, through December 31st, 2024.

County	Veterans Moved into Permanent Housing
Bronx	30
Kings	37
New York	4
Queens	18
Richmond	0
Total	**89**

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	1
ICL-Revive Quality Inn Selter	30-03 40th Avenue Queens, NY 11101	1
Beach House Shelter	3-16 Beach 65th St, Rockaway Beach, NY	1
Colonial House	6209 11th 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	