



**Testimony of James Hendon
Commissioner for the New York City
Department of Veterans' Services (DVS)
New York City Council Committee on Veterans'
Topic: FY25 Preliminary Budget
March 25th, 2024, 10:00 AM**

Introduction

Good morning, Chair Holden, Committee Members, Veteran and Armed Forces Members in attendance, their loved ones, and advocates. My name is James Hendon. I serve as Commissioner of the New York City Department of Veterans' Services (DVS). I am joined today by my colleagues, Jason Loughran, Senior Advisor for Intergovernmental Affairs and Lamarr Wheeler, Director of our Housing Support Services team.

Thank you for providing us with the opportunity to discuss DVS' preliminary budget and the work that we have done, are doing, and will do in support of New York City's Veteran Community. Following my testimony, we welcome any questions that Committee Members may have.

Historical Overview: The Past

The New York City Department of Veterans' Services has undergone a significant evolution since it was first established as an agency on April 8th, 2016. In the ensuing years, we have transitioned from being a referral entity to one whose emphasis is on providing direct services. This transformation is marked by a series of internal shifts aimed at better serving New York City's 200,000+ US Military Service Members, past and present, and their loved ones. We chose to focus on services because we recognized that there are certain functions—specific to helping Veteran and Military Families—that DVS is uniquely positioned to offer through our capacity as an organ of city government. Examples include, but are not limited to: combating Veteran housing insecurity, helping Veterans file VA claims, and ensuring that, when a Veteran who served honorably passes away, they receive the appropriate honors and burial benefits regardless of personal wealth. It was key to us to offer immediate and tangible assistance in areas critical to the well-being of our constituents.

DVS' service offerings evolved significantly over time. Initially, efforts such as the Core 4 Whole Health Model highlighted the agency's broad approach to providing Veteran support, promoting Veteran wellbeing directly and indirectly through the lenses of culture, connection,

community, and clinical care. Separate from our staff who fought Veteran housing insecurity (which operated in its own silo), a majority of our community coordinators effectively served as referral specialists. A coordinator's main strength when engaging a Veteran was identifying their needs, then referring them to other entities that could be of assistance—known today as care coordination.

Over time, DVS refined its approach to explicitly embrace areas that the agency is mandated to address per Chapter 75 of the City of New York's charter. Its six charter-mandated areas are: healthcare, housing, benefits, culture, education, and employment. This refocusing allowed DVS to align its resources and efforts more closely with the needs of the Veteran community, ensuring that vital services were provided in the most in-demand areas. For instance, through this new approach, community coordinators evolved from simply referring Veterans to partners to also being accredited by the New York State Department of Veterans' Services to help Veterans file VA claims. Moreover, the Housing Support Services team transitioned from operating in a silo to working more synergistically with other arteries in DVS. When a Veteran had housing needs – but simultaneously had employment, healthcare, benefits, education needs, etcetera – there was more cross-pollination of support from others in the agency working in tandem with the Housing Coordinator who was the Veteran's first point of contact. We still work with external partners, to be clear. There are more than one hundred active service providers on our digital referral & services platform, VetConnect NYC (this can be visited at online at nyc.gov/vetconnect). Nevertheless, the quality and breadth of support to clients due to our collaborative, service-first model has increased on our watch.

That being said, unforeseen challenges like the COVID-19 pandemic posed unprecedented barriers to our evolution. COVID-era budget cuts, a hiring freeze, macro-economic fissures, stressed-to-capacity external systems, internal health struggles (akin to those faced by all at the time), and rising food insecurity are just some of the challenges that we faced. During the height of the pandemic, approximately 25 DVS employees comprised the on-hand staff. For perspective: our authorized strength just prior to the pandemic—in March of 2020—was 49 people. The current authorized strength of the agency is 38. When DVS began navigating COVID, we were on an organic growth trajectory as a new agency that had not yet turned four years old. Still, DVS persevered, adapting its operations to continue serving Veterans effectively. Despite the obstacles presented by the pandemic, DVS maintained its commitment to the Veteran community, demonstrating resilience and flexibility in its service delivery models. Moreover, COVID-19 and economic hardships subsequently faced by the city taught us as a young agency what was essential, what was not, and how to forge a blueprint that, in a resource-constrained environment, still generates maximum impact.

An operational milestone was the dramatic expansion of the agency's ability to identify Veterans. From having contact information for approximately 5,000 Veterans in 2019, DVS expanded its capabilities to include information for now-more than 100,000 Veterans today. Data sharing agreements with other government entities (city, state, and federal), national advocacy to the US Department of Defense, increased participation at Veteran and Veteran adjacent activities, and

media amplification through various platforms – print, broadcast, internet, and otherwise – informed this rise. The expansion of who in the community we could identify was crucial in enabling the agency to engage with a broader swath of the Veteran populace, thereby extending our services to a wider group.

In order to actuate these strategic shifts, DVS made thoughtful pivots in the following areas: operations, administration, contracting, personnel, and community engagement. These changes were integral to enhancing the agency's capacity to deliver services effectively, ensuring that all frameworks and resources were aligned with the department's mission and broader objectives.

Central to DVS' approach is our belief that human-to-human service delivery is at the heart of this agency. Technology, while important, is an enhancer, not the core of how services are delivered. Physical engagement fuels DVS's efforts; this is amplified by digital initiatives which augment the agency's reach and efficiency. Our approach underscores the importance of personal interaction in meeting the needs of Veterans; this reflects the agency's commitment to providing compassionate and responsive care.

As a new agency facing acute and growing needs within the Veteran community, DVS navigated a challenging landscape characterized by scarce resources. This situation required creativity and a sharp focus on prioritizing essential services. The experience honed DVS' understanding of what is truly important in serving the Veteran community, leading to the development of a robust and effective delivery model that addresses the most pressing needs of Veterans and their loved ones.

Current State of the Affairs: The Present

Excluding the headquarters component, organizationally, DVS now consists of three major verticals. They are: Administration, Community Services, and Strategic Engagement.

The Administration vertical of DVS includes functions such as Information Technology, Human Resources, Payroll & Timekeeping, Compliance, Fiscal Operations, and Equal Opportunity. DVS Admin has perennially facilitated the internal functions needed to sustain us as an agency.

Within DVS, our Community Services vertical plays a crucial role in focusing on three of our six charter-mandated areas: housing, benefits, and healthcare. In support of those charter-mandated areas, Community Services executes four tasks. Those task are: housing support services, VA claims, burial services, and care coordination.

Thirdly, our Strategic Engagement arm focuses on the charter-mandated areas of education, employment, and culture. Strategic engagement oversees education, employment, and culture because, relative to other aspects of the charter, we rely deeply on partners when it comes to working with schools (for education), employers (for employment), and nonprofit organizations

(for culture) – respectively. DVS’ Strategic Engagement vertical is divided into four sub-units: outreach, events, partnerships, and communications.

While there is sometimes overlap between the endeavors of the three verticals -- Community Services, Administration, and Strategic Engagement – the groups work together effortlessly to execute our agency’s assignment of moving the bell curve that is New York City’s Veteran community to the right.

Across these verticals, DVS has demonstrated a strong commitment to serving New York City’s Veteran community through comprehensive services, strategic partnerships, and targeted outreach and engagement. The agency’s efforts from the beginning of the Adams Administration to the present have contributed significantly to improving the lives of Veterans and their families, highlighting DVS’s role as an essential resource for Veterans in the City of New York.

Some – not all – accomplishments include:

Healthcare

- **Launch of GetCovered NYC Vet.** GetCovered NYC Vet is an effort conducted in partnership with the Mayor’s Public Engagement Unit. It is aimed at helping Veteran and Military Families access VA Healthcare and / or the New York State of Health where applicable.
- **Data Sharing Agreement with the Veterans Health Administration.** With 100,000+ active records, DVS has contact information for more Veterans living in the City of New York than the VA (who maintains approximately 38,000+ active records). We now share our data with them to facilitate VA outreach to eligible VA Healthcare clients who are currently untethered.
- **Crisis Intercept Mapping & the Veterans Mental Health Coalition.** Crisis Intercept Mapping and the Veterans Mental Health Coalition are communities of practice for responders to mental health incidents involving New York City Veterans. Crisis Intercept Mapping is hyper-local with an emphasis on first responders. The Veterans Mental Health Coalition is citywide with an emphasis on enduring stakeholders.

Housing

- **Empire State Supportive Housing Initiative (ESSHI).** DVS has leveraged ESSHI to facilitate the forthcoming erection of 250+ units of new, state-subsidized Veteran supportive housing in the City of New York.
- **Project Based Veterans Affairs Supportive Housing (VASH).** Working with our partners at the VA, the New York City Housing Authority, and the NYC Department of

Housing Preservation & Development, DVS has laid the foundation to erect—here in New York City—the nation’s first Project Based VASH Collaborative Case Management units. Collaborative Case Management (formerly known as VASH Continuum) is a form of VASH specific to Veterans who are not eligible for VA Healthcare; DVS provides case management to these Veterans. Also, together, we have laid the foundation to erect the first traditional Project Based VASH units built in New York City since 2016.

- **Mitchell Lama Transparency.** DVS advocated for the passage of state legislation signed into law in 2023 (S.8500 / A. 10050) which publicly conveys how many New Yorkers utilizing Mitchell Lama’s Veterans preference are on the wait list for each Mitchell Lama development. Through this law, Veterans have a clearer picture of the paths available to them when seeking affordable housing through Mitchell Lama.

Benefits

- **Pop-up Veteran Resource Centers.** On an advertised, one-day-only basis, DVS positions Veteran Benefits Advisors in community locales such as: district offices for City Council Members, NYC Health and Hospitals medical facilities, borough level district attorney’s offices, and NYPD Police Academy Veteran resource fairs, etc.
- **Indigent Burials.** DVS utilizes the state’s program for reimbursing indigent Veteran burials to an extent broader than that of any other municipality in New York. We have cultivated pathways for the state’s reimbursement of an indigent Veteran’s burial to flow through either a Veteran Service Organization or the City of New York—diversifying available funding streams should one run out. We have also set aside internal funds specifically in support of the indigent Veteran burial program.
- **Claims Support in Partnership with VetConnect Service Providers.** DVS is amplifying the number of VA Claims specialists in New York City by helping VetConnect Service Providers – who desire to help Veterans file VA Claims – obtain accreditation from New York State to process said claims (if they are not currently accredited). We provide quality assurance and quality control to a Service Provider’s designated claims representative, and then – if needed – refer claims clients to the Service Provider through VetConnect NYC.

Education

- **Military Family Advocate Program.** DVS partners with NYC Public Schools to pilot an effort – currently in Year One – whereby the desired end state is that all DOE schools will have a designated staff or faculty member who is the point of contact for Military & Veteran family needs. The current pilot involves 77 schools on Staten Island.

- **Student Veteran for Life.** DVS has designed and expanded a Student Veterans of America-inspired initiative – currently embraced by Fordham University, Manhattan College, and John Jay College of Criminal Justice – whereby high school students who enlist in the US Armed Forces in the Greater New York City region are assured pre-admission to each school’s undergraduate programs upon completing their initial military commitment.
- **JROTC Expansion.** DVS is working with NYC Public Schools to increase the number of JROTC programs in New York City for the first time in a material way in decades. The number of JROTC programs in DOE has increased from 19 to 25 programs since 2022 as a result of this partnership. More programs are on track to be added.

Employment

- **DoD Skillbridge.** DVS has increased the number of NYC-based work experience training opportunities available to Transitioning Service Members who take advantage of DoD Skillbridge. Skillbridge is a federally subsidized work experience training program that is available to Transitioning Service Members during their last 180 days of military service.
- **Boss-Up Veterans Small Business Program.** In 2023, DVS executed, in partnership with the NYC Department of Small Business Services and the Ron & Kerry Moelis Foundation, the City of New York’s first-ever small business competition exclusively for Veteran entrepreneurs.
- **Civil Service Veteran Expansions.** Working, in partnership with the NYC Department of Citywide Administrative Services (DCAS), DVS helped to expand New York City’s Veteran and Disabled Veteran credit to include Veterans who served during both peacetime and conflict. Also, DVS and DCAS partnered to extend a one-time civil service exam fee waiver to Veteran and Military Spouses.

Culture

- **Community Engagement Sessions.** DVS established a recurring, public forum for Veteran community leaders (particularly VSOs) to engage DVS leadership directly – and vice-versa – on issues impacting New York City’s Veteran and Military Families.
- **Honoring our Vietnam War Veterans.** DVS consistently recognizes New York City’s next “Greatest Generation” of Veterans – after our World War Two and Korean War Veterans – through more robust support of Vietnam Veterans Day (and Agent Orange Remembrance Day) activities. Also, we publicly recognize the 36 New York City Veterans who are still Missing in Action in Vietnam. Further, working with the Vietnam Veterans Memorial Fund and our local Vietnam Veterans of America Chapters – we

temporarily erected a replica of the Vietnam Veterans Memorial in Flushing Meadows Park last autumn, “The Wall That Heals.”

- **Citywide Liaisons with Legacy Veteran Service Organizations (VSOs).** DVS collaborated with the state level leadership of the American Legion and Veterans of Foreign Wars (VFW) to designate one American Legion liaison and one VFW liaison to the NYC Department of Veterans’ Services. This action expedites synergy and communication between DVS and a large number of our local legacy VSOs.

A meta-development during this administration – which informs all of our charter-mandated areas:

After years of advocacy individually and in partnership with the National Association of State Directors of Veterans Affairs (DVS was a key leader in this effort), starting in October of 2022, our agency began receiving contact information directly from the Defense Department for Transitioning Service Members who indicated on their DD214s that they intended to settle down in New York City. This was a watershed moment when it comes to identifying and maintaining positive knowledge about our incoming Veterans and their families.

DVS in the Days Ahead: The Future

As we look to the future, DVS is dedicated to a multi-faceted approach to better serving our constituents. Our vision encompasses three key priorities, each aimed at enhancing our support for Veterans and their loved ones.

Priority One: Identifying Untethered Veterans. Our first priority is to intensify our efforts to identify untethered Veterans. These are Veterans who, for various reasons, may not be fully connected to the services and benefits that they have rightfully earned. For greater context, according to the VA’s FY 22 Gross Domestic Expenditure Report, while 33.1 percent of eligible Veterans nationwide take advantage of VA benefits, that proportion falls to 29.6 percent in New York State and 24.2 percent in New York City. To better identify our brothers and sisters who are untethered, we are taking a multi-pronged approach, which includes, but is not limited to:

- **Introduction of Legislative Measures.** We support and advocate for measures like Intro 1237 – recently passed by the City Council. Intro 1237 will organically improve data sharing mechanisms between city agencies and DVS. This legislation significantly enhances our ability to identify Veterans who are not yet connected to our services. It asks, on almost all City of New York client-facing forms (paraphrasing): “Have you ever served in the United States Armed Forces? If so, then would you like to be connected to DVS?”
- **Sharing information with elected officials.** Informing New York City’s elected officials at the city, state, and federal levels of who the Veterans are in their districts (that

we are aware of) increases the number of stakeholders who will engage our constituents in a targeted, hyper-local way. Often, the decision by a Veteran or Military Family to identify themselves and come into the light is dictated by how many times they have been engaged. Currently, data sharing agreements that DVS has executed with the New York City Council, New York State Assembly, New York State Senate, and (forthcoming) New York City's Congressional Delegation will enable us, together, to expedite this process.

- **Utilizing Military Separation Paperwork (DD214s).** We have New York City Transitioning Service Members' DD214s and we know who many of them are. Working with partners, we hope to identify the optimal way (or ways) to engage this cohort of new Veterans such that we establish a rapport and long-term trust. It is our goal for this bond to be mutually beneficial – to Transitioning Service Members and the broader Veteran community.
- **Amplifying DVS Messaging.** To reach more Veterans, we aim to enhance our communication strategies. This includes working closely with partners to smartly intensify our messaging through various platforms, ensuring that every New York City Veteran – including those whom we do not currently know – is aware of how to access our agency and our partners.

Priority Two: Integrating Untethered Veterans. After identifying untethered Veterans (our first priority), our second priority is to integrate those Veterans and their families into the broader ecosystem of DVS and DVS-affiliated services. Key strategies include:

- **Providing care coordination services to Transitioning Service Members before their arrival.** Currently, DVS receives DD214 data from the Department of Defense during the week when a Service Member's DD214 was processed at the Pentagon. In the coming months, we will also begin receiving Transition Assistance Program data. We will receive contact information for Service Members who are still on Active Duty status, but who will have informed their leaders through a form known as a DD2648 that they intend to leave the military within the next 12 months and transition to New York City. Engaging Service Members before their departure from Active Duty allows us to help ensure a smooth transition to civilian life.
- **Connecting Veterans to Local Veteran Service Organizations.** We aim to do our part to help increase the utilization of existing VSOs through various methods, some of which include: asking Veterans for their consent to be connected to local VSOs upon their arrival in New York City, promoting VSO activities through the New York City Veteran community calendar run by our friends at the Bob Woodruff Foundation, OurVeterans.NYC, and increasing our coordination with VSO leaders through DVS' Community Engagement Meetings and our Citywide VFW and American Legion Liaisons.

- **Fortifying Our VetConnect Service Provider Network.** It is important to prepare our VetConnect Service Providers to function in a way that ensures the cumulative delivery of services to DVS clients is always able to meet demand. In other words, if, for instance, DVS has a surge of clients who engage our agency about essential services like those involving housing insecurity, indigent Veteran burials, and / or VA Claims, we would refer said Veterans to pre-determined, pre-groomed partner entities through VetConnect NYC. We are in the initial stages of grooming partners specific to housing insecurity and VA Claims support at this time.

Priority Three: Increased Emphasis on Housing and Claims. Finally, our third priority is to increase our emphasis on housing and claims assistance for Veterans.

- **Expanding Housing Support.** Recognizing the importance of stable housing for Veterans, we are committed to working with stakeholders – both internal and external – to leverage existing resources so as to increase our footprint in aiding Veteran and Military Families in the transition from insecure to secure housing.
- **Enhancing Claims Support.** Empowering Veterans with the support they need to navigate the VA claims process is vital. We aim to improve our capacity to assist Veterans in filing claims, ensuring that they receive the benefits they are entitled to in a timely manner.

By focusing on these priorities, the Department of Veterans' Services is committed to not just meeting the immediate needs of our Veterans, but ensuring they are fully integrated into a supportive and understanding community. Our goal is to ensure that every Veteran and Military Family member in New York City has access to the services, support, and community they deserve.

Conclusion

Beyond our thoughts on the agency's past, present, and future, there are four common themes that I would like to share which undergird many of our decisions and actions.

They are:

- **DVS Organization.** The way that DVS is organized leans first on our strategy for engaging and serving the Veteran community, second on the need for there to be redundancy in certain administrative roles (in order for us to function as an agency), and third on the desire to add more client-serving staff to our framework as demand from Veteran and Military Families for our offerings increases.

- **Federal Unfunded Mandate.** A large portion of our work involves filling a federal unfunded mandate generated by the VA in its decision to limit healthcare eligibility drastically compared to the more permissive guidelines that existed for Veterans who enlisted in the military before September 7th, 1980. Second and third order effects from this decision are felt today at the local level. Also, this decision is largely subsidized – directly, indirectly, and otherwise – by our nonprofit partners and DVS.
- **Complex Challenges.** Many of the challenges the New York City Veteran community faces – structural, policy, demographic, etcetera – are more complicated than they appear on the surface. They often require analysis that views the problem in depth over a period of years (not just a 1-2 year snapshot) along with a solution that may take years to reach fruition (ie: building new supportive housing, federal legislative fixes, attracting more Transitioning Service Members to New York City, etc.).
- **Veteran Identification.** This agency will remain committed to identifying untethered Veteran and Military Families, providing them with earned benefits and services (as we do with all DVS clients), and connecting them to the broader New York City Veteran ecosystem.

We pray that this testimony has given you a firm understanding of where our agency came from, where we currently are, and where we intend to be. We also hope that you understand how we think and some of the broader themes that we wrestle with.

We welcome continued collaboration as we work together to connect, mobilize, and empower New York City's Veteran and Military Families. I urge you all to please reach out to me or our Senior Advisor of Intergovernmental Affairs, Jason Loughran with any follow-up questions or thoughts. Please view us as a tool to assist as you navigate legislative ideas and a prospective enabler of your historic and future success. Your success as a Committee is beneficial for all Veterans.

Thank you.



NEW YORK CITY COUNCIL COMMITTEE ON VETERANS

Monday, March 25, 2024, 10:00 a.m.

SUBJECT: PRELIMINARY BUDGET HEARING - VETERANS

My name is Peter Kempner. I am the Legal Director of Volunteers of Legal Service (VOLS). Our purpose is to leverage private attorneys to provide free legal services to low-income New Yorkers to help fill the justice gap.

The Veterans Initiative of the VOLS Senior Law Project strives to empower older New Yorkers who served in the military to age in place with dignity, access their legal rights, and live without fear of homelessness. Our free legal services assist low-income older veterans in making key decisions about incapacity and end-of-life care by providing Last Wills and Testaments, Powers of Attorney, Health Care Proxies, Livings Wills, and other advance directives. These documents enable our clients to ensure that their dying wishes are fulfilled and that they are able to maintain income and services during their lifetime. We also enable our clients' caregivers to make medical decisions in line with their beliefs. Our guides, fact sheets, workshops, and training are aimed at overcoming confusion about planning for the future. Through this work, we empower older veterans to take charge of their finances, property, and medical care, helping them continue to live in the communities for as long as possible. We provide home and hospital visits for limited mobility clients to ensure that all eligible veterans are able to access our free services.

The VOLS Veterans Initiative also provides legal advice on a range of other civil legal issues including landlord tenant matters, access to benefits, consumer matters, and other civil legal needs.

VOLS also supports the New York City veteran community through our Microenterprise Project. For over 20 years our Microenterprise Project has helped existing and aspiring small business owners and microentrepreneurs access high-quality free legal services. For many veterans, owning a small business is an effective path to financial stability and independence upon their return from service. VOLS aids with drafting contracts, reviewing government documents, protecting intellectual property, and advising on commercial leases.

Each year since 1994, the United States Department of Veterans Affairs (VA) conducts a survey in which participants rank the needs of homeless veterans in their community. The Community Homelessness Assessment, Local Education and Networking Groups (CHALENG) Survey lists out both the met needs and the unmet needs of the most vulnerable veterans and breaks down those results by veterans answering the survey and providers answering the survey.

The most recent survey's results were published in October 2023 and paint a troubling picture with respect to the unmet legal needs of veterans. The veterans who responded to the survey reported that 8 out of 10 of the highest unmet needs of veterans were legal in nature.

New York City is home to roughly 210,000 current and former US Military Service Members. Ensuring that our veterans have access to high quality, culturally competent, free legal services is of utmost importance.

In Fiscal Year 2024 the New York City Council dedicated \$600,000 to its Legal Services for Veterans Initiative to help bridge the access to justice gap for our city's veteran community. The seven legal services organizations who receive this funding provide veterans with legal assistance on a broad range of matters, including family law, housing, public benefits, healthcare and homecare, financial planning, and consumer protection. Thanks to this initiative these legal services organizations not only dedicate critical staff resources to providing veteran focused legal services, but they are also able to leverage these resources to harness thousands of hours of pro bono support from the private bar.

A City's budget is a moral statement of priorities. With a proposed budget of over \$109 billion for Fiscal Year 2025, the amount of funding dedicated to providing free legal services to veterans is small but critical. It is imperative that meeting the legal needs of New York City's veteran community remains either at current funding levels or is increased so we as a city ensure that the legal needs of those who sacrificed in service to our country are met.

In addition to ensuring funding for veteran focused initiatives, it is also critical that the New York City Department of Veterans Services (DVS) is adequately funded. DVS is already one of the smallest city agencies and it is imperative that the size of the agency and the scope of the services it provides is maintained at a minimum. DVS's budget represents less than one half of one percent of the City's proposed Fiscal Year 2025 budget, which seems wholly inadequate to meet the needs of our veteran community, many of whom struggle with homelessness, disability, and other challenges. There can be no doubt that devoting less staff and fewer resources to an agency that already struggles to reach its target constituency will only harm New York City's veterans.

We would like to thank the City Council for holding this hearing and we hope that the City will continue to invest in services and programs that make New York City a place where veterans feel welcomed and at home.

Peter Kempner, Esq.
Legal Director

3/25/24

Community Healthcare Network Testimony
For Committee on Veterans

Presented in Person on March 25th, 2024

Hello and thank you all for having me to present today. My name is Erin Verrier and I am the Manager of Policy and External Affairs at Community Healthcare Network, otherwise known as CHN. CHN is a federally qualified health center with 14 sites citywide that provide critical primary care and social services for patients in underserved communities. Reaching over 50,000 individuals annually, CHN welcomes patients of all ages, regardless of their ability to pay.

While our services are many, I'm here today to speak about the work we do for Veterans. CHN's Military Health and Wellness Program provides a comprehensive array of services to Veterans and their families, from on-site mental health care to primary care services. Each program participant is screened and assessed for mental health needs by a licensed clinical social worker and can, as needed, receive referrals to CHN's behavioral health team. Accordingly, participants can access behavioral health services like individual and family counseling, psychiatry, and medication management, and be connected to other services like legal support, medical care, dental services, and more. Today, our program serves up to 100 patients annually.

The Military Health and Wellness Program is also unique in its collaboration with the Veterans Advocacy Project (VAP) which provides legal support services, assistance with public benefits, VA claims, discharge upgrade applications, housing, and other civil legal issues. The VAP works with CHN staff to ensure continuity of care and provides training for staff on cultural competency when working with Veterans and understanding their legal needs.

In all, we greatly appreciate the support we receive from City Council for our program and look for this funding to continue moving forward as it is an honor to serve our Veteran population. I appreciate the time to share our program with you.



Family Legal Care's Testimony to the New York City Council's Committee on Veterans' Budget Hearing

Monday, March 25, 2024

Robert F. Holden, Chair

My name is Cathy Cramer and I am the CEO at Family Legal Care, formerly Legal Information for Families Today. Thank you to Chair Holden and members of the Veterans Committee for the opportunity to submit testimony about the issues veterans are experiencing in family court.

On behalf of Family Legal Care, I'd like to thank the New York City Council for its continued support and focus on issues impacting New York's parents and caregivers in Family Court. Without funding from the New York City Council Legal Services for Veteran's Initiative we could not assist veterans and their families confront issues at the heart of their well-being, including child support, custody and visitation, and domestic violence. We hope you will continue your valuable support for our work.

Family Legal Care's mission is to increase access to justice in New York State Family Court. We combine legal guidance, easy-to-access technology, and compassionate support to help unrepresented parents and caregivers self-advocate on critical family law issues, while working on reform that improves the system for everyone. We work primarily on cases of child support, custody and visitation, parentage, guardianship, and domestic violence.

Veterans encounter family law issues as others do, but there are unique aspects to their situations and laws that impact the process and results for them. Considering the disruptions of military life on families and the challenges veterans face reintegrating into civilian life and accessing services, veterans need specialized support to navigate Family Court.

Here is some background information on the important services we provide to hundreds of veterans and thousands of other NYC parents and caregivers:

Last year, Family Legal Care served 220 veterans or current military members. Most of the veterans we serve are struggling with child support arrears from cases that could be modified. This can mean they experience enforcement actions against them through the Family Court or the Office of Child Support Services, or they have money garnished from their military retirement/pension or their VA disability benefits. But sometimes the amount collected can be incorrect, withheld improperly, or beyond the statute of limitations for collection. If the veteran does not realize this, it could mean they are not receiving the correct amount of their benefits, which places them in financial hardship.

In addition to the services we provide to individual veterans, we regularly conduct legal education workshops, presentations, and webinars on common family law issues for veterans. We have partnerships with Feerick Center for Social Justice Veterans Rights Project, and the Veteran Advocacy Project, among others. We recently hosted a webinar, "Child Support & VA Benefits" which is available on our YouTube page.

Family Legal Care's program to helping New Yorkers is multi-faceted:

- Offering legal advice and consultations from staff attorneys with expert knowledge on family law topics.
- Operating bilingual phone, email, and live chat Helplines that provide information to litigants and pro se litigants on family law issues.
- Developing over 60 multilingual legal information materials on child support and other family law issues, which are available online and in each of the city's borough courthouses.
- Connecting unrepresented litigants with pro bono attorneys for video consultations through our Pro Bono Program.
- Developing innovative digital tools that make legal information and court documents easy to access, understand, and be completed on a mobile device.
- Connecting those impacted by the digital divide in our Tech Hubs to the equipment and stable internet connection they need to access the hybrid courts.

The Court's decisions touch the lives of thousands of children and families with profound, long-lasting effects on their safety, economic security, health, and well-being.

We are the only organization in New York State dedicated solely to empowering parents and caregivers to represent themselves in New York Family Court. Each year we help approximately 25,000 parents and caregivers to self-advocate for positive outcomes in Family Court. The demand for free, expert legal advice has never been greater, continues to grow, and Family Legal Care is the only organization in New York City filling this need.

The New York City Family Courts have been under-resourced and overburdened for decades, and 80% of litigants come to Family Court without a lawyer. These unrepresented litigants are disproportionately low-income, from communities of color, often undocumented immigrants, or speak monolingual Spanish or some other language. Because the family courts are understaffed, there is a justice gap for many of the litigants. Organizations like Family Legal Care and others have worked closely with the Court to close this justice gap, but serious issues remain.

Despite the pivotal role we play to increase access to justice, Family Legal Care is facing a potential loss of critical funding due to a transition of our contract from the Mayor's Office of Criminal Justice, which we had for eight years, to a subcontracting opportunity on a pending RFP from the Mayor's Office to End Gender Based Violence. **We urge the Council to increase general discretionary funding allocations for Family Legal Care in the upcoming budget cycle to ensure continuity of services for the thousands of parents and caregivers who rely on us and have nowhere to turn.**

Strong families are essential building blocks for a thriving city, and we believe we have a powerful upstream impact in this unique space through Family Court. Family Legal Care helps



Family Legal Care

Justice for All. One Family at a Time.

veterans self-advocate for positive outcomes in Family Court. With increased support from the City Council, Family Legal Care can continue to be part of the solution.



Testimony from Marcos A. Stafne, PhD
Executive Director, GallopNYC
New York City Council Committee on Veterans hearing on the Fiscal 2025
Preliminary Budget
Monday, March 25, 2024

Chairman and Members of the Committee on Veterans,

I appear before you today on behalf of GallopNYC, an organization deeply committed to supporting our veterans through therapeutic horsemanship programs. For over 11 years, GallopNYC has offered a Veterans Program free of charge at our various program locations which now include Prospect Park, GallopNYC Forest Hills and GallopNYC Sunrise Stables, located in Howard Beach.

Our program provides veterans with invaluable opportunities for healing and growth through interactions with horses. Through riding and working with these magnificent animals, veterans experience profound therapeutic benefits, including mindfulness practices and teamwork. Groundwork with horses fosters non-verbal communication skills, which many veterans find applicable to their other relationships.

Therapeutic horsemanship has proven effective for both physical and emotional rehabilitation, particularly in alleviating symptoms of PTSD and brain injuries. Our programs focus on interactions with horses to improve personal decision-making and self-regulation. The healing outdoor environment at GallopNYC Sunrise Stables further enhances the therapeutic experience, providing a stress-relieving atmosphere.

The funding we request would support the expenses associated with providing therapeutic riding lessons to veterans and their families, ensuring that cost is not a barrier to access. Under the guidance of certified instructors and trained volunteers, veterans participate in weekly riding lessons, gradually acquiring advanced skills that translate into practical abilities for everyday life.

These experiences empower veterans to lead healthy and productive lives, effectively managing symptoms related to PTSD and trauma. By reinstating



\$85,000 in funding, you would not only support our vital programs but also honor the commitment and sacrifice of our veterans.

I invite each member of the committee to witness firsthand the transformative impact of our Veterans Program at GallopNYC Sunrise Stables. Your support is instrumental in our ability to continue serving those who have served our country with dedication and excellence.

Thank you for your time and consideration.

Marcos A. Stafne, PhD
Executive Director, GallopNYC
marcos.stafne@GallopNYC.org
88-03 70th Road
Forest Hills, NY 11375



OPERATION WARRIOR SHIELD

Operation Warrior Shield

"Healing the Hidden Wounds"

Tax ID 81-1268470 501C3 IRS Certified

MARCH 25, 2024 TESTIMONIAL TO NYC VETERANS COUNCIL

I am retired Chief Master Sergeant Ed Schloeman, Chairman of Operation Warrior Shield and I thank you for the opportunity to discuss our work with Mental Health and the Veteran Community.

I have been involved with this work since 2010 and I am very proud of the partnership which we have with many city organizations. We have endorsed and implemented Transcendental Meditation, with a partnership from the David Lynch Foundation, Operation Canine Companion with a partnership from the Doris Day Animal Foundation.

Today, as I presented in our last council meeting six months ago, I am proud to say we are supporting another mental health initiative called, Reconsolidation of Traumatic Memories Protocol or RTM.

Both General Sutton and I are working together on this initiative and I sent a package to Council Member Holden outlining the program called, PROJECT GOTHAM GRIT.

Operation Warrior Shield has submitted a grant request to implement this program and we already have interest from NYPD Health & Wellness, and other Veteran Service Organizations. NYPD has about 3,000 police who are still serving in the military reserves and have been deployed to combat zones.

With the City's Grant, we are immediately ready to help those that need support in their moments of battle against PTSD.

CMSgt (ret) Edward Schloeman, Chairman

eschloeman@aol.com

THE AMERICAN Legion

legion.org

\$2.50 September 2023

Veterans Strengthening America

BREAKTHROUGH

A DRUG-FREE, STRESS-FREE
TREATMENT FOR PTSD



FOR GOD AND CO

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ROBERT SALLUZZO
204 S WILLIAM ST
JOHNSTOWN NY 12095-2813



From left, Mike Suter, Dr. Frank Bourke, Bob Salluzzo and retired Air Force Brig. Gen. Jon Adams have advanced RTM therapy as a successful, cost-effective treatment for PTSD.

Photo by Mike Bradley

MIND SHIFT

Innovative PTSD therapy has a 90% success rate for veterans, first responders and others grappling with traumatic experiences.

BY HENRY HOWARD

Mike Suter calmly recalls every detail of the Beirut bombing that killed 241 U.S. troops 40 years ago this October.

"I got blown out of my bed in an adjacent building, 20 to 30 feet away from the barracks," says Suter, a retired Marine Corps major and member of Herman Kent American Legion Post 777 in Celoron, N.Y. "After I got myself together, I walked out and saw the airport. I couldn't see the airport before because the building was blocking it. Four Marines ran up the road, covered in blood, yelling, 'They're all dead.'"

Over the next 60 sleepless hours, Suter and others engaged in a firefight, set up a morgue and searched the rubble for signs of life.

The trauma stayed with Suter for decades. So did the sleepless nights, as the memories regularly limited him to three hours. He was unable to talk about the bombing, and he had trouble socializing. Prescription drugs couldn't give him the rest and relief he needed.

About five years ago, Suter decided to try a therapy called Reconciliation of Traumatic Memories (RTM), applied to help veterans, first responders, disaster victims and others cope with their trauma.

After his first RTM session, Suter slept eight hours and maintains that average today. "I have a moment now and then, but after talking about it, things mellow out," he says. "I remember

everything that happened in Beirut that day. Now the triggers don't exist; they are just a memory."

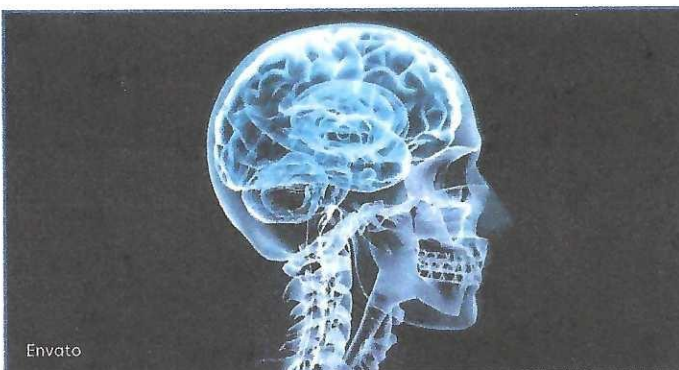
Help for 9/11 survivors Frank Bourke is a clinical psychologist and former lecturer at Cornell University in upstate New York. He and his colleagues developed RTM, an 89-step process that has a 90% success rate without use of drugs or medication. It transforms trauma victims from not being able to handle associated memories to a disassociated state where they can talk about the trauma without issue. While the memories themselves won't change, RTM alters the way in which the person sees and reacts to them.

Months after the 9/11 terrorist attacks, Bourke was among dozens of psychologists working with hundreds of survivors with post-traumatic stress disorder (PTSD). Often, they would cower under their desks or even benches at a subway station, imagining themselves experiencing the terror all over again. After Bourke worked with the individual, their behavior returned to normal.

"I would do the protocol for two to five hours and they would come into work the next day as their old selves, which was not believable in terms of its efficacy," Bourke says. "It quickly became apparent that it was like nothing else. It was getting rid of the nightmares and flashbacks."

Bourke's experience at Ground Zero not only helped survivors return to their careers but has led to similar successes for veterans, first responders and others suffering from trauma-induced PTSD. He derived the RTM Protocol from a neuro-linguistic protocol that may have been originally developed by American psychiatrist and psychologist Milton Erickson.

"The protocol has gone from an initial thing that I picked up to a very refined version of it that has also been cleaned up so it can be researched," Bourke explains.



How the therapy works

A therapist certified in RTM Protocol™ works one-on-one with a PTSD-diagnosed patient. Generally, it takes three sessions, from 60 to 90 minutes each. After successfully completing the sessions, the patient can recall the once-triggering memory without experiencing traumatic feelings. The process has 89 steps, but this is an outline of how it works:

1. In a typical therapy office, the therapist directs the client to imagine a movie screen on the wall.
2. The therapist guides the client through a movie of a neutral event, using visual variations including projecting the imagined movie on the wall in black and white, running it backward very fast, and from both associated and dissociated views.
3. After the client has mastered all the visual variations using the neutral scene, they move on to the next phase. It begins by imagining themselves in a movie theater, feeling the seat, smelling the popcorn, using all senses.
4. The therapist guides the client to recall and watch movies of their real traumatic events using the learned visual variations, from a dissociated view. This is achieved as the client imagines themselves floating up to the projection booth. From there, they are not watching the movie; they are watching themselves watch the movie.
5. The steps might be run and reconfigured as needed, in part or in full, numerous times. Success is achieved on the final step, when the client imagines the event without traumatic elements.
6. Throughout the sessions, the therapist verifies each step with Subjective Units of Distress measurements. This allows for an organized flow throughout the protocol and to ensure success.

To learn more or see if you or a loved one qualifies for the therapy, visit thertmprotocol.com.

"The reason it works is because it is not normal therapy. It's a neurological intervention."

Bourke is now the chief executive officer of the Research and Recognition Project, a nonprofit founded to advance RTM therapy.

"The RTM Protocol, at this point, is the most cost-effective treatment for PTSD in the world," he says. "That is being borne out by the scientific research."

The RTM Protocol was evaluated in four separate randomized controlled trials between 2015 and 2020. An independent analysis of the research, published in 2022, supported the findings of a 90% success rate: "The RTM Protocol has now been shown to successfully treat PTSD in both military and civilian contexts. It has surpassed the efficacy of mainline treatments in the permanent resolution of PTSD and its symptoms."

It can alleviate issues stemming from recent traumas and others dating back decades.

Bourke has treated Vietnam War veterans whose nightmares span 50 years. "They have every blade of grass on the path they were walking on visualized from the ambush they encountered."

The process is designed so those with PTSD can reset their response to the traumatic memory. "Unconsciously, neurologically, the memory is separated from the physiological response, the flight-or-fight response."

In Bourke's experience, he doesn't see a difference in the success between a one-time traumatic event like an accident and one that takes place over months or years, such as abuse. For example, 36 women in San Diego were treated for military sexual trauma. A follow-up study one year later showed 96% were cured.

"If there is a traumatic memory, whatever produced it, the therapy will work on it. Anecdotally, we know it works long-term. Scientifically, we haven't measured out more than a year."



Army veteran
Shantane Gaines
Photo by Ryan
Ketterman

'From tears of sadness to tears of joy'

Army veteran Shantane Gaines may have been in the vehicle's driver's seat, but her traumatic memories were in control. Behind the wheel, her whole body tensed up.

"My triggers were horrible," she says. "There were multiple times when I would cry, and I lost control. It was scary. The hairs on my body would stand up. I just wanted relief."

Gaines, who served as a supply specialist from 2000 to 2004, was able to reset herself after about 30 minutes. But with a family counting on her, she knew she needed assistance to overcome her trauma stemming from a serious car accident.

She took the RTM test and qualified for the treatment. "I was tired of feeling that way," she says. "I was willing to try anything. But I did not believe it would work."

After the first session last spring, Gaines returned to her home outside Jacksonville, Fla., and practiced the visioning technique she learned. Several sessions later, she was at last able to talk about the trauma without breaking down. "I took the emotion out of the event. Instead of me feeling it, experiencing it, the therapy did something to my brain. After that therapy, I had no response. I went from tears of sadness to tears of joy. It changed my life."

Gaines has a 21-year-old, 16-year-old and twin 12-year-olds. They saw their mother at every stage of her journey: before the trauma, dealing with the effects of the trauma and, finally, overcoming it.

"I'm not on autopilot anymore. I can control myself. Those triggers don't affect me anymore. I express myself to my kids way better. I apologize to my kids way better. I don't want them to ever wonder what's wrong with Mommy."

American Legion support While Bourke was focusing on survivors of current events like 9/11 and Hurricane Katrina, Bob Salluzzo envisioned the therapy as a way to help veterans.

"Bob essentially recognized that there was a whole generation of Vietnam War veterans who were carrying these traumas and weren't getting treated properly," Bourke says. "Drugs and other therapy didn't work. They all had friends and relatives who were living very disjointed lives because of their PTSD."

Salluzzo, a Vietnam-era Army veteran and member of Robert Lee Walsh American Legion Post 377 in Broadalbin, N.Y., spearheaded the Department of New York's support for RTM. The department has donated more than \$125,000

to fund Bourke's work and nonprofit. Other contributions include American Legion Post 472 of Johnstown donating its last \$15,000 to the then-fledgling program to keep it afloat.

In 2021, the Legion's National Executive Committee approved Resolution 25, calling for Congress to provide oversight and funding to VA, DoD and the Research and Recognition Project for research and training of RTM. Funding is critical for training counselors on the therapy, so that more trauma sufferers can find the relief they need.

Salluzzo is pushing for a broader effort. "The sheer number of (American Legion) posts across the country means we have the visibility and the entry point to take this treatment into all the

A life-changing five hours

Vietnam was worse than hell for Mike Moreno.

Hell's Kitchen, that is.

"It's a pretty tough neighborhood, and you learn to fight at a very young age," recalls the native New Yorker, who served in the Army's 101st Airborne as a rifleman. "But after a fight, you shook hands with your opponent and the matter was over. It was nothing like what I experienced in Vietnam."

There, Moreno slept in jungles, endured monsoons and was on constant watch for hidden enemies.

"I say, 'I'm a combat infantryman' instead of, 'I was a combat infantryman,' because once you have seen combat, the memories - especially the bad ones, the firefights, the ambushes, the mortar attacks - they stay with you forever," he says. "After I was discharged from the Army, I started having nightmares and flashbacks. In these dreams, there always was somebody trying to kill me."

He withdrew from friends and family, lost trust in everyone and wouldn't talk about his time in



RTM therapy helped Mike Moreno face traumatic combat memories and heal relationships with family.

Photo courtesy Mike Moreno

country. Twenty years passed before Moreno understood his issues were related to PTSD. He needed even longer to find a solution after trying cognitive therapy, medications and other methods.

"After almost 55 years, I found a therapy that eliminated the demons I lived with all these years," he says.

Three Reconsolidation of Traumatic Memories (RTM) sessions totaling five hours changed his life.

"I could talk about this specific event without anxiety,"

he explains. "The most astonishing thing is that other combat events I experienced have also gone to zero.

I can't explain how this happened in five hours. That heavy burden I lived with for so many years is gone."

Moreno has also mended relationships with his children and grandchildren.

"Because of PTSD, I never let anything out about my emotions or feelings," he says. "Now, I'm a lot more open. I listen more. I joke more.

I ask more questions. I don't just push my way."

communities," he says. "It's a rare opportunity because the stated objective of The American Legion's Be the One initiative is to cut down the number of veteran suicides. We can filter the treatment to the families and communities where every Legion post is."

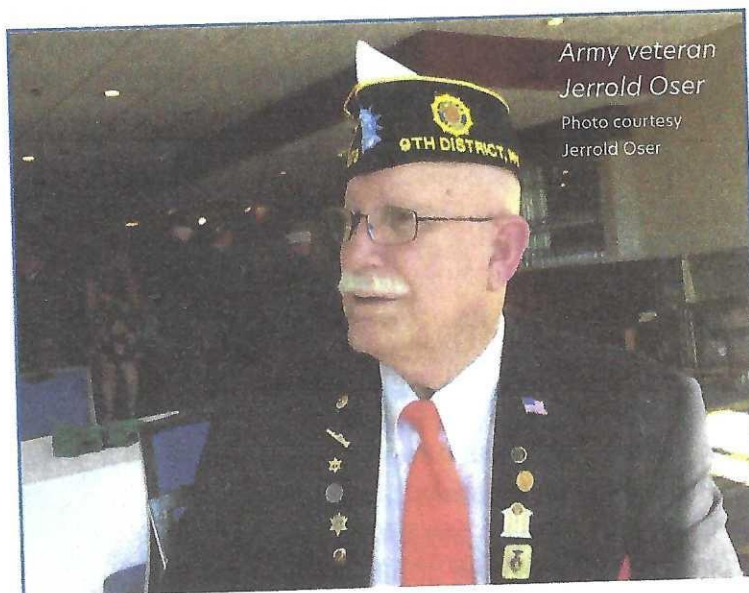
Be the One is currently the Legion's preeminent initiative, aiming to reduce veteran suicide by helping destigmatize mental health care. Bourke emphasizes the value of the program.

"'Be the One' to get those people this treatment that really works, even after 50 years of suffering. The American Legion has found something that really addresses PTSD We wouldn't have completed the initial research or be using this today without The American Legion's contribution."

Going with the winner Marine Corps and Navy veteran Montel Williams serves on the Research and Recognition Project board of directors. He has advocated for RTM, sent veterans to participate in the therapy and spoken about its success in public forums.

"I've really never taken my uniform off," says Williams, who

"I would do the protocol for two to five hours, and they would come into work the next day as their old selves, which was not believable in terms of its efficacy.... It quickly became apparent that it was like nothing else. It was getting rid of the nightmares and flashbacks."



Army veteran
Jerrold Oser
Photo courtesy
Jerrold Oser

No more aftershocks

Army veteran Jerrold Oser was stationed at Fort Richardson, Alaska, when the second-largest earthquake on record struck on Good Friday, March 27, 1964. Measuring 9.2 on the Richter scale, the quake and resulting tsunamis killed more than 130 people.

Oser was among the U.S. military personnel who searched for survivors. At one point, they found a boy on the roof of his home. He refused their pleas to jump down, saying he had to go inside and get a sibling.

"I wanted to jump on the roof but was told no," says Oser, a member of American Legion Post 1573 in Harriman, N.Y. "There was another aftershock, and the whole house gave way and went down with the boys in it. It was hard for me to accept that they died."

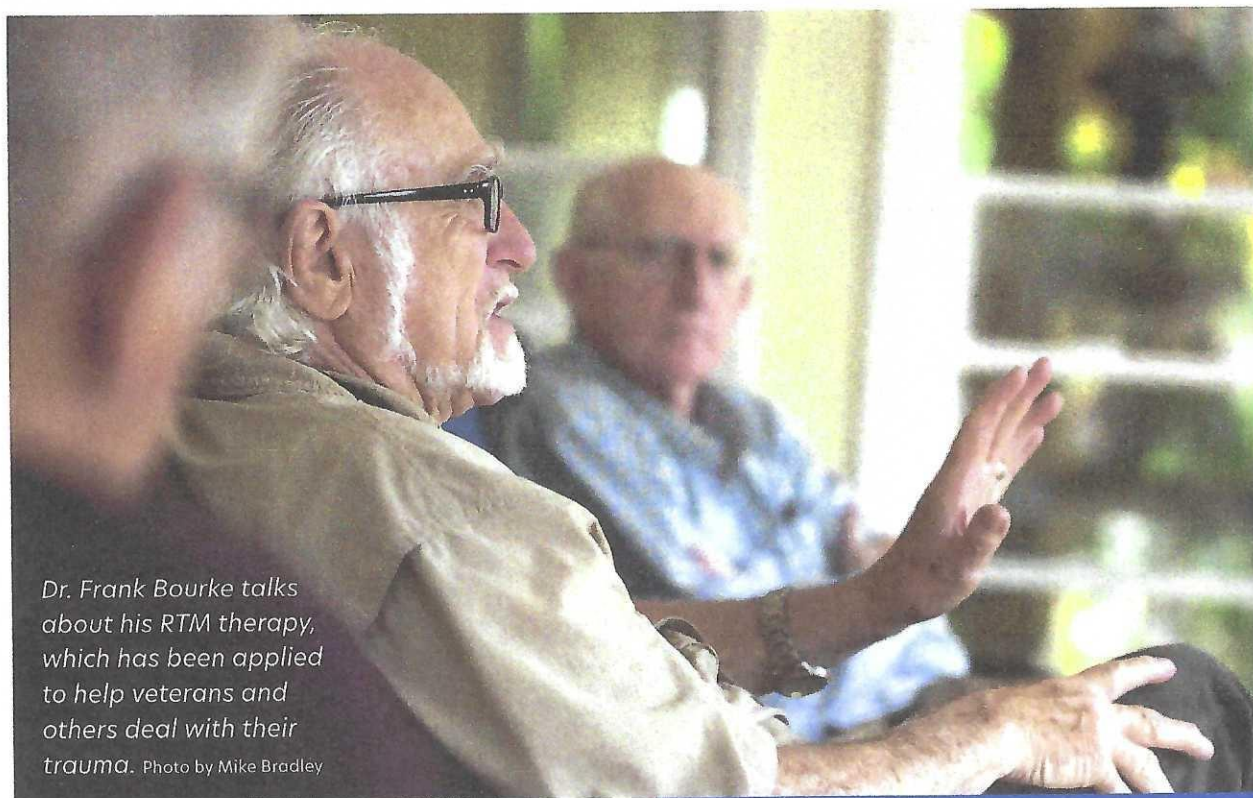
The memory stayed with Oser for decades.

"I had nightmares (and would wake) up swinging or reaching for something," he says, explaining that he was lunging for the boy.

He saw psychiatrists and psychologists but refused to take medication for his PTSD. Instead, he buried his struggle in long work hours and alcohol binges.

"All of a sudden a wall would drop and I wouldn't let people in," he says. "After going through the (RTM) process with Dr. (Frank) Bourke, I was able to drop the wall - not completely, but to where I could function better. I was able to talk about it. I'm able to hug my grandchildren now."

Oser is applying what he learned from the therapy as he battles lung cancer. "Before I met Dr. Bourke, I was suicidal," he says. "Dr. Bourke taught me how to build a foundation to get through any problem. Once you build that foundation, you can live with it."



Dr. Frank Bourke talks about his RTM therapy, which has been applied to help veterans and others deal with their trauma. Photo by Mike Bradley

retired in 1996 as a lieutenant commander in the Navy Reserve before his second career as a popular TV talk show host. “I’m interested in supporting veterans’ issues for those who do so much for us. When you look at the studies that show nine out of 10 veterans successfully walk away from RTM, I have to go with the winner.”

Williams points out a dilemma. “We’re in a Catch-22,” he says. “A lot of our veterans who suffer from PTSD get a check from VA for that impairment. If they go back to VA and say ‘I’m cured,’ a large chunk of their VA benefits will disappear. But I tell them that if they are sick of being sick, tired and hurting, there is something that can stop the hurting today. You can be done. Just think about how much more of a productive life you will have after you get rid of the symptoms of PTSD you will gain yourself back.”

“This is not a pipe dream. It’s real.”

What’s next RTM has a footprint in New York, California and New Mexico. Bourke’s team also supports Ukrainians affected by the Russian invasion. Sixty counselors there are already trained, with 200 more on a wait list.

Together, Bourke, Salluzzo, Suter and others have a goal to expand RTM. Given the protocol’s

For Be the One information, resources and more, visit [betheone.org](https://www.betheone.org).

To learn more about RTM and the Research and Recognition project, call (855) 229-1428, email info@thertmprotocol.com or visit [randrproject.org](https://www.randrproject.org).

success rate, they want to train more therapists to help more people. Bourke says it takes three days to train a therapist.

Suter wants others to experience the life-changing treatment, too. Before he underwent RTM, he would stay in his dark basement “bunker” alone for 10 hours a day. He was able to talk with fellow Legion members and even give reports to audiences numbering in the thousands. But certain situations brought the trauma back to the surface; restaurants, grocery stores and other public places were triggers.

“Now, I don’t have a bunker,” he says. “It’s a storage room. I think how great my life is now. I’m a human being. I breathe. I can smell. I can talk to anybody. This protocol is real. It works.” 🌿

Henry Howard is deputy director of media and communications for The American Legion.



TESTIMONY

New York City Council
Committee on Veterans
FY25 Preliminary Budget Hearing
Monday, March 25, 2024

Delivered by:
MJ Okma

Senior Manager for Advocacy and Government Relations

Good afternoon, Chair Holden, and members of the New York City Council Committee on Veterans. My name is MJ Okma, Senior Manager for Advocacy and Government Relations at SAGE and I am delivering remarks today on behalf of Bryan Ellicott, the Program Manager of SAGEVets, the only program in New York City and New York State designed to address the unique needs of older LGBTQ+ veterans.

Serving a population of veterans tend to who struggle with their identity as a veteran is no easy task. The anti-LGBTQ+ policies that existed in the U.S. military from the Revolutionary War through 2011 when Don't Ask Don't Tell ended have taken their toll on the veterans we serve. Understanding these heightened barriers to services and the fact the 56% of LGBTQ+ veterans in New York City are over the age of 50, SAGEVets was created to identify, support, and improve access to care among this population. With the support of the New York City Council, SAGEVets provides life-changing services for LGBTQ+ older veterans in New York City. **To continue this work SAGEVets respectfully requests the renewal of \$100,000 under the Legal Services for Veterans Initiative in New York City's FY25 budget.**

The veterans we represent are no different than any other veterans of the U.S. military. Most are profoundly patriotic, and most served during conflicts abroad taking home with them significant trauma. What is unique about the veterans SAGEVets works with is that they are often burdened by an additional form of trauma. Discrimination against LGBTQ+ service members have led to severe situations for some that range from abuse to military sexual trauma. This double-trauma can be so repressed that it often goes untreated for decades causing irreparable harm. This is where SAGEVets makes the biggest impact, helping veterans get on a path to recovery and improved wellness.

Through the SAGEVets program, we work with individuals on a case-by-case basis that begins with rebuilding a sense of trust. Many LGBTQ+ veterans, feel that their government has turned its back on them, and many do not utilize the potentially life-changing benefits,

programs, and services. Once we connect with a veteran, we support them every step of the way in their healing journey at a pace that is guided by their own personal comfort level.

Once the veteran is ready, we proceed with referrals to services that include social programming, mental health support, creating eligibility for VA health care, discharge upgrades, and disability compensation benefits, a tax-free benefit that improves not only financial status but also contributes to the local economy. SAGEVets is the linchpin in referring these cases and seeing them through to the finish line. As you know, a lot of these processes, especially discharge upgrade cases, take years to materialize.

Support from the New York City Council Committee on Veterans has been instrumental to the success of the SAGEVets program. With City Council funding, we have expanded our reach to more LGBTQ+ older veterans in every borough and been able to successfully secure discharge upgrades through the Restoration of Honor Act, as well as aid in eviction prevention, blind annuity benefits, public services, and disability rating increases for participants. We also provide community building programs, support groups, and know your rights trainings for LGBTQ+ older veterans. **To continue our work, SAGEVets is seeking a funding renewal of \$100,000 in the upcoming FY25 budget.**

SAGE is deeply grateful for the support that we have received from the New York City Council and the Committee on Veterans. We look forward to you continuing to champion our shared work to ensure that our city's older LGBTQ+ veterans can access the care and services that they deserve. Thank you for your time and dedication to fairness for all New York City veterans.

MJ Okma
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Bryan Ellicott
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bellicott@sageusa.org



The Forgotten Veteran

The Forgotten Veterans Resource Guide

New York City Veterans Resource Guide



There are approximately 1,000 veterans in NYC shelters and on the streets with another 34,000+ veterans experiencing homelessness on any given night in the country they served. Approximately half the veterans in NYC shelters are from outside of the Five Boroughs.

Many of these veterans have mental health and drug / alcohol challenges. It's estimated that a third of veterans don't self-identify for various reasons, some because they are unaware of the transitional programs available to them.

To 'Bridge the Gap' between the veteran and the VA, The Forgotten Veteran is a resource guide of transitional services, programs, and information to assist the veteran achieve a successful transition into sustainable housing and personal wellness.

Veterans Affairs

Peer to Peer Mentoring

Getting Around Transportation

Financial and Credit Resources

Transitional Housing

SSVF Programs

Filing a Claim for Disability

Community Social Services

Employment Resources

Mental Health Resources

Vocational Rehabilitation

Veteran Service Officers

Sustainable Housing

Legal Resources

Monthly Events

Vet Centers



Veterans Resource Guide

Who is The Forgotten Veteran?

The Forgotten Veteran is incarcerated or homeless.

The Forgotten Veteran most likely experienced trauma while serving.

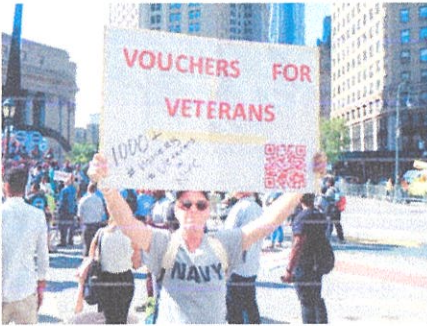
The Forgotten Veteran has unresolved issues with family & friends.

The Forgotten Veteran struggles with lingering drug/alcohol abuse issues and suffers mental illness.

The Forgotten Veteran struggles with suicide ideation.

The Forgotten Veteran is in the shadows but wants to be seen.

Letter from Timothy Pena:



I am thrilled to be offering this guide to case managers, public officials, and governmental agencies as a reliable resource for the New York region. While in Phoenix, I spent nearly two years as a resident and front desk 'ninja' / outreach coordinator (\$300/mo. stipend) at Catholic Charities MANA House from 2016 - 18 and during the transition from Madison Street Veterans Assoc. to Catholic Charities. In addition to the outreach program, I was responsible for enrolling veterans in the program, coordinating daily activities, and resident engagement. As public relations, I was provided with an additional \$150

stipend to attend all the events and take photos including lots of selfies with Catholic Charities higher-ups. This program and the ones such as US Vets saved my life.

It was a pleasure working alongside other transitional programs such as US Vets in our collective goals of providing sustainable housing and personal wellness to veterans enrolled in the Veterans Affairs Grant and Per Diem transitional program while at the same time providing robust outreach services to veterans on the streets, in camps and their cars and not enrolled in the VA GPD program for any number of reasons with 100 - 120 visits per month.

For the transitioning veteran new to New York City and the State, consider that the process for obtaining sustainable housing through the Veterans Affairs housing program is one of the longest in the country so be prepared to plan accordingly. It is imperative for you to realize the challenges ahead and your mental health most likely will be taxed during the process. And while it is cliché to say, 'that this too shall pass,' it really will. Maneuver through the process deliberately and purposely. Educate yourself and maximize your Do not make the mistake of putting all the pressure on the case worker. They are there to assist with the housing process but take control of your success by keeping engaged with the case workers and housing counselors. Ask how you can help. Ask about different programs and ensure both eligibility and enrollment are completed and up to date.

Service and resource providers that are dedicated to the transitioning veteran are encouraged to reach out so that I might add you. This resource guide is designed to provide veterans with every opportunity to become successful in their transition into sustainable housing. Be sure to reach out by scanning the QR code with any questions or suggestions. For a complete printed resource guide in binder form, click on: <https://www.theforgottenveteran.org/providers>

Timothy Pena



The Forgotten Veteran
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New York, NY 10001
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The Forgotten Veteran Resource Guide

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USING THE FORGOTTEN VETERAN RESOURCE GUIDE

Dear Veteran Services Provider,

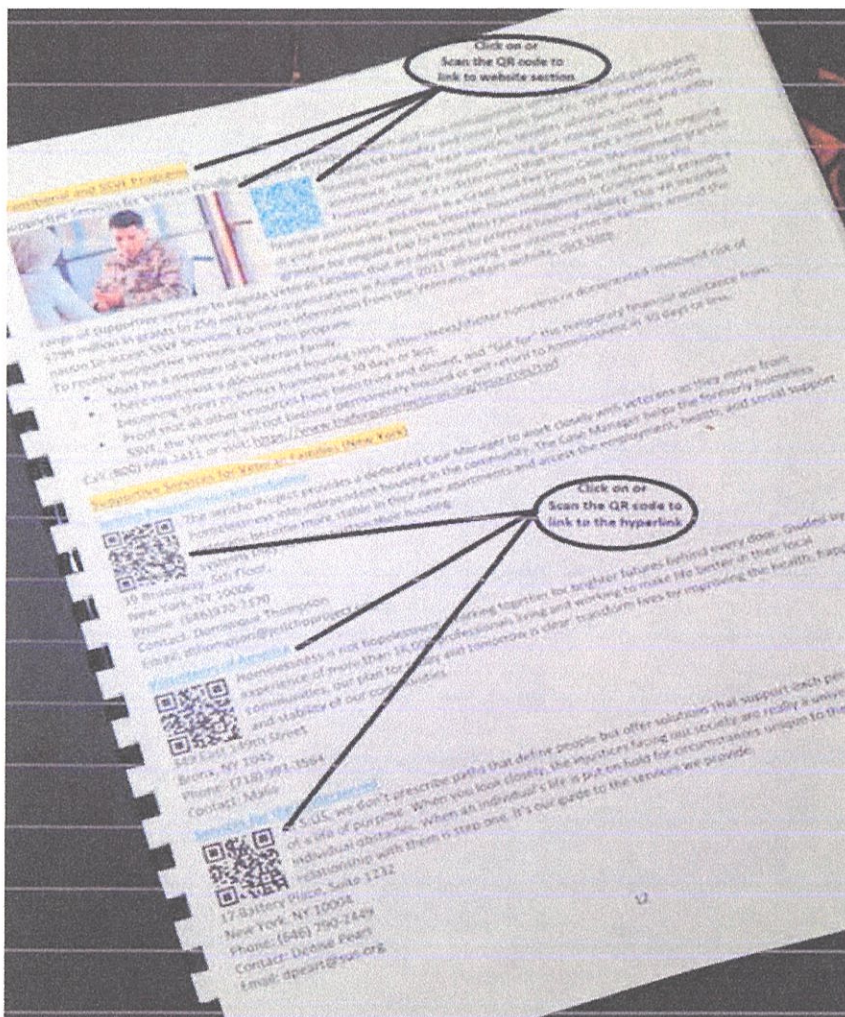
Welcome to The Forgotten Veteran Resource Guide for New York City and the surrounding area. This resource guide is designed to provide Veterans and Service Providers alike direct access to those programs and organizations dedicated to providing dependable access to transitional services to veterans experiencing

homelessness. One of those challenges is the ability to connect with the best person to assist the veteran in their transition including housing while providing a direct contact to someone familiar with the unique challenges facing veterans experiencing homelessness.

There are several ways to access the info in the resource guide. In addition to the printed version provided to organizations, agencies, and veteran – centric providers, the resource guide can be directly viewed either from the website or be downloaded to the user’s phone or computer. For any questions, please reach out.

Download The Resource Guide in pdf Format:

View the most recent resource guide in .pdf: <https://www.theforgottenveteran.org/guide>. The resource guide on the website is broken down into sections in the same manner as they are here in the printed version. In addition, the viewer can visit each section separately and print only those pages.



Scanning QR Codes:

To scan a QR code, open the camera and point. Click on the link that should appear on the screen. If not, download a QR code reader app and scan that way. Clicking on the QR code in the downloadable pdf form should open the link. Most all the entries have a link to the website also available on the downloadable pdf.



Scanning a QR code using your camera

Resources and Service Provider's Listings:

The information you provide will help to create a 'cheat sheet' of sorts so that those of us who have direct contact with veterans also have equal direct contact with other veteran - oriented providers. The objective is to have a complete downloadable resource guide that is user - friendly for both provider and veteran. In addition to the information here in the printed version, The Forgotten Veteran website provides links and contact information with downloadable pdf. Sections here and on the pdf are designed to allow anyone to print only the pages relevant to the veteran's particular needs. Please also take a moment to review content and contact information and provide any necessary edits [here](#).

DOCUMENTATION AND IDENTIFICATION RESOURCES



While documentation is not needed to apply for various benefits and access to resources, the veteran will eventually be asked to verify the information they give these agencies, so the quicker the veteran provides necessary documents, the faster their eligibility will be determined. It is imperative to meet with the shelter case worker to obtain a Shelter Residency Letter which will ease some of the governmental red tape. It is important for the veteran to check with their case worker for updates and to not automatically assume these documents have been requested. Missing or expired documentation is the

number one complaint for not obtaining sustainable housing and other programs, so ensure all documents are updated and enrollments completed.

Documents, Identification, and Resources

State Identification or Driver's License: You must apply for an original non-driver ID in a DMV office. To obtain a NY state



Driver's license, the veteran can submit their application and take their test online and come to the DMV to complete their application. Make your reservation (using the blue button under 'In-Person Services') or use the link provided to visit the website for that office. Although not required, we strongly encourage making a reservation to be certain you will be allowed entry into the office. For 'In-Person Services' to make sure the service you need is available.

Be prepared:

- Select the underlined links for more information.
- For license, permit, non-driver ID or registration transactions complete the DMV Document Guide

Schedule a Road Test. To reserve a time for a road test, see schedule and take a road test.

Follow these steps to get your first time New York State commercial driver license (CDL). If you already have a CDL, you can renew or replace your CDL. You can also download the Steps to get a Commercial Driver License Resource Guide (PDF) for reference. Get the New York State Commercial Driver's Manual (CDL-10) online or from a DMV call center. Study the sections of the manual that apply to the type of CDL you need. The sections of the manual that you need to study are explained in the manual.

License Express Location:

145 West 30th Street,
New York NY 10001

Hours: Monday - Friday, 7:30AM to 5:00PM.

(Reservations are recommended.)

Click: <https://dmv.ny.gov/driver-licensess>

Dept of Motor Vehicles Offices:

Manhattan Offices:

159 E 125th St., 3rd Fl., (718) 966-6155
366 W 31st St., (212) 645-5550
145 W 30th St., (718) 966-6155
11 Greenwich St., (212) 645-5550

Brooklyn Offices:

625 Atlantic Ave 2nd Ave., (212) 645-5550
2875 W 8th Street, (518) 486-9786
5015 New Utrecht Ave., (718) 407-3190
55 Hanson Place

Bronx Offices:

696 E Fordham Rd., (718) 966-6155
1350 Commerce Ave., (518) 402-2567

Queens Offices:

168-46 91st Ave., 2nd floor (518) 486-9786
30-56 Whitestone Expy., (518) 486-9786
168-35 Rockaway Blvd. (718) 966-6155

Staten Island Office:

1775 South Ave

IDNYC: IDNYC is a card for all New Yorkers, from all backgrounds, and from all five boroughs. The free, municipal identification card for New York City residents provides access to a wide variety of services and programs offered by the City. IDNYC cardholders enjoy benefits and discounts offered by businesses and cultural institutions across the five boroughs. The IDNYC has become easier with relaxed eligibility requirements. Click:

IDNYC Application Centers:

1112 St Nicholas Ave, Manhattan
2865 W 8th St #1, Brooklyn

Passport:

New York Passport Agency

Greater New York Federal Building
376 Hudson Street
New York, NY 10014-3621
1-877-487-2778

<https://travel.state.gov/content/travel/en/passports.html>

Social Security card: The veteran can apply for retirement, disability, and Medicare benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and more. Be aware that not all offices can process Social Security Card replacements. Call (800) 772-1213 or click:

<https://www.ssa.gov/>

Social Security Administration Offices:

Manhattan Offices:

650 E 12th St.
237 W 48th St., 5th floor
123 William St., 3rd floor
345 E 102nd St., 4th floor
302 W 126th St., 4th floor

Bronx Offices:

2501 Grand Concourse
1380 Parker St.

Queens Offices:

155-10 Jamaica Ave., 3rd floor
31-08 37th Ave.

Brooklyn Offices:

195 Montague St., 7th floor

Five Boroughs Public Libraries: With nearly 53 million items and 92 locations, The New York Public Library is the second largest public library in the United States. The library has branches in the boroughs of the Bronx, Manhattan, and Staten Island. The Brooklyn Public Library was established in 1896 and is one of the nation's largest public library systems with more than 850,000 active cardholders. The Queens Public Library in Long Island City has a media center with free computers, scanning, and printing (20 pgs. / day).

Documents, Identification, and Resources Checklist

Checkmark each item the veteran has in their possession and currently updated. Be sure to enroll in programs that support transitional resources and services. Be sure to keep track of usernames and passcodes for easy access to governmental portals. Be prepared to share that information with the case worker or counselor. The veteran should enroll in programs and register with transitional and city agencies to expedite the housing process.

DOCUMENTS, IDENTIFICATION, AND RESOURCES / CONTACT INFORMATION	YES	NO
Cellphone:		
E-mail Account:		
DD-214		
Bank/Credit Union debit card		
Birth Certificate		
State ID or Driver's License		
EBT Benefits card		
IDNYC card		
Passport		
Veterans Affairs ID card		
Social Security card		
Local Library card		
VA Award Letter		
2010e Mental Health form		
Checking/Savings Acct statement		
Enroll in Veterans Affairs		
Register with NYC Human Resources Agency		
Register with NYC Housing Authority		

Additional Notes:

DEPARTMENT OF VETERANS AFFAIRS



Every veteran coming into the NYC area should visit the VA Regional Office to confirm their eligibility and update any information that otherwise might not be available including submitting an 'Intent to File' for any claims for VA Disability or other VA – related programs.

The veteran should make a conscious effort to keep engaged with the VA while in the shelter system. It's best to know keep appointments with their primary care provider (PCP) and make that connection between the old team and the new team. Follow up with mental health and be assigned a care provider. Whether the veteran is just getting out of the service or they've been a civilian for years now, the Veterans Affairs Welcome Kit can help guide them to the benefits and services they've earned.

Important Veterans Affairs Phone Numbers

Benefits (National Call Center)	1-800-827-1000	Pension Management Center	1-877-294-6380
Debt Management Center	1-800-827-0648	Veterans Crisis Line	1-800-273-8255
Education (GI Bill, Chapter 35)	1-888-442-4551	Home Loans	1-888-827-3702
Health Care	1-877-222-8387	Vet. Readiness & Employment	1-212-807-3008
Homeless Veterans	1-877-424-3838	Claims Intake-Fax number	1-844-531-7818

Veterans Affairs Benefit Offices / New York Area

[Veterans Benefits Administration Website](#)

[New York VA Regional Benefit Office](#)

201 Varick Street, 4th Floor
New York, NY 10014
Main number: 800-827-1000

[Newark VA Regional Benefit Office](#)

20 Washington Place
Newark, NJ 07102
Main number: 800-827-1000

[Hartford VA Regional Benefit Office at Newington VA Clinic](#)

555 Willard Ave
Newington, CT 06111
Main number: 800-827-1000

[Philadelphia VA Regional Benefit Office](#)

5000 Wissahickon Ave.
Philadelphia, PA 19144
Main number: 800-827-1000

[Pre-Discharge Site at Joint Base McGuire-Dix-Lakehurst](#)

3021 McGuire Blvd
Fort Dix, NJ 08640
Main number: 800-827-1166

[VA Regional Benefit Satellite Office at Castle Point VA Medical Center](#)

41 Castle Point Rd
Wappingers Falls, NY 12590
Main number: 845-831-2000, ext. 5097

[VA Regional Benefit Satellite Office at Northport VA Medical Center](#)

79 Middleville Road
Building 9, Room 103
Northport, NY 11768
Main number: 631-261-4400, ext. 7192

Veterans Affairs Forms and Documents

For filing of claims, making changes in benefits, and obtaining a DD214 can be found here. For those veterans only needing to provide confirmation as a veteran, the Service Verification Letter is a quick fix. For a complete list of forms with packets, visit the Veterans Justice Project website [HERE](#).

DD-214: A veteran should be able to obtain a copy of their DD-214 at a VA Regional office, but unless the DD214 is in the veteran's C-file or easily accessed, the VA isn't so inclined to assist the veteran to obtain an updated DD214.



The last duty station and military post of discharge should have a copy. Submit a military records request to get your DD214 or other military service records through the [MilConnect website](#). For veterans that are still having difficulty obtaining their DD-214, check with a Veteran Service Officer listed on page 14. Click:

VA Form SF180: Request Pertaining to Military Records

Related to: A non-VA form. For other government agency forms, go to the GSA forms library.

When to use this form

Use GSA Form SF180 to request your military service records, like your DD214 or other separation documents, your orders and endorsements, and your military medical records.

Department of Veterans' Services / New York

New York State Department of Veterans' Services



DVS provides free benefits advising. Experienced and dedicated Veterans Benefits Advisors — each a Veteran — work in a network of field offices across the state and offer veterans and their families professional help to resolve social, medical, and economic matters. Veterans Benefits Advisors assist the claimant — whether a Veteran, spouse, child, or parent — in completing applications, obtaining necessary documentation, and filing claims for a broad spectrum of federal, state, local, and private Veterans' benefits. Veterans Benefits Advisors also assist by responding to follow-up correspondence and appealing an unfavorable ruling.

Examples of what a Veterans Benefits Advisor can help with include:

- Help you gather supporting documents (like your military records or VA health records)
- File a claim or appeal on your behalf
- Assist in applying for local and state Veterans' benefits such as the Lifetime Liberty Pass or the Blind Annuity

NYS DVS – c/o Albany Vet Center c/o VA Vet Center

17 Computer Drive West, Room 815

Albany, NY 12205

Phone: (518) 626-5133

Main Line: 518-474-6114

Email: DVSInfo@veterans.ny.gov

NYS DVS / Manhattan VAMC

423 East 23rd Street, Rm 1-111C

New York, NY 10010

Phone: 212-686-7500 ext. 7836

NYS DVS / Rochester Veterans Resource Center

447 South Avenue

Rochester, NY 14620

Phone: (585) 546-1081

Find an office where the veteran can meet with a Veterans Benefits Advisor. To find an office, enter the zip code on the following link to find the closest office. [NYS DVS / Veterans Services Offices](#)

Joseph P. Dwyer Veterans Peer Support Project

Through the Association for Mental Health and Wellness, we are proud to have taken a leadership role in piloting this innovative program that will soon serve as a national model for Veterans assistance. We are also indebted to the Suffolk County Veterans Service Agency for the critical role they have played as a partner in supporting the Joseph P. Dwyer Veterans Peer Support Project.

100 Veterans Memorial Highway

Hauppauge, NY 11788

Phone: 631.853.8345

Email: mleis@mhaw.org

The Hudson Valley National Center for Veteran Reintegration

The Hudson Valley National Center for Veteran Reintegration works to empower our military men and women to live successful, fulfilling lives. The mission of the HVNCVR is to provide support for both our current military personnel while they are back home and our veterans by assisting them with their transition back into civilian life. HVNCVR works to not only enhance the quality of life for our military veterans, but to give them the programs and services they need to thrive in the communities they work so hard to preserve through their military service.

Physical Address:

727 Grant Ave,

Lake Katrine NY 12401

Mailing Address:

P.O. Box 797

Lake Katrine, NY 12449

Phone: (845)481-4004

Email: info@hvncvr.org

[Yonkers Department of Veterans' Services](#)

The Mission of the Department of Veterans Services is to help veterans, spouses, and dependents obtain every benefit under the law. We pledge to treat you with courtesy, compassion, and respect at all times; communicate with you accurately, completely, and clearly; provide timely service to you; make our services accessible to you; fully answer your questions, concerns, and complaints.

Because we work for the City of Yonkers, we are your advocates and there are never any costs for our services.

Contact: Rev. William E. Norman, Director

120 New Main Street

Yonkers, New York 10701

Phone: 914-377-6700

Office Hours: 8:30AM - 4:30PM

Monday through Friday

[New York City Department of Veterans' Services'](#)

Take a closer look at the NYC DVS programs, initiatives, and offerings by downloading our Veteran Resource Guide.

1 Centre Street, 22nd Floor, Suite 2213

New York, NY 10007

Phone: 212-416-5250

Email: connect@veterans.nyc.gov

Veteran Resource Centers are satellite offices staffed by DVS employees who are ready to connect Veterans and their families to benefit assistance and other essential services.

[Bronx HRA Office](#)

890 Garrison Ave

Bronx, NY 10474

[Brooklyn HRA Office](#)

25 Chapel Street

Brooklyn, NY 11201

[Queens Borough Hall](#)

120-55 Queens Boulevard

Kew Gardens, NY 11423

[Staten Island Borough Hall](#)

10 Richmond Terrace

Staten Island, NY 10301

[Vet Centers / New York](#)

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling to eligible Veterans, active-duty service members, including National Guard and Reserve components, and their families. Readjustment counseling is offered to make a successful transition from military to civilian life or after a traumatic event experienced in the military. Individual, group, marriage and family counseling is offered in addition to referral and connection to other VA or community benefits and services. Vet Center counselors and outreach staff, many of whom are Veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.

[New York State Division of Veterans Affairs](#)

250 Schermerhorn Street Room 211

Brooklyn, NY 11201

Phone: (718) 613-3735

Phone: (212)807-3162

[NYC Department of Veteran Services](#)

1 Centre St, 22nd Floor, Ste 2213

New York, NY 10007

Phone: 212-416-5250

[Bronx Vet Center](#)

2471 Morris Avenue, Suite 1A

Bronx, NY 10468-5450

Phone: 718-367-3500

[Brooklyn Vet Center](#)

25 Chapel Street, Suite 604

Brooklyn, NY 11201-1954

Phone: 718-630-2830

[Staten Island Vet Center](#)

60 Bay Street

Staten Island, NY 10301

Phone: 718-816-4499

[Manhattan Vet Center](#)

519 8th Avenue, Suite 2401

New York, NY 10018

Phone: 212-951-6866

[Rochester Vet Center](#)

2000 South Winton Road

Building 5, Suite 201

Rochester, NY 14618

Phone: 585-393-7608

HOMELESS AND TRANSITIONAL PROGRAMS

Homeless and Transitional Services for Veterans



Experiencing homelessness and without that safe space can be frustrating. Not only for those veterans on the street, but also those in shelters and transitional programs who are seeking sustainable housing. Having someone as a battle buddy can make the transition all that less frustrating. The gathering of documents and identification, getting back and forth to appointments, and housing search becomes less frustrating when someone who is familiar with the city and the services is there to help guide the veteran through the process. In addition to the rise of programs which provide individual peer-to-peer mentoring, there are numerous One-Stop Shop programs across the state.

Veterans Affairs Grant and Per Diem Program



The Homeless Providers Grant and Per Diem Program (GPD) was authorized by Congress in 1992 under Public Law 102-590 and gave Veterans Affairs (VA) authority to provide financial support (\$68.64 / day / veteran) to nonprofit organizations, or state and local governments, to establish programs to assist the homeless veteran population. **State, local and tribal governments and nonprofits receive capital grants and per diem payments to develop and operate transitional housing—including short-stay bridge housing—and/or service centers for Veterans who are homeless.**

Grantees work closely with an assigned liaison from the local VAMC. The VA GPD liaison monitors the services the grantees offer to Veterans and provides direct assistance to them. Grantees also collaborate with community-based organizations to connect Veterans with employment, housing and additional social services to promote housing stability. The maximum stay in this housing is up to 24 months, with the goal of moving Veterans into permanent housing.

The Grant and Per Diem Program is designed to serve Veterans who:

- Are eligible for VA health care services;
- Are currently homeless;
- Are motivated to improve the quality of their lives;
- Are willing to work with a case manager;
- Are willing to participate in treatment;
- Have the goal of independent housing

In addition to the Grant & Per Diem Program, VA has a number of other programs for veterans experiencing homelessness. Following are the programs. Active GPD Awards:

- Per Diem Only (PDO) Award List
- Transition In Place (TIP) Award List
- Case Management Award List
- Capital Grant Awards List
- Special Need Award List
- Capital Grant Awards List

GPD Criteria: § 61.2 Supportive Services—General

Award recipients must design supportive services as per Title 38 of the United States Code outlines the role of Veterans' Benefits. Such services must provide appropriate assistance, or aid participants in obtaining appropriate assistance, to address the needs of homeless veterans. Veterans are provided with comprehensive rehabilitation based on their goals. Veterans are assisted with meeting health and mental health needs including vocational services, relapse prevention planning, and developing skills for successful community integration.

(a) Recipients of awards must design supportive services. Such services must provide appropriate assistance, or aid participants in obtaining appropriate assistance, to address the needs of homeless veterans. The following are examples of supportive services:

- Outreach activities;
- Providing food, nutritional advice, counseling, health care, mental health treatment, alcohol and other substance abuse services, case management services;

- Establishing and operating child care services for dependents of homeless veterans;
- Providing supervision and security arrangements necessary for the protection of residents of supportive housing and for homeless veterans using supportive housing or services;
- Assistance in obtaining permanent housing;
- Education, employment counseling and assistance, and job training;
- Assistance in obtaining other Federal, State and local assistance available for such residents including mental health benefits, employment counseling and assistance, veterans' benefits, medical assistance, and income support assistance; and

Providing housing assistance, legal assistance, advocacy, transportation, and other services essential for achieving and maintaining independent living.

Transitional and SSVF Programs

Supportive Services for Veteran Families programs provide outreach and case management services and assist participants



to obtain VA benefits and other public benefits. SSVF services include housing counseling, legal services, benefits advocacy, rental and utility assistance, childcare support, moving and storage costs, and transportation. If it is determined that there is not a need for ongoing financial assistance, and there is a Grant and Per Diem Case Management grantee in your community, then the Veteran household should be referred to this grantee for ongoing (up to 6 months) case management. Grantees will provide a range of

supportive services to eligible Veteran families that are designed to promote housing stability. The VA awarded \$799 million in grants to 256 non-profit organizations in August 2023, allowing low-income Veteran families around the nation to access SSVF Services. For more information from the Veterans Affairs website, [click here](#).

To receive supportive services under this program:

- Must be a member of a Veteran family.
- There must exist a documented housing crisis, either street/shelter homeless or documented imminent risk of becoming street or shelter homeless in 30 days or less.
- Proof that all other resources have been tried and denied, and “but for” the temporary financial assistance from SSVF, the Veteran will not become permanently housed or will return to homelessness in 30 days or less.

Call (800) 698-2411 or visit: <https://www.theforgottenveteran.org/resources/ssvf>

Supportive Services for Veteran Families (New York)

Jericho Project Veterans Initiative



The Jericho Project provides a dedicated Case Manager to work closely with veterans as they move from homelessness into independent housing in the community. The Case Manager helps the formerly homeless veterans become more stable in their new apartments and access the employment, health, and social support systems they need to sustain their housing.

39 Broadway, 5th Floor,

New York, NY 10006

Phone: (646)970-7170

Contact: Dominique Thompson

Email: dthompson@jerichoproject.org

Volunteers of America



Homelessness is not hopeless. Working together for brighter futures behind every door. Guided by the experience of more than 16,000 professionals living and working to make life better in their local communities, our plan for today and tomorrow is clear: transform lives by improving the health, happiness, and stability of our communities.

349 East 149th Street

Bronx, NY 1045

Phone: (718) 993-3564

Contact: Malia

[Services for the Underserved](#)



At S:US, we don't prescribe paths that define people but offer solutions that support each person's definition of a life of purpose. When you look closely, the injustices facing our society are really a universe of highly individual obstacles. When an individual's life is put on hold for circumstances unique to them, establishing a relationship with them is step one. It's our guide to the services we provide.

17 Battery Place, Suite 1232

New York, NY 10004

Phone: (646) 790-2449

Contact: Denise Peart

Email: dpeart@sus.org

[HELP USA](#)



From our beginning as a shelter for families in Brooklyn, we've expanded to become a leader in the fight against homelessness. Today, we serve people of all backgrounds, including families, individuals, veterans, survivors of domestic violence, people with health challenges and disabilities, and seniors.

815 Burke Ave,

Bronx, NY 10467

Phone: (646) 619-3277

[Supportive Services for Veteran Families \(SSVF\) Shallow Subsidy Services](#)

Shallow Subsidy offers a set percentage of rental support over a defined time, differentiating it from traditional rapid rehousing and homelessness prevention assistance that has more rental assistance flexibility but is generally a shorter, variable timeframe.

Shallow Subsidy services have proven to be effective in preventing homelessness due to evictions and other housing crises. It is different from traditional rapid rehousing and homelessness prevention assistance services because of its ability to support households for a longer period (up to 24 months) while supporting housing stability.

Reach out to your local [SSVF grantee](#) to help determine if you are eligible for traditional, Shallow Subsidy, or other services to help find and maintain housing or prevent the loss of your current housing. If you are in need of urgent housing assistance, call the National Call Center for Homeless Veterans at 877-424-3838, where trained counselors are ready to talk confidentially 24 hours a day, seven days a week.

[Additional Listings of Transitional Programs / New York](#)

In addition to SSVF programs which base their services on Veterans Affairs eligibility, the community of NYC is loaded with amazing transitional programs open to all including for those who may need a little more support than moving directly from a shelter to independent living. Many of these programs are national with local programs and very good.

[Tunnel to Towers Foundation](#)



Since 9/11, we have been helping America's heroes by providing mortgage-free homes to Gold Star and fallen first responder families with young children and by building specially-adapted smart homes for catastrophically injured veterans and first responders. We are also committed to eradicating veteran homelessness and helping America to Never Forget September 11, 2001.

2361 Hylan Blvd.

Staten Island, NY 10306

Phone: (718) 987-1931

[Project Renewal](#)



Project Renewal's mission is to end the cycle of homelessness by empowering individuals and families to renew their lives with health, homes, and jobs. 80% of chronically homeless adults struggle with mental illness, substance use disorder, or both, and fragmented treatment exacerbates their harsh reality: a revolving door of emergency rooms, jails, shelters, and the streets. We provide award-winning emergency, transitional, and permanent housing to more than 3,900 homeless New Yorkers a year, including veterans and families.

200 Varick Street

New York, NY 10014

Phone: 212.620.0340

[Transitional Services for New York, Inc.](#)



Transitional Services for New York, Inc. is a comprehensive, community-based mental health organization located in New York City. We provide a continuum of rehabilitative services to enrich the lives of those recovering from mental illness and facilitate their transition to increased levels of independence.

Transitional Services for New York, Inc

90-27 Sutphin Blvd,

Jamaica NY 11435

Phone: (718) 526-8400, ext.7186

Contact: Andrew Luong

Email: andrew.luong@tsiny.org

[Bowery Residents' Committee, Inc. \(BRC\)](#)



BRC combines client-centered care with a commitment to professional management & organizational responsibility. Our Outreach Teams listen, motivate, and seek to understand the person underneath the trauma. Over time, we build trust and relationships with clients so that the individual is ready to seek lasting shelter and safety.

131 West 25th Street

New York, NY 10001

Phone: (917) 597-3891

Contact: Marcus / Theresa

[Black Veterans for Social Justice \(BVSJ\)](#)



For the last 45 years, BVSJ has serviced thousands of veterans, their families, and the community. BVSJ was founded to assist the often-marginalized black veteran but has grown into an organization that offers programs and services to all veterans and the community.

665 Willoughby Ave.

Brooklyn, NY 11206

Phone: (718) 852-6004

[Samaritan Daytop Village](#)



Samaritan Daytop Village is nationally recognized for its work with military veterans and provides comprehensive services for today's returning male and female service members. A pioneer in veteran-specific treatment for more than 30 years, we currently administer three residential treatment facilities exclusively for veterans struggling with chemical dependency, post-traumatic stress disorder and other life challenges.

Administrative Headquarters

138-02 Queens Boulevard

Briarwood, NY 11435-2647

Phone: (718) 206-2000

[The Hudson Valley National Center for Veteran Reintegration](#)



The Center provides peer counseling by Veterans and nonclinical support specifically designed to help Veterans reintegrate into their communities. Sometimes all someone needs is camaraderie and time around like-minded individuals offered through the Center's free programs, workshops and services. Veterans who may require further assistance, we help them access additional community services.

727 Grant Ave.

Lake Katrine, NY 12449

Phone: (845) 481-4004

Contact: Gavin Walters

Email: info@hvncvr.org

[Joseph P. Dwyer Veterans Peer Support Project](#)



Named to honor the memory of an Iraq war hero from Mount Sinai, NY, the Joseph P. Dwyer Veteran Peer Support Project is a peer-to-peer program for Veterans facing the challenges of PTSD and TBI. Launched in 2012 as a pilot partnership, the Dwyer Project takes a confidential, one-on-one, peer-to-peer approach that has rapidly captured the attention and support of both veterans and mental health professionals.

100 Veterans Memorial Highway
Hauppauge, NY 11788
Phone: (631) 853-8345
Contact: Nancy Tappin
Email: vetspeertopeer@suffolkcountyny.gov

[Vets4Warriors](#)

Vets4Warriors is the nation's leading 24/7 military peer support program staffed by veterans. We provide immediate, confidential, ongoing support to every member of the US military community, helping before challenges turn into crises.
Phone: (855) 838-8255

[Objective Zero](#)

The Objective Zero App provides free tools, training, and resources for currently serving military, veterans, their families and caregivers.

Phone: (202) 573-9660

Email: contactus@objectivezero.org

MEDICAL & MENTAL HEALTH CARE FOR VETERANS

According to the National Alliance on Mental Illness (NAMI), a mental illness is a condition that affects a person's thinking, feeling, behavior or mood. These conditions deeply impact day-to-day living and may also affect the ability to relate to others. If you have — or think you might have — a mental illness, the first thing you must know is that you are not alone. Mental health conditions are far more common than you think, mainly because people don't like to, or are scared to, talk about them.

Congress has directed Veterans Affairs to provide mental health services to veterans regardless of their eligibility status. The stigma of mental health should not decide whether the veteran qualifies for sustainable housing in a safe environment. For those veterans considering any type of supportive housing, you will most likely need a [2010e Mental Health Form](#) completed by the veteran's mental health provider.

[2010e Mental Health Letter](#): This is a standard necessity for Supportive Housing programs such as HASA or Long-Term Care Supportive Services that support mental health or drug / alcohol abuse and provided to the organization brokering the housing. For veterans pursuing supportive housing, it is mandatory to have the 2010e completed by their mental health care provider.

Medical & Mental Health Providers – Veterans Affairs (New York)

[Margaret Cochran Corbin VA](#)

423 East 23rd Street
New York, NY 10010-5011
Main number: 212-686-7500
MH: 212-686-7500, ext. 4656

[James J. Peters VAMC - Bronx](#)

130 West Kingsbridge Road
Bronx, NY 10468-3904
Main Number: 718-584-9000
MH: 718-584-9000, ext. 5172
Community Engagement & Partnership Coordinator,
Ronald Downs, LCSW
Ronald.Downs@va.gov

[Brooklyn VA Medical Center](#)

800 Poly Place
Brooklyn, NY 11209-7104
Main number: 718-836-6600
MH: 718-836-6600, ext. 4165

[St. Albans VA Medical Center](#)

179-00 Linden Boulevard
Queens, NY 11424-1468
Main number: 718-526-1000
MH: 718-836-6600, ext. 4165

[Yonkers VA Clinic](#)

124 New Main Street
Yonkers, NY 10701-4126
Main number: 914-375-8055
MH: 718-584-9000, ext. 5237

[Thomas P. Noonan Jr. Outpatient Clinic](#)

4701 Queens Blvd
Sunnyside, NY 11104-1623
Main number: 718-741-4800

Staten Island Community VA Clinic

1150 South Ave
3rd Floor, Suite 301
Staten Island, NY 10314-3404
Main number: 718-761-2973
MH: 718-836-6600, ext. 4165

Harlem VA Clinic (closed)

55 West 125th Street CRRC
11th Floor, Room 1101
New York, NY 10027-4544
Main number: 646-273-8125
MH: 212-686-7500, ext. 4656

Buffalo Regional Office

To schedule an appointment for an interview.
Phone: 716-857-3327
Email PCTC.VBABUF@VA.GOV

Jersey City VA Clinic

115 Christopher Columbus Dr
Jersey City, NJ 07302-3551
Main number: 201-435-3055
MH: 973-676-1000, ext. 1421

Hackensack VA Clinic

385 Prospect Ave
Prospect Plaza
Hackensack, NJ 07601-2570
Main number: 201-342-4536
MH: 973-676-1000, ext. 1421

Paterson VA Clinic

11 Getty Ave
DePaul Ctr Bldg. 275
Paterson, NJ 07503-2650
Main number: 973-247-1666
MH: 973-676-1000, ext. 1421

Medical and Mental Health Providers – Non-VA (New York)

The Headstrong Project

The Headstrong Project is a non-profit mental health organization providing confidential, barrier-free, and stigma-free PTSD treatment to our veterans, service members, and family connected to their care.

Headstrong Headquarters
530 7th Avenue, Suite #1406
New York, NY 10018

the Steven A. Cohen Military Family Center at NYU Langone

Our center hours are Monday through Thursday from 9:00AM to 8:00PM and Friday from 9:00AM to 6:00PM. We are closed on weekends and holidays. For more information about our services or to schedule an appointment, please call 855-698-4677 or email militaryfamilyclinic@nyulangone.org

Veterans Affairs / Filing a Claim for Disability

VA Form 21-0966

INTENT TO FILE

Veteran has one year to file claim for VA Disability.

Veterans Service Orgs.

*Disabled Amer. Veterans (DAV)
American Legion
Paralyzed Veterans of America
United War Veterans
New York State Division of
Veterans Affairs*



THE PACT ACT

*Burn Plts
Agent Orange
Other Toxins*



VA disability compensation (pay) offers a monthly tax-free payment to Veterans who got sick or injured while serving in the military and to Veterans whose service made an existing condition worse.

A veteran may be eligible for VA disability benefits or compensation if they meet both of these requirements.

Both of these must be true:

- The veteran has a current illness or injury (known as a condition) that affects their mind or body, and
- The veteran served on active duty, active duty for training, or inactive duty training

And at least one of these must be true:

- The veteran got sick or injured while serving in the military—and can link this condition to their illness or injury (called an in-service disability claim), or
- The veteran has an illness or injury before they joined the military—and serving made it worse (called a pre-service disability claim), or
- The veteran has a disability related to their active-duty service that didn't appear until after they ended their service (called a post-service disability claim)

Presumptive conditions

For some conditions, the VA automatically assumes (or “presumes”) that the veteran’s service caused their condition. The VA calls them presumptive conditions. If the veteran has a presumptive condition, they don’t need to prove that their service caused the condition, only need to meet the service requirements for the presumption.

The veteran filing a claim has one year from the [Intent to File VA Form 21-0966](#) can support your VA disability claim by providing these documents: Depending on the type of claim you file, you may gather supporting documents yourself, or you can ask for our help to gather evidence.

- VA medical records and hospital records. These could relate to your claimed illnesses or injuries or they could show that your rated disability has gotten worse.
- Private medical records and hospital reports. These could relate to your claimed illnesses or injuries or they could show that your disability has gotten worse.
- Supporting statements. These could be from family members, friends, clergy members, law enforcement personnel, or people you served with. These statements could tell us more about your claimed condition and how and when it happened or how it got worse.

The PACT Act:

The PACT Act is a new law that expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, and other toxic substances. The PACT Act is perhaps the largest health care and benefit expansion in VA history. The full name of the law is The Sergeant First Class (SFC) Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act.

Beginning March 5, 2024, former troops will be able to sign up for VA-sponsored healthcare without having to first apply for VA benefits. Eligibility will apply to veterans who served in the Vietnam War, the Gulf War, Iraq, Afghanistan, or any other combat zone after 9/11, as well as veterans who never deployed but were also exposed to toxins or hazards during service.

The PACT Act will bring these changes:

- Expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras:
- Adds 20+ more presumptive conditions for burn pits, Agent Orange, and other toxic exposures
- Adds more presumptive-exposure locations for Agent Orange and radiation
- Requires VA to provide a toxic exposure screening to every Veteran enrolled in VA health care

If the veteran hasn't yet filed a claim yet for the presumptive condition, they can file a new claim online now. They can also file by mail, in person, or with the help of a trained professional. If the VA denied their disability claim in the past and now consider the veteran’s condition presumptive, they can submit a Supplemental Claim and the VA will review their case again.

Military Sexual Assault & Trauma

If you have a VA health care provider, consider telling that person that you experienced MST. All VA primary care and mental health providers complete training on MST and the treatment needs of people who've experienced it. Your provider can offer treatment referrals and support as needed. Call your nearest VA medical center and ask to speak to the MST coordinator. You can ask to speak with a provider of a specific gender if that would make you feel more comfortable. Scan the QR code for more information.

What is a NEXUS letter?

A Nexus Letter is an evidence-based document prepared by a private medical professional that helps to establish a link or connection (“Nexus”) between the veteran’s current disability and their active-duty military service.

But not all Nexus Letters are created equally nor are they offered equal weight by the VA. Thus, a Nexus Letter does NOT guarantee service connection. While Nexus Letters can be submitted at any time during the VA claim process, we recommend veterans provide them to the VA at claim submission – either the initial claim, increase claim, or during the appeals process. There are companies that can help prepare a NEXUS letter for a fee.

“For a Nexus Letter to have high probative value in support of a veteran’s claim for VA disability benefits, it should be thorough, factual, and include convincing, evidenced-based rationale.”

Veteran Service Officers (VSO)

Veteran Service Officers will help you write and submit your benefits claims to the VA. Their services are free. They will help you gather the information that supports your claim. Once the claim is filed they will help you track the claim through the system. They can also help you file appeals for denied claims. It is important that you use a Veteran Service Officer. They will help you avoid the delays that missing paperwork or improperly filled out claims can cause. Veterans Service Officers work for Veterans Service Organizations (both are called VSOs), as well as for local government offices.

Veteran Service Officers (New York)

NYC VA Regional Office

201 Varick St, 4th Floor
New York, NY 10014
(Main entrance on W. Houston St.)

NY State Division of Veterans' Services

Joseph Munoz, Daniel Germain, Amber Stevenson
Room 4B-31/39
Monday- Friday 9:00am-5:00pm
718-584-9000 x 6332 or 6361

NY State Division of Veterans' Services

Welby Alcantara
Veterans Benefits Advisor
New York State Division of Veterans' Services
423 E 23rd St, 1st. floor room 111 C
New York, N.Y. 10010
Ph (212) 686-7500 ext.7836
Fax (212) 383-1785
www.veterans.ny.gov

NYC Veterans Affairs Regional Office

201 Varick St. 4th floor
New York, NY 10014
(800)827-1000
<https://www.benefits.va.gov/newyork/>

VSO Representatives at the VA New York Harbor Healthcare System

Manhattan Campus

423 E 23 Street,
New York, NY 10010
212-686-7500

VSO Representatives at the VA New York Harbor Healthcare System

Brooklyn Campus

800 Poly Place,
Brooklyn, NY 11209
718-836-6600

American Legion

201 Varick Street, 4th Floor
New York, NY 10014
(212)807-3066

DAV National Service Office

201 Varick Street, 4th Floor
New York, NY 10014
(212)807-3157
DAV.VBANYN@VA.GOV
Contact: Judith P. Russell

Paralyzed Veterans of America

201 Varick Street, 4th Floor
New York, NY 10014
(212)807-3114

United War Veterans

(212)693-1476

NYC Dept of Veterans Services Claims Unit

NYC DVS Staff Can Assist with VA Claims for Veterans and their Family Members within the Five Boroughs of NYC.
For information, contact:

Email: connect@veterans.nyc.gov

Call: (212) 416-5250

Bronx Service Office

Richard Castellano, Paul Gill, Jim Roberts
American Legion Post 8
J 12 North Avenue
New Rochelle, NY 10801
Monday & Tuesday: 7:00am-11:00am
Telephone: (914) 235-2869

TRANSITIONAL & HOUSING PROGRAMS

According to Veterans Affairs, in 2023, 35,574 veterans were experiencing homelessness during some point of the year, marking a 7% increase (2,445 more veterans) between 2022 and 2023. Being homeless sucks. Whether you are here because of family and friends, the environment, the judicial system, or tragedy; know that there are others here to help. Veterans Affairs will not generally provide homeless services to veterans unless they are 'in the gutter' homeless. Veterans who are couch-surfing or family and friends are NOT eligible for VA Homeless Services, so it is imperative for the veteran to know their rights. Fortunately, the overall community of NYC is extremely supportive of the veterans and most community programs have some type of veteran services for those that served. Be sure to inquire for any specific programs for veterans when consulting with transitional and housing officials. If you are a veteran in a NYC shelter and you feel for your safety or staff is not providing the services you have earned with your service, please reach out to me personally.

For a complete list of shelters and transitional programs, visit [The Forgotten Veteran Housing](#)

Community Resource and Referral Centers (CRRCs)

CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multiagency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits. <https://www.va.gov/HOMELESS/crrc.asp>

Emergency Shelters and Transitional Programs

Homelessness is a complex social issue that has increasingly become part of the federal, state and local dialogue and impacts communities at every level. The common thread among homeless families and individuals is the lack of affordable housing, living wages and poverty. Independently and with other federal agencies, VA strives to meet the needs of Veterans at risk of homelessness by providing various services that promote permanent housing and help Veterans achieve their full potential. Here are a few VA programs that are helping prevent homelessness among Veterans. Learn more at VA's Programs for Homeless Veterans page.

Women Veterans Experiencing Homelessness

Women Veterans can face many challenges when returning to civilian life, including raising children on their own, dealing with the psychological after-effects of events such as military or sexual trauma, or employment and housing barriers. Without intervention, these and other issues can put women Veterans at greater risk of homelessness. Women veterans are 4 times more likely to become homeless than male veterans.

According to the VA, there will be up to 40,000 women who identify as homeless in the United States by 2025. In response, VA has built the largest integrated network of homeless assistance programs in the country. Unfortunately, there are no Veterans Affairs transitional programs in NYC. As an alternate, women veterans must go through the city shelter system. Following are a list of some shelters and other housing opportunities. Scan the QR code to visit The Forgotten Veteran website for a more complete listing.

Homeless & Transitional Programs

[The National Coalition for Homeless Veterans](#)

National Alliance to End Homelessness
1518 K Street NW, 2nd Floor,
Washington, DC 20005
T: 202.638.1526

[The National Coalition for the Homeless](#)

2201 P. St. NW
Washington, DC 20037
Phone: (202) 462-4822
Email: info@nationalhomeless.org
Website:
<http://www.nationalhomeless.org>

[Volunteers of America](#)

1660 Duke Street
Alexandria, VA 22314
(703) 341-5000

[Catholic Charities USA](#)

2050 Ballenger Ave, Suite 400,
Alexandria, VA 22314
703-549-1390
info@catholiccharitiesusa.org

[The Salvation Army USA](#)

615 Slaters Lane,
Alexandria, Virginia 22314
1-800-SAL-ARMY

[National Low Income Housing Coalition](#)

1000 Vermont Ave, NW, Suite 500
Washington, DC 20005
(Tel) 202-662-1530

[NYS Dept of Veterans' Services Housing](#)

Veterans Emergency Housing Program
2 Empire State Plaza, Floor 17,
Albany, N.Y. 12223
Main Line: 518-474-6114
Email: DVSInfo@veterans.ny.gov

[Prevention Assistance and Temporary Housing Office \(PATH\)](#)

PATH NYC
152 East 151st St.,
Bronx, NY 10451
(917)521-3900

[Adult Family Intake Center](#)

400-430 East 30th St.
Manhattan, NY 10016
(718) 557-1399

[NYC Intake for Homeless Men](#)

400-430 East 30th St.
Manhattan, NY 10016
(718) 557-1399

[Franklin Women's Intake Shelter](#)

1122 Franklin Ave. (Near 166th St.)
Bronx, NY 10460
(718)842-9797

[Families with Children under 21/Pregnant women](#)

151 East 151st St.
Bronx, NY

[Institute for Community Living](#)

125 Broad Street
New York, NY 10004
212.385.3030

[Colonial Hotel Homeless Shelter](#)

88 - 55 161st St
Jamaica, NY 11432
(718) 262-1675

[Patriot House II](#)

864 Glenmore Avenue
Brooklyn, NY 10451-5603
340 West 85th Street
New York, New York 10024

[Men's Homeless Programs](#)

[Borden Avenue Veterans Residence](#)

21 - 10 Borden Ave,
Long Island City, NY 11101
(718) 784-5690

[Linden Men's Shelter](#)

501 New Lots Ave
New York, NY 11207
(718) 688-8955

[Women's Homeless Programs](#)

[Franklin Women's Intake Shelter](#)

1122 Franklin Ave. (Near 166th St.)
Bronx, NY 10460
(718) 842-9797

[Adult Family Intake Center](#)

400-430 East 29th St.
Manhattan, NY 10016

[Tillary Street Women's Shelter](#)

200 Tillary St
Brooklyn, NY 11201
(718) 855-7485

[Park Slope](#)

1402 8th Ave
(718) 369-7226

[HELP Brownsville Women's Center](#)

357 Saratoga Avenue
Brooklyn, NY 11233
718-345-3649

[WIN Shelter](#)

One State Street Plaza, 18th Fl.
New York, NY 10004
212-695-4758

[WIN Shelter](#)

51 Junius St
Brooklyn, NY 11212
(718) 495-6292

[Win Shelter](#)

4612 Glenwood Rd
Brooklyn, NY 11234
(718) 975-6886

[Magnolia House](#)

1424 Herkimer St
Brooklyn, NY 11233-3337
(718) 675-3353

[Church Ave Merchants](#)

1245 Broadway
Brooklyn, NY - 11221
(718) 453-4870

[The Kensington Family Shelter](#)

385 McDonald Ave
Brooklyn, NY 11218
(718) 226-0425

[Help Women Center](#)

116 Williams Ave
Brooklyn, NY 11234
(212) 776-2000

[Kianga House HDFC Inc](#)

1504 Bedford Ave
Brooklyn, NY 11216
(718) 953-2788

[Barbara Kleiman Residence](#)

300 Skillman Ave
Brooklyn, NY - 11211
(718) 963-3800

[Samaritan Village Forbell](#)

338 Forbell St
Brooklyn, NY 11208.
(929) 244-1456

[Providence House Inc](#)

275 Kosciuszko St
Brooklyn, NY 11221
(718) 387-4062

[Ready Willing and Able](#)

520 Gates Avenue
Brooklyn, NY - 11216
(718) 628-3223

[Albemarle Family Residence](#)

2514 Albemarle Rd
Brooklyn, NY 11216
(718) 257-445

SUSTAINABLE AND SUPPORTIVE HOUSING

Pena says: Being homeless sucks. That said, whatever has brought you here to this shelter or transitional program, this housing section is designed to both educate you on the different programs but to also provide a few of the resources I have crossed paths within the last year. You are going to need all the documentation you can get BEFORE committing to the process of obtaining sustainable housing. If you have a DD214, be sure to get a New York State ID unless you own a car whereas you will want to get a driver's license. If you don't have your DD214. The VA is supposed to help with that, but don't count on it.

The Veterans Affairs HUD/VASH Program

The U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) is a program from the US Department of Housing and Urban Development (HUD) and the US Department of Veterans Affairs VA to help veterans facing homelessness and their families find and sustain permanent housing under the Section 8/Housing Choice Voucher (HCV). The HUD/VASH program works as a rental subsidy that allows veterans to pay a reasonable amount of their income toward their rent. Think of Section 8 for veterans. Eligible veterans will receive a voucher to begin searching for housing. Generally, veterans will pay no more than 40 percent of their adjusted monthly income toward their rent share. The VA pays the remaining amount to the owner on the veteran's behalf. This payment to the owner is known as the Housing Assistance Payment. HUD/VASH participants must comply with all program requirements, including completing their annual certification, accommodating Housing Quality Standards inspections, allowing property owners to make any needed repairs, and adhering to the terms of their lease. HUD provides rental assistance vouchers for privately owned housing to veterans who are eligible for VA health care and are experiencing homelessness. VA case managers connect these veterans with additional support services.

Eligibility:

- Veterans must be VA health care eligible (determined by the VA).
- Veterans must also meet the definition of homelessness defined in The McKinney Homeless Assistance Act
- HUD-VASH prioritizes the chronically homeless
- At least one member of the veteran family must meet the documentation requirements of citizenship or eligible immigration status
- Veterans must provide social security numbers for all family members who claim citizenship or eligible immigration status
- No member of the veteran household may have been convicted for production of methamphetamines in federally-assisted housing
- No member of the veteran household may be subject to a lifetime registration requirement under a state sex offender registration program
- The veteran must be within the appropriate income limits for their family size.

How to Apply:

- Call 877-424-3838 to be connected with your local VA homeless program and apply. Visit the HUD-VASH website for more information.
- The public will be notified when applications are being accepted again. If you previously submitted a Section 8 application when the waiting list was open, log on to the Self-Service Portal to confirm the receipt of your NYCHA application. Learn more about Section 8.

New York State Department of Veterans' Services:

While the veteran might initially come to NYC with the intention of settling here, other options are available. For the veteran sitting in a NYC shelter might consider seeking sustainable housing outside of the city for better access to resources, services, and housing opportunities. Rents are generally lower, and sustainable housing more accessible. As with individual contacts throughout the guide, the contacts listed here are those that I've met who 'show up' for veterans.

New York State's Veterans Emergency Housing Assistance Fund

New York State's Veterans Emergency Housing Assistance Fund assists Veterans who are confronting emergency housing needs and lacking the funds to cover these immediate costs. This is currently being run as a pilot program that will last through 2024. To qualify for these emergency funds, an applicant must be a Veteran living in New York State and facing an

immediate housing hardship and is first – come, first – serve basis. Eligible Veterans can receive up to \$2,000 apiece to help cover their emergency housing expenses. Eligible housing needs may include, but are not necessarily limited to:

- Emergency financial assistance to a Veteran whose home was badly damaged in a fire or natural disaster;
- Renovating a Veteran’s home that is no longer accessible due to the onset or worsening of a disability;
- Gaining temporary shelter when a Veteran suddenly loses access to their home or a Veteran’s home becomes no longer safely habitable;
- Replacing or repairing an essential home appliance that has been destroyed or severely damaged (e.g., furnace, water heater, etc.);
- Covering rent, utilities, or property tax payments that a Veteran missed due to illness or emergency;
- Any other payment that the Commissioner determines to fall within the purview of the program.

Veterans Emergency Housing Program Application

Applicants will be contacted by the Department of Veterans’ Services for a review of their application within two business days after submission. Applications can be emailed to housing@veterans.ny.gov or sent via mail:

ATTN: Veterans Emergency Housing Program

New York State Department of Veterans’ Services
2 Empire State Plaza, Floor 17,
Albany, N.Y. 12223

Contact: Rapcelies Almonte / Veterans Benefits Advisor 1
Office of Staten Island Borough President Vito Fossella
10 Richmond Terrace
Staten Island, NY 10301
Phone: Mobile (929) 508-1213 / Office (718) 447-8787

New York City Housing Authority (NYCHA)

The New York City Housing Authority (NYCHA), the largest public housing authority in North America was created in 1935 to provide decent, affordable housing for low- and moderate-income New Yorkers. To start the housing search process, it is not mandatory to have all the necessary documentation, but the quicker the veteran gets required documentation, the better.

Section 8 Tenants

The Housing Choice Voucher program, also known as Section 8, is a federally funded program that provides assistance to eligible low- and moderate-income families to rent housing in the private market. Eligibility for this program is based on a family's gross annual income and family size. To remain eligible for continued assistance, participants must:

- Comply with Section 8 program rules and regulations,
- Comply with the terms of the lease with the property owner,
- Allow Housing Quality Standards inspections and provide the Section 8 property owner to make any needed repairs, and
- Complete the annual recertification, and report family changes, on a timely basis.

A summary of program requirements can be found in the Housing Choice Voucher Program Guide for Voucher Holders. Customer Contact Center (CCC)

The CCC is NYCHA's single point of contact for public housing residents, Section 8 voucher holders, and Section 8 landlords.

Customer Contact Center (CCC): 718-707-7771

Customer Contact Center Walk-In Locations:

Bronx/Manhattan/Queens

478 East Fordham Road (1 Fordham Plaza), 2nd Floor
Bronx, NY 10458
Monday-Friday, 8am - 5pm

Brooklyn/Staten Island/Queens

787 Atlantic Avenue, 2nd Floor
Brooklyn, NY 11238
Monday-Friday, 8am - 5pm

HUD Subsidized Apartments

HUD helps apartment owners offer reduced rents to low-income tenants. To apply, contact or visit the management office of each apartment building that interests you. There are also several subsidized rental programs administered by New York State and New York City listed below. Click each link for additional information.

- Search for a HUD subsidized apartment
- Check the HUD Resource Locator
- Research listings in the New York State Affordable Housing Directory
- Register for online affordable housing lotteries in New York City
- Browse complete New York City Department of Housing Preservation and Development lottery listings
- Browse complete New York City Housing Development Corporation rentals
- Browse complete New York State Housing Finance Agency lotteries and rentals

Please note that although many New York City subsidized housing lotteries are available via the www.nyc.gov/housingconnect website, the Department of Housing Preservation and Development, the New York City Housing Development Corporation, and the New York State Housing Finance Agency all have developments that require separate applications.

451 7th Street, S.W.,
Washington, DC 20410
Phone: 202-708-1112

330 W 30th St,
New York, NY 10001
Phone: (212) 987-6445

New York City Homebase (NYCHRA)

Homebase Provider	Borough	Address	Telephone
CAMBA	BX	139A Fulton Street, 2nd Floor	718-404-5756 x37100
		117 Eastern Parkway, 3rd Floor, 4th entrance	718-402-7523
		2244 Church Avenue, 4th Floor	718-468-5708
Catholic Churches Neighborhood Services	BX	3982 Fulton Street	929-234-3030
		5601 Kenna Avenue	718-638-7781
		1400A Rock Avenue	718-514-8034
Niskkers	BX	145 East 88 Street, 2nd Floor	917-819-3000
		1675 Broadway, 7th Floor	929-237-0021
		48 Bowen Street	718-686-4303
BronxWorks	BX	1470 Myrtle Avenue	347-735-3789
		430 Jackson Avenue, 2nd Floor	347-754-2007
		1530 Grand Concourse, 2nd Floor	918-708-3107
Catholic Churches Community Services	BX	2155 66th Street, 2nd Floor	718-614-7093
		803 Griffith Avenue	609-259-9431
		2301 White Plains Road, 2nd Floor	347-973-4654
HELP USA	BX	4377 Bronx Boulevard, 3rd Floor	747-347-9020
		1780 Grand Concourse	347-356-4547
		1502 East Tremont Avenue	718-259-8473
SIS - Support Housing Programs, Inc.	BX	1987 Seligman Avenue	718-215-6453
		815 Duane Avenue	846-975-5289
		516 West 181st St., 1st Floor	917-432-7619
Catholic Churches Neighborhood Services	BX	2202 2nd Avenue, 1st Floor	917-832-8119
		1617 10 Jamaica Avenue, 5th Floor	718-674-1000
		1047 Mott Avenue	718-647-1015
CAMBA	SI	129 Shaversburg Pl., 4th Floor, Suite 413, 299 Bay Street	718-282-6473 718-228-0496

Homebase (NYCHRA)

Homebase provides New Yorkers experiencing housing instability in the community with various homeless prevention services and aftercare services to families and individuals exiting NYC DHS shelter to permanent housing. Homebase locations are servicing clients either via phone or for in-person services. Anyone seeking Homebase services should call the office in advance to schedule an appointment.

Please use the Homebase locator to find the Homebase location that serves the ZIP code you currently reside in, along with the facility's phone number. You may be eligible for Homebase services if you:

- Are at imminent risk of entering the NYC shelter system
- Are low-income
- Want to remain stably housed in your community

Homebase

516 W 181st Street, 4th Floor
New York, NY 10033

Housing Preservation and Development (NYC)

Our mission is to promote quality and affordability in the city's housing, and diversity and strength in the city's neighborhoods. We do this by maintaining building and resident safety and health, creating opportunities for New Yorkers through housing affordability, and engaging New Yorkers to build and sustain

neighborhood strength and diversity. If you're a public housing resident and have an inquiry or complaint in your neighborhood, you may contact your local Borough Management Office.

- **Bronx: 718-409-8626**
- **Brooklyn: 718-491-6967**
- **Manhattan: 917-206-3500**
- **Queens/Staten Island: 718-553-4700**

Division of Code Enforcement offices are currently open Monday, Tuesday, Thursday, and Friday from 10:00am-2:00pm.

Division of Neighborhood Preservation offices are open Monday to Friday from 9:00am-4:00pm.

Please visit or call the Service Center in your borough for more information.

Division of Code Enforcement

- Obtain information on the requirements of the Housing Maintenance Code and Multiple Dwelling Law.
- Obtain information about housing code violations existing at your property and guidance on how to address them.
- Request inspections for the dismissal of corrected violations.
- Obtain complaint information.
- Use designated computers to access information about your property or HPD services.
- Obtain Departmental forms, including Property Registration.
- Learn more about our services.

Bronx

1932 Arthur Avenue, 3rd Floor
Bronx, NY 10457
212-863-7050

Brooklyn

345 Adams Street
Brooklyn, NY 11201
212-863-8060

Queens

120-55 Queens Boulevard
Kew Gardens, NY 11424
212-863-5990

Brooklyn

701 Euclid Avenue
Brooklyn, NY 11208
212-863-6620

Manhattan

94 Old Broadway, 7th Floor
New York, NY 10027
212-863-5030

Staten Island

10 Richmond Terrace
Staten Island, NY 10301
212-863-8100

Division of Neighborhood Preservation

- One-on-one counseling on property management, finances, low-interest loans, grants, and other housing matters.
- Assistance to owners regarding correction and removal of housing code violations.
- Guidance regarding prevention of future housing code violations.
- Landlord-tenant mediation.
- Assistance with arranging access to facilitate repairs.
- Assistance to tenants regarding housing issues and repairs.
- Referrals to other HPD units/divisions, other City agencies and community organizations.

Bronx / Manhattan

1932 Arthur Avenue, 3rd Floor
Bronx, NY 10457
212-863-7100

Brooklyn / Staten Island / Queens

345 Adams Street, 10th Floor
Brooklyn, NY 11201
212-863-7400

The Housing Preservation and Development Outreach Van

The HPD Outreach Van takes HPD's community engagement teams on the road, bringing information and services directly to tenants and homeowners across the five boroughs. Click here for the [HPD Outreach Calendar](#) (weather permitting).

HPD can help you:

- Prepare to Apply for Affordable Housing. Learn about opportunities and prepare to apply for affordable housing lotteries.
- Understand Your Rights and Responsibilities. Learn about the ABCs of Housing to understand your rights and responsibilities as a tenant or owner.
- File a Housing Complaint. Get help filing a complaint about housing code violations or landlord harassment.
- Finance Improvements and Repairs. Learn about and apply for financial assistance for property owners.
- Register Your Building. Get help registering your building as a property owner.
- Remedy a Violation. Learn how to remedy housing code violations at your property.

Housing Connect Lotteries:



There are several avenues for obtaining sustainable housing including Housing Lotteries. The New York City Department of Housing Preservation and Development (HPD) and Housing Development Corporation (HDC) create affordable housing opportunities for many household income levels and sizes. The buildings are privately owned. HPD and HDC have a monitoring and oversight role.

Through Housing Connect, you can find and apply for affordable rental and homeownership opportunities. To qualify, your household must meet the income and size requirements for a unit in an affordable development. Your household is all of the people who will live in the affordable unit.

Before applying, please take time to read and review our helpful [Resource Guides](#) below with more information about getting ready to apply, what to expect, calculating your income, and after you apply. The guides below are currently being updated, though these versions continue to be useful for applicants preparing to apply for affordable housing.

CityFHEPS Vouchers (NYC):

CityFHEPS is a rental assistance supplement to help formerly homeless individuals and families find and keep housing. Because of the recent migrant influx to NYC, the CityFHEPS voucher program has been expanded to all of New York State. Be sure to check with your housing specialist for details.

Eligibility:

Households must have a gross income at or below 200% of the federal poverty level and meet one of the following five (5) criteria:

- The household includes someone who served in the U.S. Armed Forces and is at risk of homelessness; OR
- The household has an unexpired LINC, CITYFEPS, or SEPS letter at the time CityFHEPS eligibility is requested; OR
- The household gets LINC VI or Pathway Home benefits and would be eligible for CityFHEPS if they were in DHS or HRA shelter; OR
- The household was referred by a CityFHEPS qualifying program, and DSS determined that CityFHEPS was needed to avoid shelter entry; OR
- The household is facing eviction in court (or was evicted in the past year) AND:
- Includes someone who has previously lived in a DHS shelter; OR
- Includes someone who has an active Adult Protective Services (APS) case or is in a designated community guardianship program; OR
- Lives in a rent-controlled apartment and will use CityFHEPS to stay in that apartment.

How to Apply:

- To apply for CityFHEPS, you must visit one of the DSS nonprofit service providers. Contact a Homebase location in your borough: Manhattan, Brooklyn, Bronx, Queens, Staten Island. The Homebase caseworker will collect the information needed by DSS to assess your potential eligibility for CityFHEPS. The caseworker may refer you to apply for other public benefits, including federal and state rental assistance programs. If your household is found eligible for and offered other benefits, you must accept them. This is required by the CityFHEPS program. Learn more about CityFHEPS.

Supportive and Affordable Housing and Services:

Supportive housing is affordable housing with supportive social services in place for individuals and families who are homeless or at risk of homelessness.

Types of Supportive Housing: Supportive housing typically comes in two setting model types: congregate (the only one developers work with) and scattered-site. In the Congregate Housing model, all tenants live in one building and each has his/her own individual room or apartment. Tenants have their own lease and pay rent directly to the landlord. These buildings typically have a rental subsidy connected to the apartment that allows the rent to be very affordable for the tenant. In a scattered-site model, apartments are scattered throughout the city in different buildings owned by private landlords. Leases are most often between the landlord and a non-profit provider. All tenants have a sub-lease and are responsible to contribute 30% of their income towards the rent and utilities. There are supportive housing programs designated for adult families (all adults over 18), for families with children, and for young adults (18-25) aging out of foster care or in a shelter who are pregnant or have children. As with all populations, a 2010e application must be submitted to determine if the head of household is eligible for supportive housing.

Eligibility:

- A person is eligible for supportive housing if they are an individual or family that is chronically homeless and has a mental illness and/or a substance use disorder.

How to Apply:

- All prospective tenants must work with a pre-approved social service or health provider to complete and submit an HRA 2010e application.

HIV/AIDS Services (HASA):

HASA assists individuals living with AIDS or HIV illness to live healthier, more independent lives. The program can help clients with individualized service plans to target necessary benefits and provide support that is specific to their medical situation and that will enhance their well-being. HASA clients receive ongoing case management and are assigned to a caseworker at one of our HASA centers, located in all 5 boroughs.

The CHALENG Process:

Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) unites homeless service providers, advocates, veterans and concerned citizens toward the goal of meeting the evolving needs of Veterans who are homeless.

The Center for Urban Community Services (CUCS):

The Center for Urban Community Services is available to help with the housing application process. Call CUCS at (212) 801-3333 and ask for a Housing Consultant for information about the HRA housing application and referral process. For additional referral information, contact CUCS. Once an application is submitted, a clinical team from HRA's Customized Assistance Services reviews the application and makes an eligibility determination.

Special One-Time Assistance Program (SOTA):

The SOTA program will pay one year of rent for NYC Department of Homeless Services clients to move within New York City, to other New York State counties, or to another state, Puerto Rico, or Washington, D.C.

Eligibility:

- Must be a client of NYC Department of Homeless Services (a client is someone who resides in a DHS shelter).
- Families with children who have been in a shelter for at least 90 days.
- Single adults and adult families who have been in a shelter for 90 days out of the last 365 days.

SOTA is only provided to households whom DSS has determined will likely have the future ability to pay the rent once they are no longer part of the SOTA program. Households must have recurring income from employment, SSI, or SSD benefits. Household rent must not exceed 50% of that current or projected income. If the household is moving within New York City (only), it must not be eligible for any federal, State, or City rental subsidy.

In order to use SOTA, clients will be required to provide proof of income, and the rent must not be more than 50% of household income.

How to Apply:

- Case managers and housing specialists identify NYC DHS clients who may be eligible for SOTA. In addition, clients may reach out to their case manager or housing specialist if they believe they may be eligible. Housing specialists assist clients with their housing search and clients may also identify units on their own.

REAL ESTATE AGENTS, BROKERS, & LANDLORDS

When looking for an apartment, both the HUD/VASH voucher and the CityFHEPS voucher are supposed to be widely accepted. There are numerous housing programs around the city and each has its own housing specialist with their own real estate contacts, so be sure to explore all opportunities. In addition to housing case workers, each of SSVF programs have housing case managers with pre-approved rental agents.

New York City



Incentives for Renting to Veterans

At the end of December 2015, the federal government announced an end to chronic veteran homelessness in New York City, following a two-year effort by Mayor de Blasio to help veterans who have been homeless for a year or longer find a home. To support this effort, the incentives described below are currently available to landlords, brokers, and supportive housing providers.

- 15% Broker Bonus (15% of the annual rent) for brokers who connect homeless veterans with LINC apartments or units that can be subsidized using HUD VASH, HPD Section 8, and MRT vouchers.
- \$1,000 Landlord Incentive for every apartment and commercial SRO with a one-year lease signed by a homeless veteran.
- \$500 Room Rental Incentive to landlords renting rooms through the LINC program for every one-year lease signed by a homeless veteran.
- \$1,000 Bonus to Supportive Housing (SH) Providers for each community unit rented to a veteran with a HUDVASH, HPD Section 8, or MRT voucher.
- \$2,000 Bonus to Supportive Housing Providers for each community unit rented to a veteran with a LINC voucher.
- Access to a Special Supplemental Assistance Fund of up to \$3,000 per year for landlords who house veterans, to cover potential damage to the apartment, as well as to assist with the payment of rental arrears, if needed.

Veteran-friendly Real Estate Agents:

Juanita George (917) 226-7329

K Land Realty
81-15 Queens Blvd, Ste. 203
Elmhurst, NY 11373
rentingnow@yahoo.com

Guy (914) 953-4075

Has listings for rooms that accept vouchers. Can accept multiple vouchers for roommates

Mike Lirman (646) 533-8686

Jam Properties
Brooklyn and Staten Island studios and one-bedrooms
Email: jamproperties999@gmail.com

Joan Campbell (845) 270-4744

Has apartments all over the city.

Sharon (347) 424-2251

Henrico (914) 663-2188

Mireya (917) 921-4438

Owen (917) 418-8486

Darrel (347) 683-5152

Nelson (917) 769-8590

Larry (646) 262-1776

David (929) 228-6644

Ian (347) 284-8930

Mr. E (646) 363-5321

Alonzo (914) 299-0420

Lee Harris (718) 820-2061

Michelle (646) 404-2964





Khayan Harris (718) 993-1101

CHURCHES AND CHARITIES

New York City is a community – driven city with charities and community organizations that provide resources and services to those experiencing homelessness and in transition. Following are some of these churches and charities.

All Angel's Church

Drop In Services: Tuesdays and Thursdays

 8 am to 2 pm – Shower Service (limit 24)
 9 am to 11 am – Hot Food Service and Outdoor Coffee Station
 10 am to 12 pm – Tuesday Only: Clothing Closet (limit 25)
 9 am to 2 pm – Medical, Psychiatric, and Social Services (referral or appointment required)

251 West 80th Street
New York, NY 10024
Phone: (212) 362-9300

Catholic Charities

Catholic Charities helps solve the problems of New Yorkers in need, non-Catholics and Catholics alike. The neglected child, the homeless family, the immigrant and refugee, the person with special needs, and the hungry senior are among those for whom we provide help and create hope – with compassion and respect.

1011 First Avenue, 11th Floor
New York, NY 10022
Toll Free Help Line: (888) 744-7900

NUTRITION, CASH ASSISTANCE, & OTHER COMMUNITY PROGRAMS

For the transitioning veteran, applying with NYCHRA is first on the list. For those that qualify, cash assistance is available, but just as important is the access to EBT and nutritional assistance outside of the shelter system. It's imperative that the veteran be aware of what the EBT card actually does and then to assure that any/all documentation has been submitted to prevent the case from being closed do to lack of activity or supplemental documentation. New York City Human Resources Administration (NYCHRA).

Cash Assistance

HRA's Family Independence Administration (FIA) provides temporary cash assistance under the Temporary Assistance to Needy Families (TANF) program and the New York State Safety Net program.

New York City EBT and Food Stamps (SNAP)

The FIA also provides access to food stamps to low-income families and individuals. The food stamp program is known as SNAP, which stands for Supplemental Nutrition Assistance Program. For the veteran in a shelter, it is imperative to remain healthy. You will need a Common Benefit Identification Card (CBIC) in order to get your Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits. Newly accepted cases and Authorized Representatives will not get a CBIC unless the Referral to the Over-The-Counter (OTC) Site Form (DSS-4113-2) is provided. Form DSS-4113-2 is available on the HRA website. Bring your referral to the Brooklyn OTC site listed below or call (718)557-1399. To download forms and documents, you can also scan the QR code:

<https://www.nyc.gov/site/hra/help/forms-and-documents.page>

BROOKLYN OTC SITE

227 Schermerhorn Street
Ground Floor
Brooklyn, NY 11201
Monday-Friday 8:30AM to 7:15PM

Using the EBT card

Getting your EBT card and cash assistance is critical as soon as possible. Most grocery stores in NYC accept EBT for cold food including sandwiches, drinks, etc. Many of the larger stores allow EBT for cold salad bar items, and some like Morton Williams allow EBT purchases for practically anything in the store including the hot food buffet. Keep in mind that many places will sell hot (warm) food at the end of the day rather than toss it. Be sure to ask the owner for times.

New York recipients may access their cash and SNAP benefits at participating EBT locations anywhere within New York State and nationwide. Cash benefits may also be accessed at participating ATM and authorized retail store locations. Some smaller grocery stores that accept EBT for cold food, including cold sandwiches, will sell unsold hot food at the end of the day; so be sure to ask. Grocery store Morton Williams allows hot food purchases with EBT anytime:

- Stop and Shop grocery stores
- Whole Foods grocery stores
- *Morton Williams grocery stores
- Most dollar discount stores
- Target and Walmart stores

*denotes stores that will accept EBT for hot food

[SNAP Offices](#)

Bronx

1375 Jerome Ave,
Concourse 545
(929)252-8998

1910 Monterey Ave 5th floor,
Crotona
(929)252-7436

845 Barretto St. B-Level
(929)252-4445

Brooklyn

2857-2865 W. 8th St,
Coney Island
(929)221-3537

404 Pine St. 1st floor,
East NYC
(929)221-8327

2 George St. 1st floor,
Williamsburg
(212)331-4314

Manhattan

2322 Third Ave., 1st floor,
East End
(212)860-5147

4055 10th Ave., lower level,
Washington Heights
(212)569-9835

12 West 14th St., 4th floor,
Waverly
(212)352-2524

132 W. 125th St.
(212)666-5678

Queens

165-08 88th Ave,
Jamaica
(929)252-3713

32-20 Northern Blvd,
Queens
(718)784-6315

219 Beach 59th St,
Rockaway

Find Soup Kitchens, Food Banks and Food Pantries Near You

We are continually adding to our list of soup kitchens, food pantries and food banks available in America and its US territories. Many people go hungry every day. Without your local soup kitchen, food bank and food pantry people would literally starve to death. You can help by volunteering at your local soup kitchen, food bank or food pantry. Many local non-profit organizations are desperate for funds and volunteers so please contact them and help if you can.

City Harvest

150 52nd Street,
Brooklyn NY 11232
| P 646.412.0600

Food Help NYC

Use this application to find locations that offer free food (food pantries and soup kitchens). Hours and locations are subject to change. It is possible additional food locations are open but not featured on this map. [Food locations.](#)

Food Bank For New York City

Search the map to find a soup kitchen, food pantry, senior center, or SNAP enrollment site near you.

Food Pantries (NYC)

Click the borough for a list of food pantries. Contact individual pantries to confirm schedule.

Regional Food Bank (New York State)

To find the regional food bank that distributes food to your local county [Emergency Food Relief Organizations \(EFRO\)](#)

Clothing for Veterans

Veterans Affairs Clothing Allowance

If your clothing has been damaged by your prosthetic or orthopedic device (such as a wheelchair) or by the medicine you're taking for a skin condition, you may be able to get money each year to help you buy new clothes. This is called an annual clothing allowance. Keep reading to find out if you may be eligible.

Am I eligible for these benefits from VA? You may be eligible for a clothing allowance if you meet the requirements listed here. One of these must be true:

- Your prosthetic or orthopedic device damages your clothes, or
- Your skin medicine causes damage to your outer clothing (like your pants or shirt) that can't be repaired

And this must be true:

- You need this device or skin medicine because of an injury or illness related to your military service (called a service-connected condition).

[Heroes' Mile](#)

2775 Big John Drive
DeLand Florida 32724
admissions@HeroesMile.com
Administration: (386) 337-7957

[Save a Suit](#)

2 Park Lawn Drive, Suite C
Bethel, CT 06801
Direct Phone: 1-203-456-6801
Email Inquiries: admin@saveasuit.org

[Clothing for Veterans - Catholic Charities](#)

The Veteran's Clothing Closet
212 Slater Street
Paterson, NJ 07505
David Pearson
Phone: (973)818-3601

[All Angel's Church](#)

251 West 80th Street
New York, NY 10024
Phone: (212) 362-9300
Tuesdays: 10am – 12pm (limit 25 ppl)

[Bronx Vet Center](#)

2471 Morris Avenue, Suite 1A
Bronx, NY 10468-5450
Direct line: (718)367-3500

[Vietnam Veterans of America](#)

ClothingDonations.org is a service of Vietnam Veterans of America. We'll pick up your used clothes and household goods at your convenience and use them to support programs that address the concerns and needs of all veterans.

8719 Colesville Road, Suite 100
Silver Spring, MD 20910
301-585-4000

Additional Services and Information

Email Account: Veterans who receive a lot of email might find it easier to establish an alternative email account as to keep track of any/all messages coming in that might otherwise end up in spam folder. It is recommended that all documents are scanned and then emailed to the account which can then be forwarded to any necessary contacts. For setting up an email account, visit:

[Gmail.com](#)
[Yahoo.com](#)
[Hotmail.com](#)

Cellphone: Unless the veteran is assured that their phone (and plan) is secure from disconnection, it is best to get a free government phone as soon as possible and use that number during their transition. Plus, it's good for the mental health. **SafeLink Wireless** is a government supported program that provides free cell phone service each month for income-eligible customers. In addition to the Safelink portal, veterans can also find phones and iPads at most HRA offices around the city. There are also individual cell phone providers:

Tatyana: (347) 254-8245

Amirys: (646) 668-7408 (Spanish)



Cell Phone & Computer Repair
Screen and Battery Replacement
Data Recovery & Water Damage Repair
(646) 894-3302
550 8th Avenue, 2nd Floor
New York, NY 10013

Ask about special program supporting homeless Veterans

Laptop, iPad, and Cellphone Repair

I Love Phones NYC
530 8th Ave., 2nd Fl.
New York, NY 10013
(646) 894-3302

Dental Services

Most veterans are unaware that after 60 days in a city shelter, they are eligible for free limited dental services either by the VAMC or by local programs. Be sure to consult with your case worker for a list of resources.

Employment Services

HRA's Employment Services, a part of the Family Independence Administration, connects HRA clients with employment and training opportunities in the private and public sector. Visit the Employment section for more information on various programs.

Public Health Insurance

With the introduction of the Affordable Care Act, HRA now mainly caters towards specific Medicaid applicants, such as those over 65 or have disabilities.

Long Term Care Services

The Long Term Care Services Program offers a wide variety of in-home, community based or institutional assistance programs for the elderly and persons with disabilities who need medical care and help with daily tasks. It is important to weigh the options when searching for sustainable housing.

Home Care Services

The Home Care Services Program (HCSP) provides Medicaid-funded care programs to seniors or disabled individuals. Clients must be eligible for Medicaid to receive these services.

Adult Protective Services

Adult Protective Services (APS) provides case management and services for mentally or physically impaired adults who are at risk of harm.

Child Support Services

The Office of Child Support Services (OCSS) serves parents (both mothers and fathers) and guardians, regardless of income or immigration status.

Health Insurance Access

The Office of Citywide Health Insurance Access (OCHIA) helps connect uninsured New Yorkers with the NY State of Health.

VETERAN EMPLOYMENT and EDUCATION

Veterans Affairs Veteran Readiness & Employment

If you have a service-connected disability that limits your ability to work or prevents you from working, Veteran Readiness and Employment (formerly called Vocational Rehabilitation and Employment) can help. This program—also known as Chapter 31 or VR&E—helps you explore employment options and address education or training needs. In some cases, your family members may also qualify for certain benefits.

Military Veterans in Journalism

Military Veterans in Journalism is a professional association that builds community for vets, supports their career growth, and advocates for diversifying newsrooms through hiring and promoting more vets.

Military Veterans in Journalism's mission is simple: get more military veterans working in America's newsrooms. While about 7 percent of Americans have served in the armed forces, only 2 percent of media workers are military veterans, according to U.S. Census data. Veterans bring perspective, nuanced understanding and on-the-ground experience about the military and veteran affairs that ultimately benefits newsrooms and news consumers.

John Jay College of Criminal Justice: The John Jay College of Criminal Justice is a public college focused on criminal justice and located in New York City. It is a senior college of the City University of New York (CUNY).

524 West 59th Street

New York, NY 10019

Main 212.237.8000

Undergraduate Admissions

admissions@jjay.cuny.edu

212-237-8869

Graduate Admissions

graduateadmissions@jjay.cuny.edu

212.237.8863

[Local Veterans' Employment Representatives](#)

Local Veterans' Employment Representatives (LVERs) staff are also veterans. They specialize in advocating on behalf of veterans and eligible persons with business, industry, and community organizations to promote employment and training opportunities. They also provide services for veterans and eligible persons, including job matching and job placement, conduct employer outreach, inform Federal contractors of the process to hire qualified veterans, and promote credentialing and licensing opportunities. <https://dol.ny.gov/services-veterans>

[New York State Department of Labor Veterans' Program](#)

The New York State Department of Labor Veterans' Program has specialized staff that are dedicated to helping veterans and eligible persons gain a competitive edge in today's labor market. As a veteran or eligible person, you receive priority services in all New York State employment and training programs for which you are eligible and qualified. This priority of service is guaranteed by federal law and by the New York State Veterans Bill of Rights for Employment Services. This means that if you served on Active Duty in the United States Armed Forces, you will:

- Be served first by the next available staff member
- Get first priority for jobs and training for which you are eligible and qualified.


The NYC Department of Veterans' Services (DVS) empowers New York City's veteran community to foster purpose-driven lives. Central to this mission is our commitment to serving veterans who are looking for meaningful employment and opportunities to advance. <https://www.nyc.gov/site/veterans/services/employment.page>

[The Veterans' Employment and Training Service \(VETS\)](#)

Program Contact
(202)-693-4700

The Veterans' Employment and Training Service (VETS) proudly prepares America's veterans, service members and their spouses, for meaningful careers, provide them with the employment resources and expertise, protect their employment rights and promote their employment opportunities.

[Workforce Charity Solutions Accounting Training Program](#)

 Our passion and purpose is to transform the lives of veterans by providing them with current, real world skills and placing them in jobs that provide them with a living wage.


Embark on a transformative career journey with Workforce Charity Solutions. Our Personalized Career Counseling is more than a service; it's a partnership dedicated to unlocking your full professional potential. Whether you're starting out, seeking a change, or scaling new heights in your career, our expert guidance is tailored just for you. Every step of your career path deserves attention and care, and that's exactly what we offer. Ready to take the next step towards your dream career?

Mark Kidd
208 E. 28th St.
New York, NY 10016
Phone: 917-583-0773
Email: contact@workforcecharitysolutions.org

[Countick](#) is fast, accurate, and reliable accounting by real humans. We'll do more than just import bank statements and prepare financial statements every month, we're here to support you, your business, and your growth.

Shella Arshod-Founder
(888)831-4539 *1001
shella@countick.com
<https://countick.com/>

[Project Renewal Culinary Training Program](#)

 We incorporate employment services into every aspect of our programming, connecting clients to services that match their needs. We get adults into competitive jobs quickly and help them stay employed. Our Culinary Arts Training Program (CATP) offers 6-months of classroom and internship training in the food service industry to low-income and formerly homeless adults. Students learn basic cooking theory and food preparation in our teaching kitchen. Internships at local restaurants and corporate dining services equip students with on the job experience. In 2001, we added a baking and pastry training track to enhance graduates' marketability..

200 Varick Street
New York, NY 10014
Phone: 212.473.1140 x223
Contact: Cylvenia Cherry

[Black Veterans for Social Justice](#)

Black Veterans for Social Justice, Inc for the last 40 years has serviced thousands of veterans, their families and the community at large. BVSJ has some great programs including employment opportunities with Goodwill Hiring that provides training and employment for vulnerable veterans.

665 Willoughby Ave
Brooklyn, NY 11206
(718) 852-6004

[The Hudson Valley National Center for Veteran Reintegration](#)

The Hudson Valley National Center for Veteran Reintegration works to empower our military men and women to live successful, fulfilling lives. The mission of the HVNCVR is to provide support for both our current military personnel while they are back home and our veterans by assisting them with their transition back into civilian life. HVNCVR works to not only enhance the quality of life for our military veterans, but to give them the programs and services they need to thrive in the communities they work so hard to preserve through their military service.

Email: info@hvncvr.org

HVNCVR Office:

P.O. Box 797,
Lake Katrine, NY 12449
(845) 481-4004

[Veteran Entrepreneurs](#)

New York is generally a veteran-friendly location for entrepreneurs and businesses. Sometimes a new environment can create new ideas and those veterans who are ambitious or want to explore entrepreneurship opportunities, there are numerous veteran-friendly organizations of which to draw information from.

[New York State General Vendor License](#): If you're a veteran or surviving spouse or domestic partner of a veteran and you live in New York State, you can apply for a General Vendor License. New York State Veterans with other than dishonorable discharges from the United States Armed Forces are eligible to apply for a free lifetime Veterans Vendor's License provided the Veteran served overseas in peace or war. This license provides Veterans and surviving spouses with the right to vend and sell.

[Start A Business.com, inc](#)

Catherine Botticelli, Executive Vice President

101 Main Street, Suite 1

Tappan, NY 10983

(888)664-6263

catherine@startabusiness.com

[University of Mount Saint Vincent](#)

At the University of Mount Saint Vincent, we are unwavering in our commitment to serving those who have bravely served. We take immense pride in supporting our veterans and military-connected students throughout their college journey and beyond.

6301 Riverdale Avenue,

Riverdale, New York 10471

Phone: 718-405-3200

Coordinator for Military and Veteran Services / Tiana Sloan

Phone: (718) 405-3744

tiana.sloan@mountsaintvincent.edu

GETTING AROUND NEW YORK



Using Google Maps

In addition to the QR reader, you will want to assure you also have any maps app that you can enter the address provided and look for directions.

Citi Bike Rentals

Citi Bike bikes can be unlocked from one station and returned to any other station in the system.

Single ride - \$4.49/ride

Day pass - \$19/day

30 minutes on a classic bike.

Unlimited 30-minute rides.

\$0.23/min thereafter.

Perfect for visitors exploring the city.

Together, Citi Bike and Healthfirst are expanding access to bikeshare through \$5 monthly memberships for NYCHA residents and SNAP recipients. No annual commitment required. <https://citibikenyc.com/>

Metro Transit Authority (NYC)

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000-square-mile travel area

surrounding New York City, Long Island, southeastern New York State, and Connecticut. The MTA network comprises the nation's largest bus fleet and more subway and commuter rail cars than all other U.S. transit systems combined.

NYC Metro Transit Authority: The NYC MTA consists of the New York City buses, subways, and ferries. The Fair Fares NYC is a city program created to help New Yorkers with low incomes manage their transportation costs. Using the Fair Fares NYC MetroCard, eligible New York City residents receive a 50% discount (\$1.35) on subway and eligible bus fares:

- Individuals 65 years or older
- A yearly income under \$14,580
- Receiving disability from MEDICARE

NYC and the MTA have recently approved five bus routes in each of the boroughs for free rides to begin before September 2023. The program will run at least six months:

Bx18 A/B (Bronx)

Q4 LCL/LTD (Queens)

B60 (Brooklyn)

S46/96 (Staten Island)

M116 (Manhattan)

New York City Transit

2 Broadway, D17.111

New York, NY 10004

Phone: (646) 252-2654

Assistant Director / Alberto Roidan

Phone: (646) 335-2967

Alberto.Roldan1@mtahq.org

Long Island Rail Road (LIRR)

The Long Island Rail Road is the busiest commuter railroad in North America, carrying approximately 200,000 customers each weekday on 947 daily trains.

POLITICIANS & PUBLIC OFFICERS

Registering to Vote: To register to vote or if you are unsure if you are already registered to vote, you can check your registration status here. To qualify for voter registration in New York State, you must:

- be a United States Citizen;
- be 18 years old (you may pre-register at 16 or 17 but cannot vote until you are 18);
- be a resident of this state and the county, city or village for at least 30 days before the election;
- not be in prison for a felony conviction;
- learn more about felon registration rights
- not be adjudged mentally incompetent by a court;
- not claim the right to vote elsewhere

NYS Standing Committee on Veterans Affairs

If a veteran is not satisfied with the standard of care you feel you have earned, it is imperative that you reach out to local politicians as well as to state officials as well. New York City works separately from the Veterans Affairs and from New York State and the Federal Government, and agencies in one jurisdiction are apprehensive of interfering in the affairs of another jurisdictional agency.

- [Kimberly Jean-Pierre](#) (Chair)
- [Chris Eachus](#)
- [Angelo J. Morinello](#)
- [Joe Angelino](#)
- [Stephen Hawley](#)
- [Stacey Pheffer Amato](#)
- [Sam Berger](#)
- [Pamela J. Hunter](#)
- [Jenifer Rajkumar](#)
- [Chris Burdick](#)
- [Billy Jones](#)
- [Amanda Septimo](#)
- [Marianne Buttenschon](#)
- [Brian Manktelow](#)
- [Robert Smullen](#)
- [Brian Cunningham](#)
- [David G. McDonough](#)
- [Steve Stern](#)

Additional NYS Assembly Members:

State Senator Liz Krueger

First elected to the New York State Senate in a Special Election in February 2002, Liz Krueger is currently the Chair of the Senate Finance Committee. She is also a member of five other committees: Elections; Higher Education; Housing, Construction and Community Development; Mental Health and Developmental Disabilities; and Rules.

211 E. 43rd Street, Suite 1201

New York, NY 10017

Constituent Liaison / Dana Schmerzler (she/her)

Phone: 212-490-9535 Fax: 212-499-2558

Email: schmerz@nysenate.gov

NYC Council Members (Dept of Veteran Services):

The Committee on Veterans has jurisdiction over matters relating to New York City's Department of Veterans' Services and other veteran related issues. The following Council Members serve on this committee:

Robert F. Holden (Chair) – District 30 / Maspeth

District Office

58-38 69th Street

Maspeth, NY 11378

(718) 366-3900

Legislative Office

250 Broadway, Suite 1781

New York, NY 10007

(212) 788-7381

Kristy Marmorato – District 13 / Bronx

District Office

3040 E Tremont Avenue, Suite 107

Bronx, NY 10461

Phone: 718-931-1721

Fax: 718-931-1605

Legislative Office

250 Broadway, Suite 1554

New York, NY 10007

Phone: 212-788-7375

Fax: 212-442-2724

Vickie Paladino - District 19 / Queens

District Office
20-15 Francis Lewis Blvd
Whitestone, NY 11357
Phone: 718-619-8611
Legislative Office

250 Broadway, Suite 1551
New York, NY 10007
Phone: 212-788-7250
Fax: 212-788-1860

Joann Ariola – District 32 / Brooklyn

District Office
Ozone Park Office:
93-06 101st Avenue
Ozone Park, NY 11416
Phone: 718-738-1083

Fax: 718-738-1918
Rockaway District Office:
114-12 Beach Channel Drive, Ste 1
Rockaway Park, NY 11694
Phone: 718-318-6411

Legislative Office
250 Broadway Suite 1555
New York, NY 10007
Phone: 212-788-7069

Sandy Nurse – District 37 / Brooklyn

District Office
56 Pennsylvania Ave
Brooklyn, NY 11207
Phone: 718-642-8664
Fax: 718-889-8017

Legislative Office
250 Broadway, Suite 1824
New York, NY 10007
Phone: 212-788-7284
Fax: 212-227-5636

Additional NYC Council Members:

Councilmember Eric Bottner - District 3 / Manhattan

District Office
224 West 30th St, Suite 1206
New York, NY 10001
Phone: 212-564-7757
Fax: 212-564-7347

Legislative Office
250 Broadway, Suite 1785
New York, NY 10007
Phone: 212-788-6979

Julie Won – District 26 / Queens

District Office
37-04 Queens Boulevard, Suite 205
Long Island City, NY 11101
Phone: 718-383-9566
Fax: 718-383-9076

Legislative Office
250 Broadway, Suite 1749
New York, NY 10007

New Jersey Veteran Resources and Services

While you might initially come to New York with the intention of settling here, other options are available. For the veteran sitting in a NYC shelter might only look across the Hudson River for better access to resources, services, and housing opportunities. Rents are generally lower, and sustainable housing more accessible. As with individual contacts throughout the guide, the contacts listed here are those that I've met who 'show up' for veterans.

New Jersey Veterans Benefits Guide Welcome to the New Jersey Veterans Benefits Guide. This guide continues a tradition of providing relevant information to New Jersey's Veterans community. Keeping you informed is part of the New Jersey Department of Military and Veterans Affairs (NJDMVA) continuing outreach efforts. Through extensive research and preparation, NJDMVA has assembled valuable material into this edition of the Veterans Benefits Guide.

Secaucus Vet Center

110A Meadowlands Parkway
Secaucus, NJ 07094-2302
Phone: 201-223-7787

Catholic Charities in the Diocese of Patterson and the Archdiocese of Newark
Supportive Services for Veteran Families (SSVF)

Ethan Fitzgerald
(973)951-9867

FINANCIAL SERVICES

Checking/Savings Account Statement: This is not something that will be required from NYCHA to begin the process for housing, but banking statements will be required before signing the lease. There are numerous banks and credit unions that cater specifically to veterans. Most banks will waive their monthly fees for veterans with direct deposit. For information on making changes to direct deposit, call (800) 827-1000 or visit: <https://www.va.gov/resources/direct-deposit-for-your-va-benefit-payments/>

For the veteran who is without any financial means, be sure to consult with NYC HRA for emergency cash assistance. While the SSVF programs offer financial services, the SSVF programs are showing themselves to be unreliable and disconnected from the veteran's needs. For the veteran without a checking account, Citibank has free checking for veterans with direct deposit and is quite flexible in documentation required to open an account. Credit unions offer higher protections for military members. There are several financial institutions and advisors in the area which are listed below:

Citibank

Locations all around NYC
(888)248-4226
<https://banking.citi.com/>

Navy Federal Credit Union

300 Steamboat Rd
Kings Point, NY 11024
(888)842-6328
<https://www.navyfederal.org/>

Raymond James

Ryan Barnett
Financial Advisor
ryan.barnett@raymondjames.com
<https://www.raymondjames.com/>

Famers Insurance Federal Credit Union

Gary Harper
Personal Banking Consultant
gharper@figfcu.org
<https://figfcu.org/>

Allied Wealth Partners

James Montijo
Financial Advisor
jmontijo@alliedwealthpartners.com
<https://www.alliedwealthpartners.com/>

Manning Accounting Services

65 Oak Lane
Staten Island, NY 10312
(718)227-9797

Additionally, there are several for veterans looking to improve their credit score:

Credit Dispute Pros.

Chandler, AZ 85249
(480) 281-9108
1-855-451-PROS(7767)
LAndrews@creditdisputepros.com

LEGAL SERVICES

Office of Civil Justice

New Yorkers facing housing issues in court can get free help through HRA's Office of Civil Justice. If you qualify, we can connect you with a free lawyer.

Call:311 or

Email: civiljustice@hra.nyc.gov

Veterans Affairs Office of General Counsel

The mission of the Office of General Counsel (OGC) is to identify and meet the legal needs of the Department of Veterans Affairs (VA). Its primary objective is to ensure the just and faithful execution of the laws, regulations, and policies that the Secretary has responsibility for administering.

The General Counsel of the Department of Veterans Affairs issues written legal opinions having precedential effect in adjudications and appeals involving veterans' benefits under laws administered by VA. The General Counsel's interpretations on legal matters, contained in such opinions, are conclusive as to all VA officials and employees not only in the matter at issue but also in future adjudications and appeals, in the absence of a change in controlling statute or regulation, Court decision, or a superseding written legal opinion of the General Counsel. VA provides these opinions in order to give the public notice of those interpretations of the General Counsel that must be followed in future benefit matters and to assist veterans' benefit claimants and their representatives in the prosecution of benefit claim.

Acting General Counsel: Richard J. Hipolit

[The Legal Services New York City Veterans Justice Project \(VJP\)](#)

Legal Services NYC provides comprehensive civil legal services to low-income military veterans, service members and their families. The VJP is designed to help veterans achieve greater housing and financial stability and connect veterans with social and mental health services in the City. The VJP works holistically to protect veterans and their family members from homelessness, resolve barriers to employment, preserve economic stability, and remedy many other problems that derail veterans' successful reintegration into civilian life.

1 West 125th Street, 2nd Floor
New York NY 10027
(518) 463-4741

[The Veterans Consortium Pro Bono Program](#)

The Veterans Consortium Pro Bono Program is a leading national 501(c)(3) charity that has offered free legal representation to veterans, their families and survivors at the U.S. Court of Appeals for Veterans Claims (CAVC) since 1992.

2101 L Street NW, Suite 225
Washington, DC 20037
P: (888) 838-7727 (toll free)
P: (202) 628-8164

[Legal Services Corporation \(LSC\)](#)

For more than 45 years, the Legal Services Corporation (LSC) and its grantees, along with other legal aid programs, have been providing this help. It is the mission of LSC's Veterans Task Force to further access to justice for veterans by:

- Raising awareness of the legal issues faced by veterans;
- Identifying ways to strengthen the relationships between legal aid providers and other veteran-serving organizations, including the U.S. Department of Veterans Affairs, treatment courts, and veterans advocacy organizations;
- Highlighting model programs that provide effective, integrated services to veterans and making recommendations for replicating or expanding those programs; and
- Recommending strategies for engaging attorneys to provide legal assistance on a pro bono basis, including for complex legal issues.

[Legal Services Corporation \(LSC\)](#)

3333 K Street, NW
Washington, DC 20007
T: 202-295-1500

END OF LIFE

Emergency Medical Care: During a medical emergency, you should immediately seek care at the nearest emergency department (ED). A medical emergency is an injury, illness or symptom so severe that a delay in seeking immediate medical attention would be reasonably expected to be hazardous to life or health. If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.

Veterans Legacy Memorial: The Veterans Legacy Memorial (VLM) is the nation's first digital platform dedicated entirely to the memory of more than 3.7 million veterans interred in VA's national cemeteries to honor the service and sacrifice of veterans and to keep their legacies alive. New veteran VLM profile pages are usually created the day of the interment, and prior internments displayed in VLM go back as far as the Revolutionary War. <https://www.vlm.cem.va.gov/>

NCA Resources Guide: The National Cemetery Administration

provides burial and memorial benefits for Veterans and their eligible family members, and maintains national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there. The VA provides compassionate, professional services to ease families through the loss of their loved one. Learn more about VA Memorial Benefits. <https://www.cem.va.gov/resources.asp>

Five Wishes Planning Guide: Five Wishes is written in everyday language and helps people express their wishes in areas that matter most — the personal and spiritual in addition to the medical and legal. It also helps you describe what good care means to you, whether you are seriously ill or not. It allows your caregiver to know exactly what you want. <https://www.fivewishes.org/>

ARTS & ENTERTAINMENT

The Intrepid Sea, Air & Space Museum is an American military and maritime history museum in New York City with a collection of museum ships. It is located at Pier 86 at 46th Street, along the Hudson River, in the Hell's Kitchen neighborhood on the West Side of Manhattan. The museum showcases the aircraft carrier USS Intrepid, the cruise missile submarine USS Growler, a Concorde SST, a Lockheed A-12 supersonic reconnaissance plane, and the Space Shuttle Enterprise. On the lower deck there is also a reproduction of a World War I biplane. Visit: <https://intrepidmuseum.org/>

10 New York Military Discounts: New York is home to such a wide variety of events, tours, attractions, dining, culture, shopping and entertainment that you'll never run out of things to do and see. <https://www.military.com/discounts/10-new-york-military-discounts.html>

Eventright Events: Veterans events in New York, NY <https://www.eventbrite.com/d/ny--new-york/veterans/>

OurVeterans.NYC: This is a public listing of events and information intended for veterans and their family members in the NYC Metro area. <https://www.ourveterans.nyc/>

Vet Tix: Vet Tix secures tickets to sporting events, concerts, performing arts, educational and family activities across the nation. VetTixers sign up online. We verify their service. VetTixers request tickets to events that interest them, then pay a small delivery fee to receive their free tickets. <https://www.vettix.org/>

Stand Downs: Stand Downs are typically one-to three-day events providing services to homeless Veterans such as food, shelter, clothing, health screenings, and VA and Social Security benefits counseling. Veterans are also referred to a variety of other services, such as housing, employment and substance use treatment. Stand Downs are collaborative events, coordinated between local VAs, other government agencies and community agencies that serve the homeless.

EVENTS AND CALENDAR

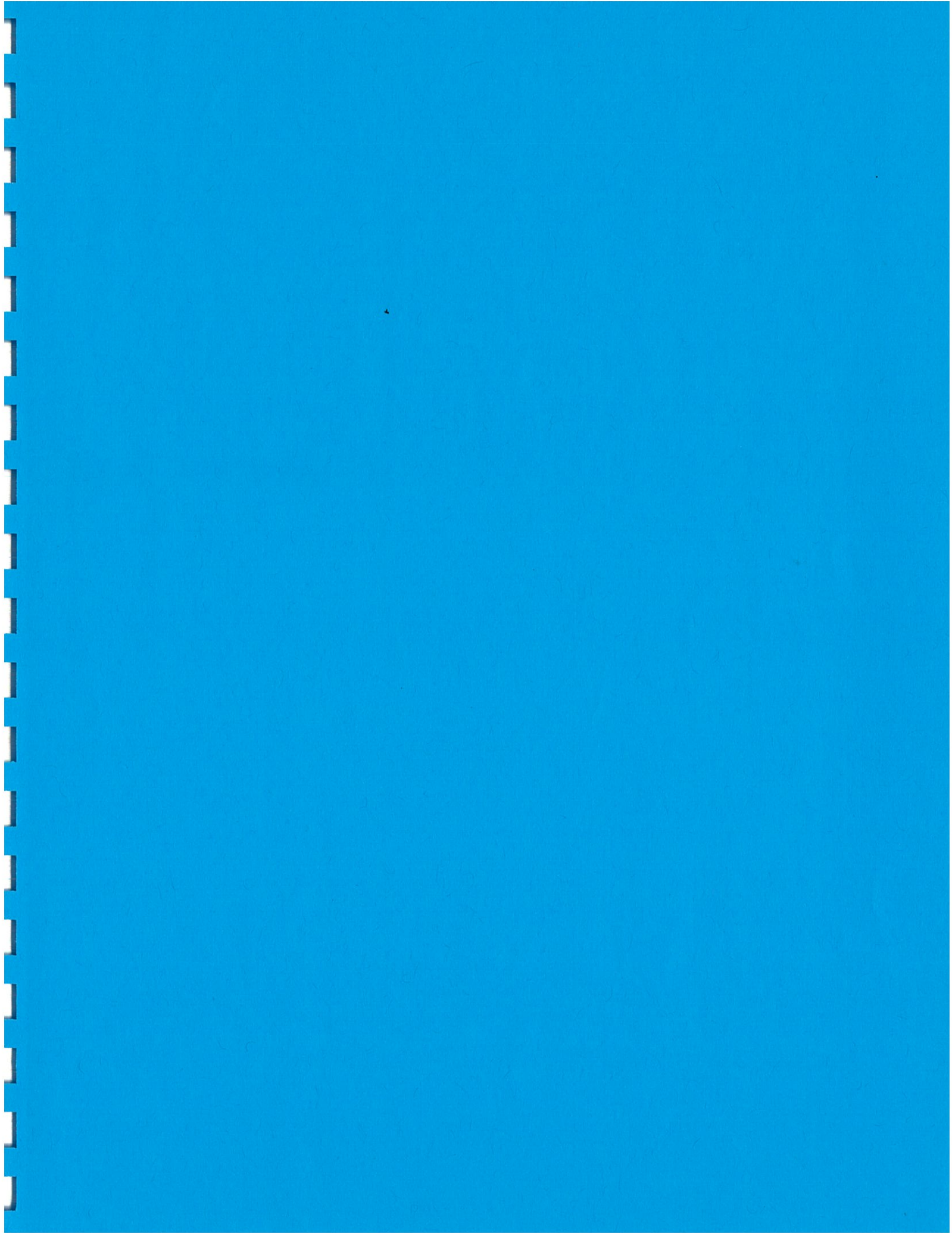
Many of our community members host various events designed to bring together transitioning veterans with community resources and services in pursuit of sustainable housing and other supportive services.

**The Forgotten Veteran Stand Down event:
Queens Public Library at Hunters Point
47-40 Center Blvd · Long Island City**

May 11, 2024 - 10AM – 2PM

MARCH 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Free Printable Calendars from Typecalendar.com



US Department of Veterans Affairs (VA) Grant & Per Diem (GPD) Program

Background

The GPD Program is VA's largest transitional housing program for Veterans experiencing homelessness and is permanently authorized under Public Law 109-461.

Since 1994, the GPD Program has awarded grants to community-based organizations to provide transitional housing with wraparound supportive services to assist vulnerable Veterans move into permanent housing. The grants are designed to meet Veterans at various stages as they move to stable housing. Community-based organizations receiving GPD grants offer focused transitional housing services through a variety of housing models targeted to different populations and needs of Veterans. The GPD program plays a vital role in the continuum of homeless services by providing supportive services to those Veterans who would otherwise be among the unsheltered homeless population. The result of GPD programs is that Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

Types of GPD Grants

- Transitional housing grants:
 - **Per Diem Only** grants provide funding in the form of per diem payments to reimburse grantees for the cost of care provided to Veterans in transitional supportive housing
 - **Special Need** grants target housing and services to specific populations of Veterans (e.g., women, Veterans with chronic mental illness, frail elderly Veterans, Veterans caring for minor dependents, terminally ill Veterans)
 - **Transition-In-Place (TIP)** grants offer Veteran residents housing in which supportive services transition out of the residence over time, rather than the resident. Upon completion of the TIP services, the resident retains the unit as their permanent housing with no requirement to move
- Other types of grants:
 - **Case Management** grants support Veterans who were previously experiencing homelessness or who are at risk for homelessness so that they may obtain or retain permanent housing
 - **Capital grants** support the costs of acquiring, renovating, or constructing facilities and are only offered intermittently to improve existing facilities or to develop new transitional housing depending on the needs of the Department and funding availability

Transitional Housing Models

- **Bridge Housing:** Intended to be used for short-term stays in transitional housing by Veterans with pre-identified permanent housing destinations (e.g., HUD-VASH, SSVF, community options)
- **Clinical Treatment:** Designed for Veterans experiencing homelessness who have a specific diagnosis related to a substance-use disorder and/or mental-health diagnosis
 - Veterans actively choose to engage in clinical services
 - GPD grantees provide clinically focused treatment and services to help Veterans secure permanent housing and increase income through benefits and/or employment
- **Low Demand:** Uses a high engagement/harm reduction model to better accommodate Veterans experiencing chronic homelessness and Veterans who were unsuccessful in traditional treatment settings
 - Programming does not require sobriety or compliance with mental health treatment as a condition of admission or continued stay
 - Overall demands are kept to a minimum; however, services are made widely available and are actively promoted by program staff
 - The goal is to establish permanent housing while providing for the safety of staff and residents
- **Hospital to Housing:** Addresses the housing and recuperative care needs of Veterans experiencing homelessness who have been hospitalized
- **Service-Intensive:** Provides transitional housing and robust services that facilitate individual stabilization, increased income, and movement to permanent housing as rapidly as clinically appropriate
- **Transition In Place:** Offers Veteran residents housing in which supportive services transition out of the residence over time, rather than the resident. Upon completion of the TIP services, the resident retains the unit as their permanent housing with no requirement to move

Veteran Populations Served

Under GPD grants, the needs of many populations of Veterans experiencing homelessness are addressed, including but not limited to:

- Women Veterans
- Veterans with a chronic mental illness
- Frail elderly Veterans
- Veterans who have care of minor dependents
- Terminally ill Veterans

How to Apply for Funding

- Eligible applicants include:
 - 501(c)(3) or 501(c)(19) nonprofit organizations,
 - State or local government agencies, and/or
 - Recognized Indian Tribal governments.
- Not all grant types are available annually; when available, notices of funding opportunity (NOFOs) can be found at the following locations:
 - www.GRANTS.gov
 - <https://www.va.gov/homeless/gpd.asp>
- Application instructions are provided in each NOFO
- Each NOFO will clarify specific application criteria, funding limitations and other requirements

NOFOs & Additional Resources

Current announcements, open NOFOs (if available), and lists of current GPD awards are available on the GPD website: <https://www.va.gov/HOMELESS/GPD.asp>

Past NOFOs from prior fiscal years are available on the GPD provider website: https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp. Other resources on the GPD provider website include:

- GPD grant recipient guides
- GPD general terms and conditions of award

Regulations applicable to GPD and Federal grants are also accessible through the electronic Code of Federal Regulations:

- GPD regulations: <https://www.ecfr.gov/current/title-38/chapter-I/part-61>
- Federal-wide grants regulations: <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200>

§ 61.13 Capital grant application packages—rating criteria.

- (a) *General.* Applicants that meet the threshold requirements in § 61.12 will be rated using the selection criteria listed in this section. To be eligible for a capital grant, an applicant must receive at least 750 points (out of a possible 1000) and must receive points under each of the following paragraphs (b), (c), (d), (e), (f), and (g) of this section.
- (b) *Project plan.* VA will award up to 300 points based on the demonstration and quality of the following:
- (1) The selection of the proposed housing in light of the population to be served.
 - (2) The process used for deciding which veterans are appropriate for admission.
 - (3) How, when, and by whom the progress of participants toward meeting their individual goals will be monitored, evaluated, and documented.
 - (4) The role program participants will have in operating and maintaining the housing.
 - (5) The responsibilities the applicant, sponsors, or contractors will have in operating and maintaining the housing.
 - (6) The supportive services that will be provided and by whom to help participants achieve residential stability, increase skill level and/or income, and become involved in making life decisions that will increase self-determination.
 - (7) The measurable objectives that will be used to determine success of the supportive services.
 - (8) How the success of the program will be evaluated on an ongoing basis.
 - (9) How the nutritional needs of veterans will be met.
 - (10) How the agency will ensure a clean and sober environment.
 - (11) How participants will be assisted in assimilating into the community through access to neighborhood facilities, activities, and services.
 - (12) How the proposed project will be implemented in a timely fashion.
 - (13) How permanent affordable housing will be identified and made known to participants upon leaving the supportive housing.
 - (14) How participants will be provided necessary follow-up services.

(15) The description of program policies regarding participant agreements, rent, and fees.

(c) *Outreach to persons on streets and in shelters.* VA will award up to 100 points based on:

(1) The agency's outreach plan to serve homeless veterans living in places not ordinarily meant for human habitation (e.g., streets, parks, abandoned buildings, automobiles, under bridges, in transportation facilities) and those who reside in emergency shelters; and

(2) The likelihood that proposed plans for outreach and selection of participants will result in these populations being served.

(d) *Ability of applicant to develop and operate a project.* VA will award up to 200 points based on the extent to which the application demonstrates the necessary staff and organizational experience to complete and operate the proposed project, based on the following:

(1) Staffing plan for the project that reflects the appropriate professional staff, both administrative and clinical;

(2) Experience of staff, if staff not yet hired, position descriptions and expectations of time to hire;

(3) Amount of time each staff position is dedicated to the project, and in what capacity;

(4) Applicant's previous experience assessing and providing for the housing needs of homeless veterans;

(5) Applicant's previous experience assessing and providing supportive services for homeless veterans;

(6) Applicant's previous experience assessing supportive service resources and entitlement benefits;

(7) Applicant's previous experience with evaluating the progress of both individual participants and overall program effectiveness using quality and performance data to make changes;

(8) Applicant's previous experience operating housing for homeless individuals;

(9) Overall agency organizational overview (org. chart); and

(10) Historical documentation of past performance both with VA and non-VA projects, including those from other Federal, state and local agencies and audits by private or public entities.

(e) *Need.* VA will award up to 150 points based on the extent to which the applicant demonstrates:

- (1) Substantial unmet needs, particularly among the target population living in places not ordinarily meant for human habitation such as the streets, emergency shelters, based on reliable data from surveys of homeless populations or other reports or data gathering mechanisms that directly support claims made; and
- (2) An understanding of the homeless population to be served and its unmet housing and supportive service needs.

(f) *Completion confidence.* VA will award up to 50 points based on the review panel's confidence that the applicant has effectively demonstrated the supportive housing or service center project will be completed as described in the application. VA may use historical program documents of past performance both VA and non-VA, including those from other Federal, state and local agencies as well as audits by private or public entities in determining confidence scores.

(g) *Coordination with other programs.* VA will award up to 200 points based on the extent to which applicants demonstrate that they have coordinated with Federal, state, local, private and other entities serving homeless persons in the planning and operation of the project. Such entities may include shelter transitional housing, health care, or social service providers; providers funded through Federal initiatives; local planning coalitions or provider associations; or other program providers relevant to the needs of homeless veterans in the local community. Applicants are required to demonstrate that they have coordinated with the VA medical care facility of jurisdiction and/or VA Regional Office of jurisdiction in their area. VA will award up to 50 points of the 200 points based on the extent to which commitments to provide supportive services are documented at the time of application. Up to 150 points of the 200 points will be given to the extent applicants demonstrate that:

- (1) They are part of an ongoing community-wide planning process within the framework described above which is designed to share information on available resources and reduce duplication among programs that serve homeless veterans;
- (2) They have consulted directly with the closest VA Medical Center and other providers within the framework described above regarding coordination of services for project participants; and
- (3) They have coordinated with the closest VA Medical Center their plan to assure access to health care, case management, and other care services.

(Authority: [38 U.S.C. 501, 2011](#))

§ 61.2 Supportive services—general.

(a) Recipients must design supportive services. Such services must provide appropriate assistance, or aid participants in obtaining appropriate assistance, to address the needs of homeless veterans. The following are examples of supportive services:

- (1) Outreach activities;
- (2) Providing food, nutritional advice, counseling, health care, mental health treatment, alcohol and other substance abuse services, case management services;
- (3) Establishing and operating child care services for dependents of homeless veterans;
- (4) Providing supervision and security arrangements necessary for the protection of residents of supportive housing and for homeless veterans using supportive housing or services;
- (5) Assistance in obtaining permanent housing;
- (6) Education, employment counseling and assistance, and job training;
- (7) Assistance in obtaining other Federal, State and local assistance available for such residents including mental health benefits, employment counseling and assistance, veterans' benefits, medical assistance, and income support assistance; and
- (8) Providing housing assistance, legal assistance, advocacy, transportation, and other services essential for achieving and maintaining independent living.

(b) Supportive services do not include inpatient acute hospital care.

Services Provided by MANA House

- VA Grant Per-Diem Transitional Housing to prepare for self-sufficiency.
- Career counseling, resumes, job placement interview readiness
- Assistances with enrollment in Higher Education and Financial Aid.
- Assistance with enrollment at VA Hospital, Social Security and DES (Food Stamps).
- Assistance with finding permanent and affordable housing
- In House Work Training Programs and at Community Partners sites.
- Positive Life Choices and Money Management Workshops
- Open VA claims & benefits upgrades
- DD-214 & Discharge Upgrades
- Assistance with Bus Passes
- Transportation provided to VA Hospital
- Computer Labs for job search & email
- Local & long distance phone service

Donate/Volunteer

MANA House would not be where it is without the donations and volunteer efforts of our Donors, Volunteers, and Partners. Contributions to our pro-gram are always needed whether it be food, clothes, supplies, or money.

If you wish to help by donating or volunteering, please contact us online or call 602-254-6785.

If you want to help through a monetary donation, you can do this at MANAHouseAZ.org or send a personal check (payable to Catholic Charities, memo MANA House) to 4747 N. 7th Avenue, Phoenix, AZ 85013.

We are a program of Catholic Charities Community Services, which means your donations may qualify for an Arizona tax credit and deduction. Please contact us for additional information.



Transitional Living Program

755 East Willetta Street
Phoenix AZ 85006
602-254-6785

Veterans Outreach Center

1125 W. Jackson Street
Phoenix AZ 85007
Ph: 602-754-5443

Hours: M,W,Th,F 8:00am -300pm

www.manahouseaz.org



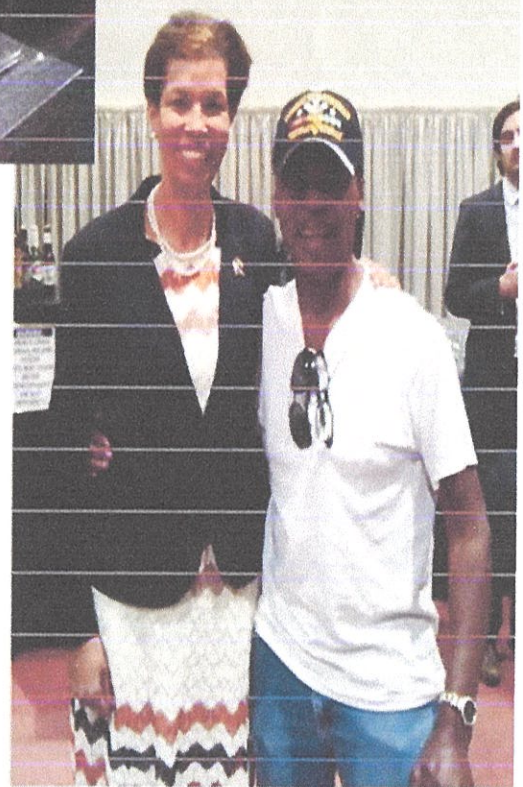
MANAHouseAZ on Facebook

Veterans Helping Veterans

VISN	VA Medical Center	Organization	Project Number (FAIN)	Type of GPD Grant	Veteran Beds	Minor Dependents	Service Center Visits
21	662 - San Francisco, CA	Berkeley Food And Housing Project	BFHP073-3918-662-PD-24	Housing	38	0	0
21	662 - San Francisco, CA	Homeward Bound of Marin	HBOM405-4909-662-PD-24	Housing	12	0	0
21	662 - San Francisco, CA	Nation's Finest	VRCA571-4548-662-PD-24	Housing	33	0	0
21	662 - San Francisco, CA	Operation Dignity, Inc.	OPER007-4620-662-PD-24	Housing	88	0	0
21	662 - San Francisco, CA	The Salvation Army	SACA347-3648-662-PD-24	Housing	31	0	0
22	501 - New Mexico HCS	New Mexico Veterans Integration Centers	NMVI604-5263-501-PD-24	Housing	42	10	0
22	600 - Long Beach, CA	Safe Refuge	SAFE130-4729-600-PD-24	Housing	15	0	0
22	600 - Long Beach, CA	United States Veterans Initiative	USVI752-3967-600-PD-24	Housing	161	18	0
22	605 - Loma Linda, CA	AVECTOR COMMUNITY GROUP INC	AVCG643-4894-605-PD-24	Housing	39	6	0
22	605 - Loma Linda, CA	Help for Future Leaders, Inc.	HFFL485-3923-605-PD-24	Housing	15	0	0
22	605 - Loma Linda, CA	Life Community Development	LCDP011-3494-605-PD-24	Housing	10	4	0
22	605 - Loma Linda, CA	Lighthouse Social Service Centers	LHTC113-4181-605-PD-24	Housing	12	0	0
22	605 - Loma Linda, CA	St. Annes Retirement Community	SATH452-5001-605-PD-24	Housing	8	0	0
22	644 - Phoenix, AZ	Catholic Charities Community Services, Inc.	CCAZ999-3966-644-PD-24	Housing	76	0	0
22	644 - Phoenix, AZ	United States Veterans Initiative	USVI752-4792-644-PD-24	Housing	132	0	0
22	649 - Northern Arizona HCS	United States Veterans Initiative	USVI752-4606-649-PD-24	Housing	72	0	0
22	664 - San Diego, CA	Interfaith Community Services Inc	ICSI714-4996-664-PD-24	Housing	72	0	0
22	664 - San Diego, CA	PATH	PATH196-3576-664-PD-24	Housing	40	0	0
22	664 - San Diego, CA	Vietnam Veterans Of San Diego	VVSD525-5151-664-PD-24	Housing	166	0	0
22	664 - San Diego, CA	Volunteers of America Southwest California, Inc.	VOAF438-3516-664-PD-24	Housing	20	0	0
22	678 - Southern Arizona HCS	Esperanza En Escalante	ESPE588-3965-678-PD-24	Housing	72	0	0
22	678 - Southern Arizona HCS	Old Pueblo Community Services	OPCF556-4806-678-PD-24	Housing	23	0	0
22	691 - Greater Los Angeles HCS	California Veterans Assistance Foundation, Inc.	CVAF044-4808-691-PD-24	Housing	40	10	0
22	691 - Greater Los Angeles HCS	Good Samaritan Shelter	GOOD375-3910-691-PD-24	Housing	15	0	0
22	691 - Greater Los Angeles HCS	LA Family Housing Corporation	LFHC560-4771-691-PD-24	Housing	20	0	0
22	691 - Greater Los Angeles HCS	New Directions, Inc.	NEWD745-5187-691-PD-24	Housing	120	0	0
22	691 - Greater Los Angeles HCS	PATH	PATH196-5265-691-PD-24	Housing	11	0	0
22	691 - Greater Los Angeles HCS	Single Room Occupancy Housing Corporation	SROH215-5009-691-PD-24	Housing	65	0	0
22	691 - Greater Los Angeles HCS	The Salvation Army	SACA347-3581-691-PD-24	Housing	120	20	0
22	691 - Greater Los Angeles HCS	United States Veterans Initiative	USVI752-4600-691-PD-24	Housing	170	0	0
22	691 - Greater Los Angeles HCS	Volunteers of America of Los Angeles	VOAL330-3568-691-PD-24	Housing	86	0	0
23	437 - Fargo, ND	FARGO UNION MISSION INC	FUMI056-4165-437-PD-24	Housing	12	0	0



**Catholic Charities MANA House resident Dante Maxwell
prepares up an amazing Sunday brunch to Mick Shapiro.**



*Arizona Department of
Veterans Services Director
Wanda Wright and former
MANA House resident William
Hawkins at Vietnam Veterans
Dinner.*



HUD/VASH Program Making the Homeless Veterans Suffer

Timothy Pena

November 27, 2022



*"We're taking the bullets, and they're taking the credit."
Purple Heart Recipient Wayne Bull.*

In the 4 months I have been at Borden Ave I have been exposed to some things no one should have to live with on a prison yard, much less at a Veteran's Transitional Program imprisoned in a violent and chaotic environment without access to edible food, coffee, or sleep solely because we're all veterans. What has been going on since I arrived is that veterans on a supposed path of housing and financial stability being directly housed with veterans in various stages of severe mental illness. Hardly a night passes that there isn't an ambulance is at Borden Ave taking a veteran to the hospital only to have return a few hours or days later. NYPD is there at least once a day, sometimes two or three.

Wayne Bull comes from a military family. His father retired after 33 years as a Command Sergeant Major, and he served (1972-75) with the 16th Engineers in Vietnam and then with the 10th Engineers in Germany. He has a Purple Heart and sleeping in an open bunk in the middle of a chaotic homeless shelter worse than Rykers Island. He doesn't understand why he's being treated, 'like shit' just because he's homeless. "People took bullets. Got shot at. Vietnam was no

fucking joke."

Wayne tells me he was inexplicably moved from a cubicle to an open bunk where he has remained for months. The \$2,000 he receives in pension deems him ineligible for VA Disability and no one has shown him how to apply for Social Security even though he's almost 70 years old. He told me he has an eye on a specific apartment and willing to wait to get it although after a year he is still in the dark as to whether a HUD/VASH voucher even exists in case he changes his mind on the first choice.

Kevin Buggle came into the system on July 20th. He is waiting too on HUD/VASH but has little answers to his many questions. He is unsure but thinks he has been awarded his HUD/VASH voucher, but like me, Kevin is stranded on a deserted Veterans Affairs island with no ship in sight. He has no money and his EBT card isn't working yet while they tell the rest of America how great they're treating the homeless veterans. He describes the food as, "having little nutritional value and sometimes the portions are small. Most guys in Bordon have digestive problems like constipation and diarrhea mostly because of the food here. When the food is occasionally good people must wait over two hours for a second helping."



Jeff has been at Borden Ave for two months waiting on a VA check so that he can get housing. His disability will require additional assistance with supportive housing for his injuries incurred when he was hit by a car in Brooklyn in 2018. Jeff served in Infantry (2005-12) with tours of 15 months in Iraq and 12 months in Afghanistan. He tells me, "Its not these guys (Borden Ave), this is the VA." While Jeff is being treated with

every bit of dignity and respect possible from staff here, this is no place for a disabled combat veteran simply because he has the word, 'veteran' in front of his name.



Jeff has been waiting for months in a cubicle for a check from the VA so he can obtain housing.

Jeff should be in an environment where he can at least get a cup of coffee someplace he doesn't have to be pushed over train tracks a mile away to have because the kitchen only serves coffee with breakfast between 7:30 and 9:00 am. There's no coffee available here at Borden Ave and there are strict rules for bringing in beverages and food. The only way is to leave, pay \$4 for a cup of coffee, and then make sure it's gone before getting back.

Reggie Nash is another Vietnam Veteran (1971-78) who has been at Borden Ave waiting months on a HUD/VASH voucher since coming into the system on June 15th with no definitive idea of when that might be. He says that mixing veterans with severe mental issues isn't working and would like to see the veterans with such challenges be housed in a place they can get help. His question is simple,

"Why can't I get a HUD/VASH voucher unless I am homeless?"

In the four months since I was, 'triaged' on July 26th, I have waited as a dozen VA case workers have taken weeks to schedule a zoom meeting with other staff members who I most likely will never see nor hear from again. Waiting to be told the reason I'm waiting is only because I'm waiting on them telling me that I'm waiting defeats the purpose. My experience with the New York City Department of Veteran Services (NYCDVS) has been stellar, but frustrating. I was told that the office of only 4 case managers for 550+ homeless veterans has been overwhelming. They too are being handcuffed to incompetence and red tape. Veteran Service Officers (VSO) from the DAV, VFW, and others routinely file claims for disability on behalf of the veteran. Whatever additional information the VA requires is run through that particular VSO through adjudication.

It would make sense for veteran service agencies such as NYCDVS to sit down with the veteran and establish that one-on-one relationship in order to expediate the HUD/VASH voucher process. One case manager to submit all the documentation directly to one VA representative who then reviews everything and signs off on the voucher. The NYCDVS case manager receives an email with the voucher attached. The veteran is then free to take that voucher to any organization that provides Section 8 housing. I would propose that rather than a dozen VA case managers for one veteran, we have a dozen veterans working with one case manager each with the authority to file for a HUD/VASH voucher.

The environment at Borden Ave is untenable at best, especially for veterans trying to better their life. Open cubicles allow sound to travel throughout the building. An issue between a veteran and security at two in the morning is a common occurrence and can easily wake up the entire building. The food is inedible and there are no resources available because of damage incurred by other veterans. As a veterans in transition, this is should be the last stop to stability, but without proper nutrition, resources, and sleep; this appears to more punishment than appreciation.

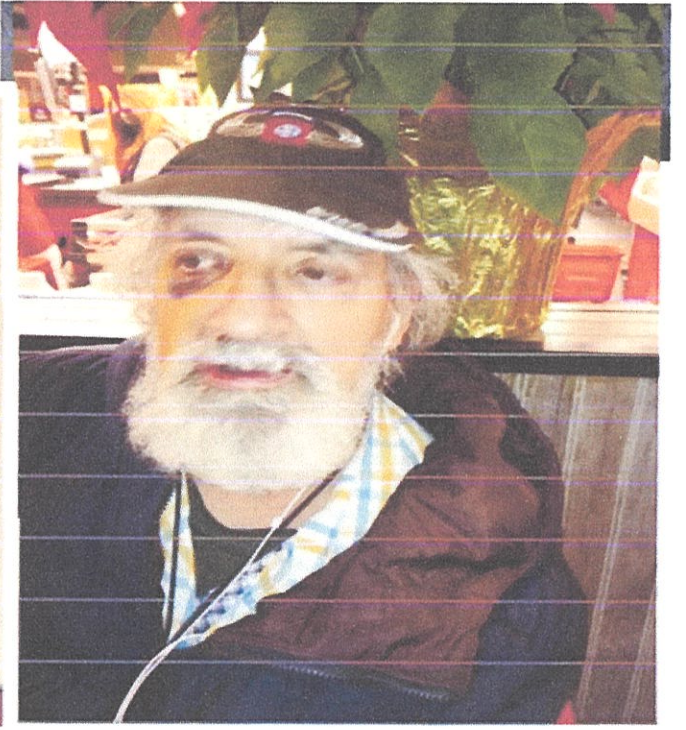
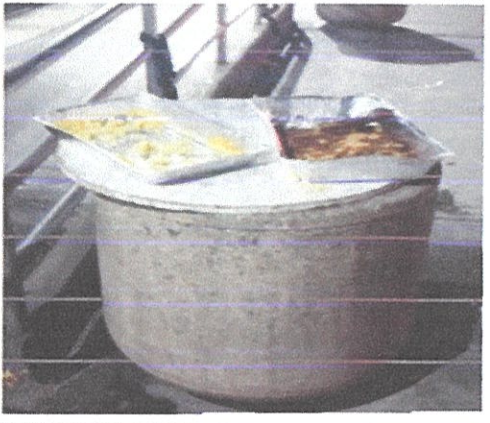


Timothy Pena initially traveled to NYC at the invitation of RiP Medical Debt founder and U.S. Navy veteran Jerry Ashton to collaborate for his project, [Veterans Mission Possible](#). Soon after arriving, Tim realized he would rather be homeless in NYC than commit suicide in Phoenix. In the last year, Tim has founded [The Forgotten Veteran](#) to provide resources and advocate for incarcerated veterans and those experiencing homelessness.

**VA GRANT AND PER DIEM PROGRAM
PER DIEM ONLY GRANTS**

VISN	VA Medical Center	Organization	Project Number (FAIN)	Type of GPD Grant	Veteran Beds	Minor Dependents	Service Center Visits
1	402 - Togus, ME	Veterans Inc.	VETE024-4193-402-PD-24	Housing	24	0	0
1	402 - Togus, ME	Volunteers of America, Northern New England	VOAE450-3561-402-PD-24	Housing	18	0	0
1	405 - White River Junction, VT	Veterans Inc.	VETE024-4526-405-PD-24	Housing	20	0	0
1	405 - White River Junction, VT	Veterans Place, Inc.	VPLA295-3657-405-PD-24	Housing	18	0	0
1	523 - VA Boston HCS, MA	Pine Street Inn, Inc.	PSII093-4396-523-PD-24	Housing	15	0	0
1	523 - VA Boston HCS, MA	Vietnam Veterans Workshop, Inc.	VVWN211-3511-523-PD-24	Housing	65	0	0
1	523 - VA Boston HCS, MA	Vietnam Veterans Workshop, Inc.	VVWN211-3545-523-PD-24	Service Center	0	0	125
1	523 - VA Boston HCS, MA	Volunteers of America of Massachusetts, Inc.	VOAM304-3888-523-PD-24	Housing	24	0	0
1	608 - Manchester, NH	Harbor Homes, Inc.	HARB932-3381-608-PD-24	Housing	75	10	0
1	631 - VA Central Western Massachusetts HCS, MA	Montachusett Veterans Outreach Center, Inc.	MVOC426-4769-631-PD-24	Housing	12	0	0
1	631 - VA Central Western Massachusetts HCS, MA	Soldier On, Inc.	SOIP461-3826-631-PD-24	Housing	112	0	0
1	650 - Providence, RI	Operation Stand Down Rhode Island	OSDR772-4931-650-PD-24	Housing	26	3	0
1	650 - Providence, RI	Southeastern Massachusetts Veterans Housing Program, Inc.	SMVH035-4812-650-PD-24	Housing	19	0	0
1	650 - Providence, RI	The Providence Center	PROC989-4652-650-PD-24	Housing	12	0	0
1	650 - Providence, RI	YWCA Rhode Island	YRIP596-4341-650-PD-24	Housing	50	0	0
1	689 - VA Connecticut HCS, CT	Applied Behavioral Rehabilitation Institute, Inc.	ABRI511-3949-689-PD-24	Housing	62	4	0
1	689 - VA Connecticut HCS, CT	Area Congregations Together, Inc.	AREA859-5191-689-PD-24	Housing	5	0	0
1	689 - VA Connecticut HCS, CT	Columbus House, Inc.	COLU873-4862-689-PD-24	Housing	14	0	0
1	689 - VA Connecticut HCS, CT	Community Renewal Team, Inc.	CRTI640-4573-689-PD-24	Housing	12	0	0
1	689 - VA Connecticut HCS, CT	Fish, Friends in Service to Humanity of Northwestern Connecticut Inc.	FISH637-4843-689-PD-24	Housing	5	0	0
1	689 - VA Connecticut HCS, CT	New London Homeless Hospitality Center, Inc.	NLHH908-5195-689-PD-24	Housing	12	0	0
1	689 - VA Connecticut HCS, CT	South Park Inn, Inc.	SPII735-5211-689-PD-24	Housing	15	0	0
1	689 - VA Connecticut HCS, CT	Veterans Inc.	VETE024-4856-689-PD-24	Housing	20	0	0
2	528 - Western New York, NY	Altamont Program, Inc.	ALTA881-3396-528-PD-24	Housing	30	0	0
2	528 - Western New York, NY	City Mission Society Inc.	CMSI965-4407-528-PD-24	Housing	15	0	0
2	528A6 - Bath, NY	Salvation Army, The	SANY351A2-4288-528A6-PD-24	Housing	15	0	0
2	528A6 - Bath, NY	Veterans Outreach Center, Inc.	VOCI379-4279-528A6-PD-24	Housing	40	0	0
2	528A7 - Syracuse, NY	Altamont Program, Inc.	ALTA881-3395-528A7-PD-24	Housing	44	5	0

VISN	VA Medical Center	Organization	Project Number (FAIN)	Type of GPD Grant	Veteran Beds	Minor Dependents	Service Center Visits
2	528A7 - Syracuse, NY	Volunteers of America of Western New York, Inc.	VOAU713-3846-528A7-PD-24	Housing	5	0	0
2	528A8 - Albany, NY	Albany Housing Coalition, Inc.	AHCI606-4709-528A8-PD-24	Housing	28	0	0
2	528A8 - Albany, NY	Veterans & Community Housing Coalition Inc	VCHC839-3557-528A8-PD-24	Housing	13	0	0
2	561 - New Jersey HCS, NJ	Community Hope, Inc.	CHOP038-4472-561-PD-24	Housing	95	0	0
2	561 - New Jersey HCS, NJ	County of Bergen, Human Services Dept.	BCDH426-4043-561-PD-24	Housing	8	0	0
2	561 - New Jersey HCS, NJ	NJ Department of Military & Veterans Affairs, Veterans Haven	NJDM928-5276-561-PD-24	Housing	75	0	0
2	561 - New Jersey HCS, NJ	VOICES OF OUR SISTERS INC	VOOS838-4662-561-PD-24	Housing	20	10	0
2	630 - New York Harbor HCS, NY	City of New York, Department of Homeless Services	CONY434-3674-630-PD-24	Housing	154	0	0
2	632 - Northport, NY	United Veterans Beacon House, Inc.	UVBH402-4125-632-PD-24	Housing	80	0	0
4	460 - Wilmington, DE	Home of the Brave	HOTB521-5125-460-PD-24	Housing	20	3	0
4	460 - Wilmington, DE	Warriors Helping Warriors Inc.	WHWS705-3996-460-PD-24	Housing	12	0	0
4	503 - Altoona, PA	Veterans Leadership Program of Western Pennsylvania, Inc.	VLPP643-5052-503-PD-24	Housing	12	0	0
4	529 - Butler, PA	Robin's Home, Inc.	ROBN989-5175-529-PD-24	Housing	6	6	0
4	529 - Butler, PA	The Housing Authority of the County of Butler	HACB448-4757-529-PD-24	Housing	10	0	0
4	529 - Butler, PA	Veterans Leadership Program of Western Pennsylvania, Inc.	VLPP643-5057-529-PD-24	Housing	15	0	0
4	562 - Erie, PA	Erie United Methodist Alliance	EUMA750-5028-562-PD-24	Housing	10	0	0
4	562 - Erie, PA	Veterans Leadership Program of Western Pennsylvania, Inc.	VLPP643-4977-562-PD-24	Housing	10	0	0
4	595 - Lebanon, PA	Tenfold	TCSI792-3618-595-PD-24	Housing	17	6	0
4	642 - Philadelphia, PA	Fresh Start Foundation	FRES137-4647-642-PD-24	Housing	40	0	0
4	642 - Philadelphia, PA	Impact Services Corporation	IMPA348-4922-642-PD-24	Housing	45	0	0
4	642 - Philadelphia, PA	NJ Department of Military & Veterans Affairs, Veterans Haven	NJDM928-4209-642-PD-24	Housing	81	0	0
4	642 - Philadelphia, PA	Veterans Multi-Service Center, Inc.	VMSC079-4764-642-PD-24	Service Center	0	0	2440
4	642 - Philadelphia, PA	Volunteers of America Delaware Valley	VOAD669-3634-642-PD-24	Housing	30	0	0
4	646 - Pittsburgh, PA	Helping Heroes, Inc.	HHOS594-5063-646-PD-24	Housing	10	0	0
4	646 - Pittsburgh, PA	Shepherd's Heart Fellowship and Ministries	SHFC063-4200-646-PD-24	Housing	12	0	0
4	646 - Pittsburgh, PA	Veterans Leadership Program of Western Pennsylvania, Inc.	VLPP643-4231-646-PD-24	Housing	25	0	0



**NEW YORK CITY DEPARTMENT OF HOMELESS SERVICES
ANNUAL REVIEW - BUDGET SUMMARY FORM**

Agency/Provider: Institute For Community Living, Inc.

Contract No: 20201411371

Program/Facility: Borden Avenue Veterans' Residence

Fiscal Year: FY'24

PERSONNEL SERVICES (PS) - ORIGINAL BUDGET

Administration	\$382,613
Counseling	\$644,821
Recreation	\$0
Direct Care	\$1,644,074
Security	\$0
Maintenance	\$515,155
Kitchen	\$0
TOTAL PERSONNEL SERVICES	\$3,186,662

II - FRINGE BENEFITS \$805,828

III - TOTAL PS \$3,992,490

IV - OTHER THAN PERSONNEL SERVICE

Office Equipment	\$0
Client Supplies/Furniture	\$53,327
Client Transportation	\$32,379
Client Stipends	\$0
Utilities	\$41,516
Insurance	\$16,402
Office Expenses	\$394,284
Professional Costs	\$0
Maintenance/Repair	\$150,617
Mechanical System Contracts	\$0
Food	\$539,473
Contracted Security	\$1,088,422
Vehicle Expenses	\$16,844
TOTAL OTPS	\$2,333,265

VI - ADMINISTRATIVE OVERHEAD \$0

VII - RENT \$0

VIII - TOTAL (without Debt Service) (V + VI + VII) \$6,325,756

IX - Allowance for Repairs \$790,592

X - Prevailing Wage Adjustment \$541,135

Mental Health Services Adjustment \$1,580,156

ALLOWANCE \$0 \$9,703,731

XI - GROSS AMOUNT (VIII + IX + X) \$9,237,639 \$18,941,370

TOTAL FUNDING \$9,237,639 \$18,941,370



Who is The Forgotten Veteran?

The Forgotten Veteran is incarcerated or homeless. The Forgotten Veteran struggles with lingering drug/alcohol abuse issues and suffers mental illness. The Forgotten Veteran most likely experienced trauma while serving. The Forgotten Veteran has unresolved issues with family & friends. The Forgotten Veteran struggles with suicide ideation. The Forgotten Veteran is in the shadows but wants to be seen.

The Forgotten Veteran is Me

SHORT.TERM.GOALS

Expand.Access.of.Resources.for.Veterans.in.NYC.Shelters

Establish.a.Consistent.Veterans.Outreach.Program.for.Veterans

Expand.Veteran.Navigator.Program

Organize.Veteran.Stand.Down.Events.in.Community.Spaces

Establish.a.Compliance.Team.to.Make.Repairs.for.Landlords

LONG.TERM.GOALS

Launch.a.Mobile.Stand.Down.Program

Expand.the.Veterans.Resource.Guide.Nationwide

Advocate.for.a.Fair.Voting.Act.for.Veterans.with.Felonies

Timothy Pena



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New York City Continues to Rob Service-Disabled Veterans Of Their State Right to Vend

A Declaratory Judgment by The Appellate Division upheld a supreme court ruling declaring that the City cannot enforce local regulations against a Service-Disable Veteran if it interferes with their street vending.

In **Kaswan v. Aponte** the courts flushed out the details, and explained clearly, how the law must be applied to the facts, and they unanimously ruled against the city and **in favor of the veteran vendors.**

Preemption was the pivotal factor in the both Supreme Court and the Appellate Division New York State Law favors veterans and has created certain rights for Service-Disabled Veterans to Street vend in all cities throughout the state. **New York State Law GBL 35 states that no city regulation can prevent or interfere with a Service-Disabled Veteran's street vending.**

PLEASE TAKE NOTE THIS IS A RIGHT not a preference, not a privilege, it is a Right. The City has been systematically violating our rights for decades. At the behest of the brick-and mortar-stores, merchant associations and pedestrian plaza managers, the city has aggressively enforced placement restrictions to deliberately drive away service-disabled veterans.

If there is any confusion, **STATE LAW SUPERCEDES LOCAL LAW** when the State legislature had an express intention to do so. The text of NYS GBL 35 is very direct and simple. In fact, it is the legislative intent to exempt Service-Disabled Veterans from local regulation. I encourage everyone to read GBL 35 and the very clear interpretation of GBL 35 in the declaratory judgement by 5 judges at the NYS Appellate Division and of course, the lower court ruling.

Exception to the Home Rule

For those who argue “this is the City and the “home rule applies” even veterans must follow city rules” , I say, “not as long as NYS GBL35 is in the Statutes and not until Kaswan v. Aponte is reversed by the NYS Court of Appeals. The city of New York had an opportunity to appeal the Declaratory Judgement in Kaswan. They did not appeal it and their time to do so has run out. Again, That's how Preemption works. **The City law is superseded by the state when the state expressly states it does.**

For 20 twenty years I have seen the city crush the positive entrepreneurial spirit out of veterans -for the benefit of private interests. Its not only a slap in the face to the most dedicated citizen, it's a violations of our state granted right, a betrayal by our city and, I would say, It's a multi-billion dollar lawsuit against the City.

What Veteran Vendors really is need support at the street level.

When we face Police, and Parks and Sanitation and BID organizations and we are completely on our own and are being driven out of work. There is no agency in the City that will stand up for us. We have been led to slaughter.

Many veterans quit vending right away because of the harassment and betrayal. Just imagine all the time and energy and expense to get a fully-loaded push cart to a location ready to serve hundreds of people - only to be harassed and insulted and driven out of work,

This abuse is more devastating than I can describe. We all have service-connected injuries- both physical and mental. It is rare for a veteran to point out their injuries or disabilities but you all have over looked this fact.

(Sadly the City's office of People with Disabilities and the Equal Rights Commission are not well versed on the American With Disabilities Act. They simply refer us back to our abusers – the NYPD and the city agencies.)

Many veterans are drawn to vending in spite of our injuries - to show we are not disabled- that we can succeed -that no matter how badly we have been hurt, we will persevere and overcome.

As the Council Committee on Veterans and the Department of Veterans ostensibly proclaim their support of veteran vendors - they have abandoned us.

The law is 100 percent in the favor of the service-disabled veteran. We are not asking for new legislation. In fact, all new vending legislation further erodes the value of our vending rights.

We are not asking for funding. We want to succeed on our own. We simply want the current state of the law to be recognized and that our right to vend will no longer be violated.

Do not hesitate to contact me should you have any questions about helping Veterans.

Armando Crescenzi, Founder

Put Veterans First, Ltd.

My name is Dr. Cleopatra Brown. I am a Cold War Veteran with a service-connected disability. I served six years in the US Navy on active duty, followed by two years in the Navy Reserves. My father was also a veteran who served in the Korean War. I am the Chairperson of CB16, Veterans Affairs Committee, the Founder of Brooklyn's Veterans Appreciation Parade & Resource Fair, and the Chair of Friends4Veterans. Today, I am proud to say that I am a veteran. I thank the NYC Council Committee on Veterans for this opportunity to speak on behalf of Community Board 3 and 16 Veterans Committee and those veterans who are unable to attend this Budget Hearing.

In 1988, during my Discharge Orientation from the Navy, the chief spoke these words, "The majority of you all will not last in the civilian world. That is why we have given you a 90-day window to return to active duty." After returning home to NYC with my fellow servicemen and women, we witnessed the challenges the generation before us faced after returning home from the Korean and Vietnam War.

Unfortunately, very few resources were in place to support veterans who had served honorably in the Department of Defense. Servicemen and women like myself were unable to find employment, secure housing, suffered from PTSD, and had limited access to healthcare; many suffered from drug & alcohol addictions and became homeless. As the weeks passed, I began receiving numerous calls, "I'm going back in; there's nothing here for me." My best friend from Boot Camp was here in NY, and we were on our 88th day. While driving around in Brownsville, she said, "There are no jobs in Baltimore; I'm going back in. What are you going to do?" I responded, "I am not going back."

On the 90th day, the deadline for returning to active duty had passed. So, I went to Varick Street to look for a job. They placed me on a computer and left me alone to search for employment. Not once, was I informed about the benefits, entitlements, and resources available to me as a veteran. Eventually, I landed a job at the Immigration & Naturalization Services located at 26 Federal Plaza. After a couple of months, I began looking for a place to live and entered my name in every housing lottery available. Finally, I was selected and submitted all the necessary documents. While waiting for a response, I was promoted to supervisor. A few months later, I received a call from the housing office to pick up the keys to my new apartment. When I arrived, the staff asked for my last paystub and went to the back office. After returning, she asked if I had another child, but I said no. At that moment, she stated that my income was **one dollar** over to qualify for the apartment. I thought it was a joke until she removed the keys from my hand. That day, I cried in my car and asked God for an opportunity to answer the call of duty to serve, out of uniform, my fellow veterans and to ensure that no generation of veterans and their families are forgotten or left behind.

Twenty years after serving in the military, I was conducting a charitable event at the Brooklyn VA. While there, I met the Eligibility Specialist who asked me to stop by her office to see if I was eligible for benefits and compensation. That day, I learned that I was eligible, submitted a claim, and it was denied. Unfortunately, no lawyer wanted to represent me in moving forward with an appeal because my medical records were distorted and unreadable. Despite this setback, I never gave up. I prayed for guidance,

rolled up my sleeves, appealed the claim, pressed through three denials within 9 years and, by the Grace of God, I now stand before you, 100% service-connected.

In 2018, Genese Morgan, Chairperson of CB16, asked me if I would like to chair the Veterans Affairs Committee. On that day, my prayer was answered and it changed the trajectory of my life. The mirror in front of me shattered and I no longer saw myself. Instead, I started to see other veterans who needed help accessing benefits, resources, and disability compensation. As a result, I gave birth to CB16 Veterans Resource Fair. In collaboration with CB3, we launched the Veterans Appreciation Day Parade & Resource Fair in 2019. This event brings veterans together and allows them to connect with various veteran organizations. It provides them and their families with the respect, care, recognition, benefits, and resources that they rightfully earned.

On behalf of the Community Board 3 and Community Board 16 Veterans' Affair Committee, I stand before this committee for the following reasons:

1. REAL PROPERTY TAX EXEMPTION FOR COLD WAR VETERANS

We respectfully request that the NYC Department of Finance recognize and consider establishing a Real Property Tax Exemption for Cold War Veterans under the NYS Real Property Tax Law 458-b. Currently, upstate NY, and several counties in NYS including Hempstead, Rockland, Suffolk, and Nassau Counties, have adopted legislation that established Real Property Tax Exemption for Cold War Veterans, including those who served during the Lebanon war. However, according to the NYC Department of Finance, only veterans who served during the following conflicts qualify for Real Property Tax Exemptions: WWI, WWII, Korean, Vietnam, Gulf War, Iraq, and Afghanistan. Cold War Veterans are being told that they do not qualify as veterans because the NYC Real Property Tax Exemption law does not recognize them.

Cold War veterans are men and women who served on active duty in the United States Armed Forces from September 2, 1945, to December 26, 1991, and were discharged or released under honorable conditions. Many Cold War Veterans served on the coast during the Lebanon conflict, which is unfortunately, not recognized by the NYC Department of Finance.

Every Cold War veteran bravely answered the call to duty by swearing the military oath, which includes supporting and defending the US Constitution against all enemies, foreign and domestic. Cold War Veterans left their families, homes, and lives behind to defend a country and protect people they never met. Cold War veterans have dedicated their lives to serving this country and protecting its freedom. We didn't do it for recognition, fame, or honor, but to serve, support, and defend this Country. And we accomplished that mission! Therefore, we respectfully request that the NYC Council Committee on Veterans recognize the service of Cold War Veterans and create legislation that would include them in the NYC Real Property Tax Exemption.

2. VETERAN PREFERENCE FOR AFFORDABLE HOUSING

Veterans should be given preference when applying for HPD newly constructed developments listed in Housing Connect. Currently, community board residents receive 50% preference, and city employees receive 10%, but veterans—those who have served, protected, and fought for this country's democracy—receive no preference. We respectfully request that veterans be given 30% preference to Affordable Housing listed in Housing Connect and the Condo Homeownership projects being created in NYC.

In December of last year, I received a call from one of my Real Estate Brokers who was working with a single-parent, homeless veteran to find an apartment. She applied and was approved for a HUD-VASH Voucher, *a program that provides affordable housing and supportive services to homeless veterans and their families*. The program is a joint effort between the Department of Veterans Affairs (VA) and the Department of Housing and Urban Development (HUD). The Broker found her a 2-bedroom apartment, assuming that the HUD-VASH would be available. Unfortunately, due to the shortage of HUD-VASH Coordinators at the Brooklyn VA, and the waiting time to receive the Voucher, she lost the apartment. I reached out to one of the Homeless Program Managers who assisted us in obtaining the HUD-VASH Voucher. Therefore, the Broker found her another apartment that she now calls home.

We ask that the Budget be increased to create City-VASH Vouchers and hire Housing Coordinators to assist veterans with obtaining vouchers and/or finding an apartment before becoming homeless. A veteran should not have to become homeless to receive a Housing Voucher.

3. JOBS FOR VETERANS

We kindly request your assistance in collaborating with state and federal elected officials to create legislation that would reserve job opportunities for veterans at the city, state, and federal levels. This would allow them to receive credit for their military service time, which would be added to their years of civilian service, thereby increasing their retirement annuity. We also suggest increasing the budget to hire and train Veteran Specialists to work in non-veteran healthcare facilities and city workplaces to assist veterans in obtaining the necessary benefits and disability compensation they are entitled to.

4. TRANSITIONING FROM MILITARY TO HOME PORTAL

We respectfully request that you increase the budget to develop a portal exclusively for veterans. The portal should contain a list of city, state, and federal jobs set aside for veterans, as well as affordable HPD units for them and their families. This will ensure that when servicemen and women return home from active duty, they can easily apply for these jobs and housing units, which are exclusively earmarked for them.

5. LEGAL SERVICES

We request that funds be allocated to legal services organizations serving veterans to assist with submitting and appealing claims for disability compensation and discharge upgrades for those unfairly given Other than Honorable or Dishonorable Discharges due to racism and discrimination.

6. COMMUNITY ORGANIZATIONS

We kindly request that you increase the Budget to allocate funds to local veteran organizations, such as but not limited to American Legion Posts, Disabled American Veterans, Vietnam Veterans of America, Black Veterans for Social Justice, and the National Association of Black Military Women. In addition, providing funding to community boards with veteran committees to conduct outreach events aimed at providing veterans with resources and informing them of the benefits to which they are entitled

Korean veterans were left behind, Vietnam veterans, left behind, and Cold War veterans were left behind. We cannot continue allowing a generation of veterans to be lost because we fail to speak up and speak out against the heartfelt issues concerning our veterans. I stand on the founding principle of the Vietnam Veterans of America: "**Never again will one generation of veterans abandon another.**" We cannot undo the past, but we can take this opportunity to re-evaluate how we are treating our veterans in the present.

President Biden eloquently stated, "The only truly sacred obligation we have is to prepare and equip those women and men we send into harm's way and care for them and their families when they return home. It brings us together to make sure that the men and women who are willing to lay down their lives for us, get the very best, from us, in return."

May God bless the New York City Council Veterans Committee, may God bless all of you gathered here today, and may God bless America.

To: Council Member Holden

From: Kimberly Moore, Yeshiva University, Care Café – Wurzweiler School of Social Work

Date: March 21, 2024

Dear Chairperson Holden,

Thank you to the Committee on Veterans for the honor and privilege of testifying before you today. My name is Dr. Kimberly Moore, Director of Care Café at Yeshiva University's Wurzweiler School of Social Work.

Care Café is our community-based program providing psychoeducational pop-up support cafes' throughout the NY metro area. Our students and faculty have pioneered a targeted model of embedding care café programs in local community institutions.

A portion of Care Café's funding is designated for Veterans' services! Sadly, our program's funding for the 2024 fiscal year was cut by 98% and cut by 100% for Veterans.

Over the last year, the Care Café program has strengthened and expanded our partnerships with the goal of effectively engaging with service members and Veterans across various areas of health promotion, including but not limited to, self-care, suicide prevention, psycho-education training series, psychological first aid, life transitions, career exploration, and nutrition. However, connecting Veterans to the necessary services and entitlements continues to be a challenge due to their unidentified status.

It is important to note that special attention has been given to the urgency of collaborative planning, designing, and implementation of programming between the Wurzweiler School of Social Work Care Café program and our Veteran serving community partners. These efforts have included "on the ground street outreach door-knocking" activities at VFW's and American Legion Posts and intercollegiate approaches to serving Veterans with foundations of empowerment and mutual aid support in non-traditional settings.

With each inquiry received by the Care Café program to serve our Veterans, we are challenged by the scope and frequency of services offered. There is still much work to do.

It is with clarity and acknowledgement that Care Cafe continues to advance toward improving our efforts to serve service members and Veterans. However, without the financial support of the City Council, we will continue to experience severe limitations to our capacity and saddened by the limitations of services we can offer to Veterans and their families in need.

In closing, on behalf of Yeshiva University's Wurzweiler School of Social Work Care Café program, we humbly ask for your support.

We Thank You for this opportunity to share at today's meeting and we look forward to continuing to proactively serve the greater community at large.

Respectfully submitted,

Dr. Kim Moore

Kimberly.moore@yu.edu

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Dr. Jeanine Costley

Address: 125 Broad St

I represent: ICL

Address: 125 Broad St

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

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Date: _____

(PLEASE PRINT)

Name: MJ Okma

Address: _____

I represent: SAGE / SAGE Vets

Address: _____

**THE COUNCIL
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Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 3/25/21

(PLEASE PRINT)

Name: Pete Kemper

Address: 40 Worth St NY NY 10013

I represent: Volunteers of Legal Services (VLS)

Address: 40 Worth St NY NY 10013

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: 3/25/24

(PLEASE PRINT)

Name: Doreen Ruth Kersh

Address: [REDACTED] BROOKLYN NY

I represent: Sanitation Day by Village

Address: [REDACTED]

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Erin Verrier

Address: 60 Madison Ave

I represent: Community Healthcare Network

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Timothy Pena

Address: 257 W. 29th St.

I represent: Let The Forgotten Veteran

Address: S.A.A.

Please complete this card and return to the Sergeant-at-Arms

**THE COUNCIL
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Appearance Card

[]

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 in favor in opposition

Date: 3/25/2021

(PLEASE PRINT)

Name: MARCOS STAFNE

Address: [REDACTED] BROOKLYN NY 11211

I represent: GALLOP NYC

Address: 88-03 70th Rd FOREST HILLS NY 11375

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. _____ Res. No. _____
 in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Dr. Cleopatra Brown

Address: [REDACTED] BK NY

I represent: Community Board 16 Veterans Affairs Committee

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. _____ Res. No. _____
 in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Lamar Wheeler

Address: _____

I represent: DVS

Address: _____



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THE CITY OF NEW YORK**

Appearance Card

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 in favor in opposition

Date: _____

(PLEASE PRINT)

Name: James Hendon

Address: _____

I represent: DVS

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____
 in favor in opposition

Date: _____

(PLEASE PRINT)

Name: Jason Loughran

Address: _____

I represent: DVS

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____
 in favor in opposition

Date: 3/25/24

(PLEASE PRINT)

Name: JASON LOUGHRAN

Address: _____

I represent: DVS

Address: _____

Please complete this card and return to the Sergeant-at-Arms