



# 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***

***Vet Centers***

***Legal Resources***

***Monthly Events***



***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.

## Important Veterans Affairs Phone Numbers

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

## The Forgotten Veteran Resource Guide

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### **Letter from Timothy Pena:**



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>

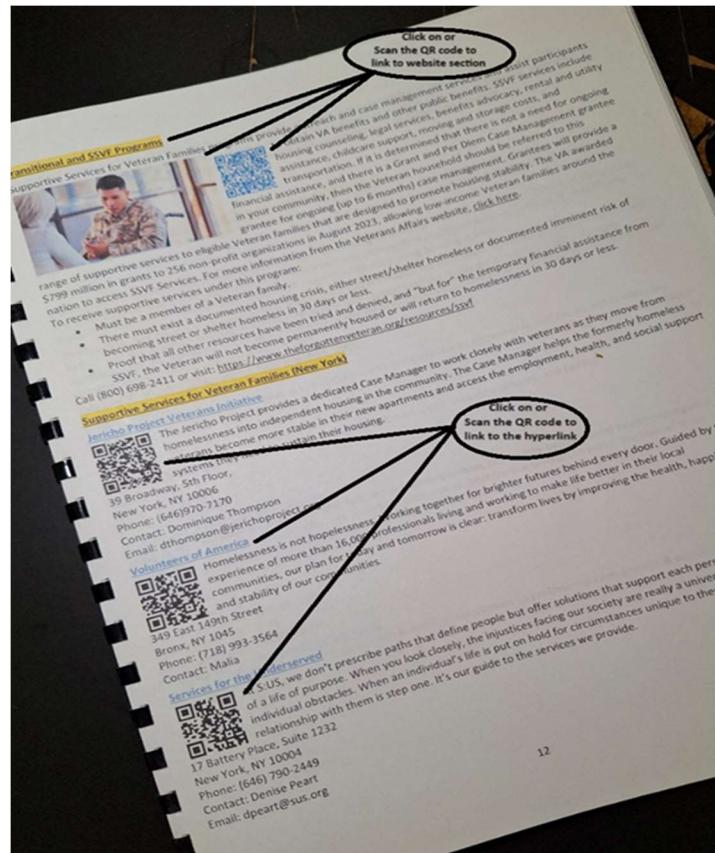
### **Timothy Pena**



**The Forgotten Veteran**  
257 W. 29<sup>th</sup> St.  
New York, NY 10001  
(602) 663-6456  
[tim.pena@outlook.com](mailto:tim.pena@outlook.com)

## USING THE FORGOTTEN VETERAN RESOURCE GUIDE

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:

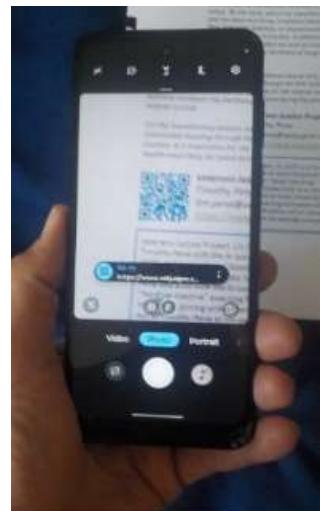
<https://www.theforgottenveteran.org/guide>. The resource guide on the website is broken down into sections in the same manner as they are here in the printed version. In addition, the viewer can visit each section separately and print only those pages.

### 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.

### 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***



### **Documents, Identification, and Resources Checklist**



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. 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		

## IDENTIFICATIONS 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. For 'In-Person Services' to make sure the service you need is available.

### License Express Location:

145 West 30th Street,  
New York NY 10001

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

### Dept of Motor Vehicles Offices:

#### Manhattan Offices:

159 E 125 <sup>th</sup> St., 3 <sup>rd</sup> 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 2 <sup>nd</sup> 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 91 <sup>st</sup> Ave., 2 <sup>nd</sup> floor	(518) 486-9786
30-56 Whitestone Expy.,	(518) 486-9786
168-35 Rockaway Blvd.	(718) 966-6155

#### Staten Island Office:

1775 South Ave

### 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:

### 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.

#### Brooklyn Offices:

195 Montague St., 7th floor

#### Queens Offices:

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

#### Staten Island Office:

1441 South Ave.  
Staten Island, NY 10314  
Phone: 1-800-772-1213

### Identification New York City (IDNYC)



**Appointments are now required at all IDNYC locations. We will not see walk-ins.**

Your IDNYC card is an accessible and secure document that enables you to access City services and enter City buildings that provide services to the public. In addition, the card can be presented as proof of identification for interacting with the New York City Police Department (NYPD), for employment, and to receive health benefits. It can also be used to access your own and your child's immunization records, to qualify for affordable housing through NYC Housing Connect, and to open a bank account at select financial institutions.

#### IDNYC Union Square

109 East 16th Street, 1st Floor  
New York, NY 10003

**United States Passport:**

**New York Passport Agency**

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

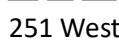
**Five Boroughs Public Libraries:** With nearly 53 million items and 92 locations, The New York Public Library is the second largest public library in the United States. The Brooklyn Public Library was established in 1896 and is one of the nation's largest public library systems with more than 850,000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

**NON-PROFIT ORGANIZATIONS, 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, Physchiatric, and Social Services (referral or appointment required)

251 West 80<sup>th</sup> 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.

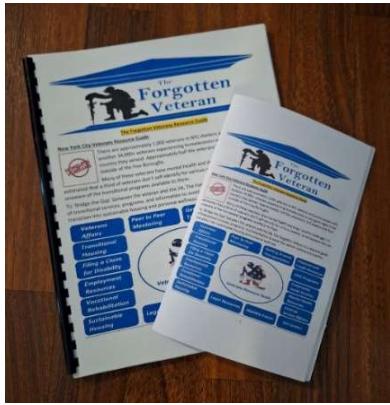
1011 First Avenue, 11th Floor  
New York, NY 10022  
Toll Free Help Line: (888) 744-7900

**Wounded Warrior Project**

Wounded Warrior Project (WWP) began in 2003 as a small, grassroots effort providing simple care and comfort items to the hospital bedsides of the first wounded service members returning home from the conflicts in Iraq and Afghanistan. As their post-service needs evolved, so have our programs and services. Today, through our direct programs in mental health, career counseling, and long-term rehabilitative care, along with our advocacy efforts, we improve the lives of millions of warriors and their families.

4899 Belfort Road Suite 300  
Jacksonville, FL 32256  
877.TEAM.WWP (832.6997)

## RESOURCE GUIDES and NEWSLETTERS



### Resource Guides & Newsletters



There are a number of veteran resource guides that provide services and resources which address all issues from transitional services and resources to end-of-life preparation. Listed here are numerous guides to assist veterans with information, questions, and suggestions. Do you have a question or suggestion? Be sure to reach out at the bottom of the page.

### The Nonprofit Staten Island Membership

Nonprofit Staten Island is committed to building the capacity of Staten Island nonprofit leaders and strengthening our sector through communication, collaboration, and coalition building. Placing an emphasis on supporting Staten Island nonprofits, the organization has set to work on not just rebranding but restrategizing the association and the ways it serves its membership and our borough's communities. We are a membership organization serving over 160 nonprofit organizations in Staten Island by offering capacity building opportunities, professional development, and advocacy.

PO Box #141292  
Staten Island, NY 10314  
Phone: (347) 674-6372  
Email: [clara@sinfpa.org](mailto:clara@sinfpa.org)

## DEPARTMENT OF VETERANS AFFAIRS and VETERAN-CENTRIC AGENCIES



### 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.

### Veterans Affairs Benefit Offices / New York Area

#### New York VA Regional Benefit Office

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

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

#### Newark VA Regional Benefit Office

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

Main number: 800-827-1000

#### 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

#### Hartford VA Regional Benefit Office / Newington

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

#### 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

#### Philadelphia VA Regional Benefit Office

5000 Wissahickon Ave.  
Philadelphia, PA 19144

## Veterans Affairs Forms and Documents

### Forms and Documents / New York



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 veterans who are entering a program and only require proof of military service. 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. 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.

### Veterans Affairs Award Letter

VA Award Letter: For veterans that are service-connected, it is important to have an updated award letter from VA Regional. In most instances, the veteran's award letter must be updated every 180 days to assure continued eligibility in various programs including HUD/VASH. An award letter can also be requested by calling the VA Benefits line.

### Download VA benefit letters

To receive some benefits, Veterans need a letter proving their status. Access and download your VA Benefit Summary Letter (sometimes called a VA award letter) and other benefit letters and documents online.

### 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

#### NY State Division of Veterans' Services

Joseph Munoz, Daniel Germain, Amber Stevenson

Monday- Friday 9am - 5pm

Phone: 718-584-9000 x 6332 or 6361

[Welby Alcantara](#)

Veterans Benefits Advisor

Ph (212) 686-7500 ext.7836

Fax (212) 383-1785

#### NY State Division of Veterans' Services

New York State Department of Veterans' Services / NYC

250 Schermerhorn St. Rm 211

Brooklyn, NY 11201

Phone: (718) 613-3735

#### Veterans Affairs Regional Office / NYC

201 Varick St. 4th floor

New York, NY 10014

(800) 827-1000

## Bronx Service Office

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

## American Legion

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

## 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

## 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

## Department of Veterans' Services



### 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

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

**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

## **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. 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

## **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.

727 Grant Ave,

Lake Katrine NY 12401

Phone: (845)481-4004

Email: [info@hvncvr.org](mailto:info@hvncvr.org)

## **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](mailto:mleis@mhaw.org)

## **Supportive Services for Veteran Families (SSVF)**



SSVF programs provide outreach and case management services and assist participants to obtain VA benefits and other public benefits., transitional programs listed in this section offer supportive services and programs that assist veterans to transition from military life, incarceration, and homelessness to civilian society.

Some of the supportive services include:

- Housing counseling
- Legal services
- Benefits Advocacy
- Rental and Utility Assistance
- Childcare Support
- Moving and Storage Costs, and
- Transportation

**Supportive Services for Veteran Families / New York** Since SSVF programs also provide transitional services to the community, a complete listing is on page 18 under "Transitional and SSVF Programs."

## Vet Centers



### Vet Centers / New York / New Jersey



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

#### 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

## VETERANS AFFAIRS DISABILITY CLAIMS



#### THE PACT ACT

Burn Pts  
Agent Orange  
Other Toxins

#### Filing a Claim for Disability



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)

## **Claim Accuracy Request (CAR) Pilot**

In close collaboration with Veterans Service Organization (VSO) partners, the Veterans Benefits Administration (VBA) is pleased to announce a new pilot called a Claim Accuracy Request (CAR). This pilot will allow accredited representatives an opportunity to request an expeditious review and determination of a claim for disability benefits in accordance with the Appeals Modernization Act.

## **Presumptive Conditions / Disability**



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



Some Veterans experience MST during their service. These kinds of experiences can affect mental and physical health even many years later. Veterans can apply for disability compensation for any current health conditions that were caused by or got worse because of their military service, including conditions related to MST.

Military sexual trauma (MST) refers to sexual assault or threatening sexual harassment experienced during military service. Veterans of all genders and from all types of backgrounds have experienced MST. Scan the QR code for more information.

### VHA MST Coordinators

Every VA health care facility has an MST Coordinator who serves as a contact person for MST-related health care issues and who can assist you in accessing care. Select your state from this list to find MST Coordinators near you.

### What is a NEXUS letter?



*There are certain important things in this world that we only get one shot at. Such is the Nexus letter in a veteran's service-connected disability claim with the Department of Veterans Affairs. Although only one Nexus letter is required, it is advisable to seek the overwhelming number of three individual and concurring Nexus letters if possible. The Nexus letter may require a lot of effort on the part of the veteran, but the return is indispensable.*

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."*

## MEDICAL HEALTHCARE FOR VETERANS

### Medical Healthcare Information and Resources



There is a health coverage option for every single Veteran living in New York City. The Mayor's Public Engagement Unit (PEU) and the Department of Veterans' Services (DVS) are partnering to connect New York City Veterans with health coverage and to ensure that no Veterans are left behind.

### Veterans Affairs Health Care

With VA health care, you're covered for regular checkups with your primary care provider and appointments with specialists (like cardiologists, gynecologists, and mental health providers). You can access Veterans health care services like home health and geriatric (elder) care, and you can get medical equipment, prosthetics, and

prescriptions. Some Veterans are eligible for VA health care no matter their income. You may be eligible based on your VA disability rating, service history, or other factors. Each Veteran's medical benefits package is unique. Yours will include care and services to help:

- Treat illnesses and injuries
- Prevent future health problems

- Improve your ability to function
- Enhance your quality of life

### 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

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

#### 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

**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

#### Brooklyn VA Medical Center

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

#### Buffalo Regional Office

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

#### St. Albans VA Medical Center

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

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

#### Yonkers VA Clinic

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

#### Hackensack VA Clinic

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

#### Thomas P. Noonan Jr. Outpatient Clinic

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

#### 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

#### Staten Island Community VA Clinic

#### Community Medical Healthcare Programs / New York

GetCoveredNYC is a citywide outreach program housed within the Mayor's Public Engagement Unit. GetCoveredNYC works alongside partners including NYC Health + Hospitals, the NYC Department of Health, NYC Care, and community-based organizations to increase access to health insurance and connect New Yorkers to other programs and benefits that promote holistic health. The process of accessing healthcare can be confusing and hard to navigate. GetCoveredNYC is here to make it quick and easy. GetCoveredNYC provides free assistance, regardless of immigration status or income, and follows up to provide support throughout the entire application and enrollment process.

## Mental Health Information and Resources



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:

#### Required Documentation

- The 2010e is required to be considered for supportive housing in NYC. Do not allow anyone to tell you differently. The 2010e can be obtained from your mental healthcare provider and is able to be downloaded by clicking on the link [HERE](#):
- Below are the required documents needed to complete and submit a 2010e application. All application material must be uploaded to the [HRA Placement Assistance and Client Tracking \(PACT\) system](#).

#### Community Medical and Mental Health Providers / 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](mailto:militaryfamilyclinic@nyulangone.org)

##### Disabled Veterans National Foundation

The Disabled Veterans National Foundation (DVNF) provides critically needed support to disabled and at-risk veterans who leave the military wounded—physically or psychologically—after defending our safety and our freedom.

##### Disabled Veterans National Foundation

4601 Forbes Blvd. – Suite #130  
Lanham, MD 20706  
Email: [info@dvnf.org](mailto:info@dvnf.org)  
Phone: (202) 737-0522

## **SHELTERS and HOMELESS PROGRAMS**

### **Shelters and Homeless 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.

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.

### **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.

### **Homeless & Transitional Programs**

#### **The Nat'l Coalition for Homeless Veterans**

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

**National Low Income Housing Coalition**  
1000 Vermont Ave, NW, Suite 500  
Washington, DC 20005  
(Tel) 202-662-1530

#### **The Salvation Army USA**

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

#### **The Nat'l Coalition for the Homeless**

2201 P. St. NW  
Washington, DC 20037  
Phone: (202) 462-4822  
Email: info@nationalhomeless.org

#### **Catholic Charities USA**

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

#### **Volunteers of America**

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

## Homeless & Transitional Programs / NYC

Prevention Assistance & Temporary Housing Office (PATH)  
PATH NYC  
152 East 151st St., Bronx, NY 10451  
(917)521-3900

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

Adult Family Intake Center / NYC  
400-430 East 30th St.  
Manhattan, NY 10016  
(718) 557-1399

### Men's Homeless Programs

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

### Intake for Homeless Men / NYC

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

### Franklin Women's Intake Shelter / NYC

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

### 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

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

HELP Brownsville Women's Center  
357 Saratoga Avenue  
Brooklyn, NY 11233  
718-345-3649

Park Slope  
1402 8th Ave  
(718) 369-7226

### 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

### 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

## 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.

### ***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.

 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.

### ***SSVF and TRANSITIONAL HOUSING PROGRAMS***



#### ***Supportive Services for Veteran Families***



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 VA 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>

### ***SSVF and Transitional Housing Programs / New York City***

#### ***Bronx Neighborhood Housing Services CDC, Inc.***



Bronx Neighborhood Housing Services CDC, Inc. (Bronx NHS), with a long presence in the Bronx. It provides financial, pre-purchase & post-purchase education & counseling, grants, mortgage facilitation, affordable loans, and free tax services. It also provides training to empower Bronx residents to become self-sufficient. Bronx NHS promote investment in our communities to enable individuals and families to preserve and

improve Bronx Neighborhoods, their Homes and their Future. To accomplish our mission, Bronx NHS collaborates with corporations, local organizations and government entities. In addition, Bronx NHS board members are local residents. 1451 Gun Hill Road, 2nd Fl Bronx, NY 10469 Office: 718-881-1180 Fax: 718-881-1190 [info@bronxnhs.org](mailto:info@bronxnhs.org)

#### **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.

The Veterans Service Center (VSC) serves as a vital resource hub, offering a wide array of program services designed to facilitate the seamless transition of military personnel from active duty to civilian life. Committed to supporting our nation's heroes at every stage of their journey, the VSC provides comprehensive assistance to military personnel, veterans, and their families across various crucial areas. Our dedicated team offers personalized guidance and support to navigate the complexities of post-military life, ensuring access to essential resources and opportunities for success.

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

#### **The Bowery Mission**



The Bowery Mission has served homeless and hungry New Yorkers since the 1870s, when its neighborhood came to define the term "skid row." Today, The Bowery Mission is a results-oriented organization that is recognized as one of New York City's most effective. The Bowery Mission exists to promote the flourishing of

New Yorkers overcoming homelessness and marginalization by providing compassionate services and transformative community.

90 Lafayette Street, 6th Floor,  
New York, NY 10013  
Phone: 1-800-BOWERY-1

#### **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

#### **BronxWorks**



BronxWorks helps individuals and families improve their economic and social well-being. From toddlers to seniors, we feed, shelter, teach, and support our neighbors to build a stronger Bronx community. In all aspects of our work, BronxWorks strives for the highest ethical and performance standards. We are guided by the belief that people must be treated with dignity and respect, regardless of their present situation or past experiences.

60 E. Tremont Ave.  
Bronx, NY 10453  
Phone: (646) 393-4000  
Email: [info@bronxworks.org](mailto:info@bronxworks.org)

## [HELP USA / SSVF](#)



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

## [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](mailto:andrew.luong@tsiny.org)

## [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.

138-02 Queens Boulevard

Briarwood, NY 11435-2647

Phone: (718) 206-2000

## [Volunteers of America / SSVF](#)



Homelessness is not hopelessness. 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

## SSVF and Transitional Housing Programs / New York

### The Hudson Valley National Center for Veteran Reintegration



**HVNCVR**  
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. Phone: (855) 838-8255

## **SUSTAINABLE and SUPPORTIVE HOUSING**



### **Housing for Veterans**



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.

### **What is Affordable Housing?**

Housing is considered affordable if it costs about one-third or less of what the people living there get in income. In addition to HUD / VASH program, local principalities also provide a wide range of housing opportunities depending on:

- Age
- Nature of disability
- Income / financial stability
- Mental health challenges
- Drug / alcohol dependency

## **Eviction Prevention - Vacating as a Last Resort**

Leaving the apartment should be the last resort. Once the resident has vacated, the chances of re-entering are little to none. Contact the legal organizations listed in this guide. Losing an apartment is easy. Getting back into one is a nightmare. As the NY State Eviction Moratorium comes to a close on January 15th, NYC is launching a campaign to inform tenants about their rights and connect them to critical resources. Most importantly, we want every New Yorker to know three things:

1. Lockouts (also known as unlawful evictions or self-help evictions) are illegal. All tenants (including those in private residential programs) have the right to stay in their home unless they choose to leave or are evicted through a court process.

2. Under New York City's Right-to-Counsel (RTC) law, legal services are free, available in every ZIP code, and available regardless of immigration status. DSS/HRA's Office of Criminal Justice (OCJ) ensures tenants facing eviction in Housing Court or NYCHA administrative proceedings have access to free legal representation and advice, provided by nonprofit legal services organizations from across the five boroughs.

3. We urge all New Yorkers in need of rent relief to apply for the Emergency Rental Assistance Program (ERAP) through the Office of Temporary and Disability Assistance (OTDA) web portal, as a pending application will provide temporary protection from eviction.

## **Eviction Proceedings**

### **Non-payment**

The only legal way to evict a nonpaying tenant is through a nonpayment eviction proceeding in Housing Court. Building owners must notify the tenant that rent is late, what the balance is, and that, if not paid, the tenant will be evicted.

### **Holdover**

An owner may commence a summary proceeding for possession of an apartment for a breach of the lease. If a tenant's lease contains a provision allowing for termination for committing a "nuisance," an owner may undertake eviction proceedings for objectionable conduct.

### **Seniors**

Seniors who have received a Notice of Eviction or a written notice from their landlord can get eviction prevention assistance and legal referrals. The City also provides eviction assistance for persons over the age of 60 who are mentally or physically impaired. For help, call 311.

## **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](mailto:housing@veterans.ny.gov) or sent via mail:

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

[ATTN: Veterans Emergency Housing Program](#)

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

## Community Housing Programs and Vouchers

### **What is Section 8?**

The Section 8 voucher program, now called Housing Choice Vouchers, provide a government subsidy to bridge the gap between a low-income tenant's income and the cost of providing housing, enabling recipients to choose where they want to live. The property operator enters into a contract with the tenant and third party, usually the local housing authority, which pays the portion of the rent above the amount to which the tenant is directly obligated to the landlord, as a rental subsidy, subject to maximum fair market rents for the community.

Pursuing a HUD/VASH housing voucher can be lengthy and frustrating for VA - eligible veterans often stuck in shelters or on the street. Many veterans will instead opt for a localized voucher for the market rate rent and the veteran pays approx. 30 - 40% of their total monthly income. Depending on the type of supportive housing requested, additional documentation may be required, but the standard city voucher can be awarded within weeks of entering a shelter or transitional program such as the GPD program.

Additional housing options include:

- City Voucher
- Subsidized Housing
- Supportive Housing
- HIV / AIDS Supportive Housing (HASA)

### 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 Housing Connect, 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

A number of communities in New York State have rent regulation programs known as rent control and rent stabilization. Two aspects of rent regulation are to protect tenants in privately-owned buildings from illegal rent increases and to allow owners to maintain their buildings while realizing a reasonable profit. To visit a Borough Rent Office, by appointment only, please contact:

**Queens:**  
92-31 Union Hall Street 6th Floor  
Jamaica, NY 11433  
(718)482-4041

**Brooklyn:**  
55 Hanson Place 6th Floor  
Brooklyn, NY 11217  
(718)722-4778

**Upper Manhattan:**  
163 W. 125th Street 5th Floor  
New York, NY 10027  
(212)961-8930

**Lower Manhattan:**  
25 Beaver Street  
New York, NY 10004  
(212)480-6238

**Bronx:**  
1 Fordham Plaza 4th Floor  
Bronx, NY 10458  
(718)430-0880

**Westchester:**  
75 South Broadway 3rd Floor  
White Plains, NY 10601  
(914)948-4434

### **The NYC Rent Freeze Program**

 The NYC Rent Freeze Program, which includes the Senior Citizen Rent Increase Exemption (SCRIE) Program and the Disability Rent Increase Exemption (DRIE) Program, helps those eligible stay in affordable housing by freezing their rent.

 Under this program, a property tax credit covers the difference between the actual rent amount and what you (the tenant) are responsible for paying at the frozen rate. The longer you are in the program, the greater the benefit. If you enter the program today, continue to renew and meet all eligibility requirements, the current amount you pay for rent today could be the same in 20 years.

If you are a senior or a person with a disability, this website will provide you with all of the necessary information you need, including eligibility requirements, the application process, benefits, renewals and answers to frequently asked questions.

### **Senior Citizen Rent Increase Exemption (SCRIE)**

 As part of the Rent Freeze Program, the SCRIE benefit assists eligible senior citizen tenants by freezing their rent at the current level and exempting them from future rent increases. Senior citizens who meet eligibility criteria can apply for the SCRIE benefit to have their rent frozen at the current level, thus protecting them from legal rent increases. Visit the Rent Freeze Program page for eligibility and application details.

**SCRIE/DRJE Center**  
66 John Street, 3<sup>rd</sup> Floor  
New York, NY 10038  
Phone: (929) 252-7242

## New York City Human Resources Administration (NYCHRA)



The New York City Department of Social Services (DSS) is comprised of the administrative units of the NYC Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Through integrated management for HRA and DHS, client services can be provided more seamlessly and effectively. The City leverages shared services functions across agencies, which results in better day-to-day management and building an integrated mission across agencies.

The Human Resources Administration (HRA) is dedicated to fighting poverty and income inequality by providing New Yorkers in need with essential benefits such as Food Assistance and Emergency Rental Assistance. As the largest local social services agency in the country, HRA helps more than three million New Yorkers annually through the administration of more than 15 major public assistance programs.

### Housing Connect Lotteries



Explore open lotteries by borough

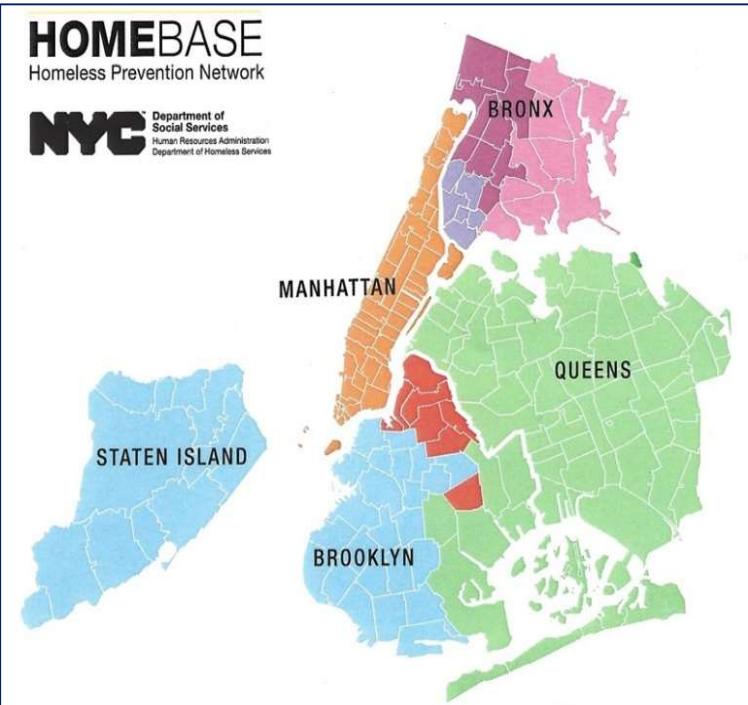


There are several avenues for obtaining sustainable housing including Housing Lotteries. The New York City Department of Housing Preservation and Development (HPD) and Housing Development Corporation (HDC) create affordable housing opportunities for many household income levels and sizes. The buildings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

### Homebase



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.

#### Homebase Locations

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:

- 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



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.

- 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**

701 Euclid Avenue

Brooklyn, NY 11208

212-863-6620

### **Brooklyn**

345 Adams Street

Brooklyn, NY 11201

212-863-8060

### **Manhattan**

94 Old Broadway, 7th Floor

New York, NY 10027

212-863-5030

### **Queens**

120-55 Queens Boulevard

Kew Gardens, NY 11424

212-863-5990

### **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.

### **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.

### **HRA 2010e Supportive Housing Application**

#### **Required Documentation**



The 2010e is required to be considered for supportive housing in NYC. Do not allow anyone to tell you differently. The 2010e can be obtained from your mental healthcare provider and is able to be downloaded by clicking on the link [HERE](#):



Below are the required documents needed to complete and submit a 2010e application. All application material must be uploaded to the [HRA Placement Assistance and Client Tracking \(PACT\) system](#).

#### **Demographic Data**

- Name including alias, Address, Borough, Family Composition (if application is for a family), SSN, DOB, Gender, Income/Entitlements, Education, Marital Status, Ethnicity, Primary Language, Citizenship, Important Contacts
- Verification that the HIPAA Compliant Authorization is signed by applicant and the agency has a record of the original form

#### **Current Housing Location**

- Housing/Homeless history including dates; Housing type, Facility name, Street address. If applicant was homeless on the streets or non-municipal shelters, documentation must be attached to the application providing more specific information including dates of homelessness and description of homelessness (places stayed, the more specific the better)

#### **Clinical Assessment**

- Clinical Disorders and Other Conditions that may be a focus of Clinical attention as defined by the DSM-IV-TR or DSM-5
- Assisted Outpatient Treatment (AOT) or Assertive Community Treatment (ACT) status
- Activities of Daily Living

Checking any ADLs the applicant may require assistance with due to a medical or mental health conditions previously indicated. Provide explanation for any items checked. List includes: Feeding and Meal Preparation; Housekeeping; Managing Finances; Personal Hygiene; Traveling: Hearing; Sight; Cognitive Functions

#### **Medications**

- List names of psychotropic and non-psychotropic medication in appropriate category. Indicate level of support applicant will need to maintain medication compliance once they are housed

#### **Current Treatment/Service Providers**

- List of applicant's current treatment and service providers, including, but not limited to, medical, mental health and case management services providers/programs, Health Home
- Managed Long Term Care (MLTC) / Insurance provider

#### **Domestic Violence**

- If applicant was a victim of DV, information about the services received and how long ago the DV occurred

#### **Hospitalization History**

- Age of first psychiatric hospitalization; # of psychiatric hospitalizations in the past 3 years; Name of hospital, dates of admission/discharge and service (psychiatric or medical)

Health and service providers in need of more information on the HRA PACT system can contact the PACT technical user support at 929-221-4515 or email [hracassupport@hra.nyc.gov](mailto:hracassupport@hra.nyc.gov).

For assistance completing the 2010e, contact CUCS ([www.cucs.org](http://www.cucs.org)) at (212) 801-3300.

#### **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.

#### **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. Following are a list of real estate agents, brokers, landlords, agencies and information to assist veterans obtain sustainable housing.

### The Real Estate Board of New York City

The Residential Listing Service is your listings system that powers the listing data of our member firms

across New York City.

### NYS Board of Real Estate

New York Department of State plays a critical role in helping to reinvigorate the State's economy and make its communities more livable. The Department's divisions, committees and commissions provide a vast array of services, to serve as a vehicle to make New York State's communities more resilient and progressive to improve the lives of its residents by helping launch new business across the State.

## [Homes for Veterans Program](#)

This program, through the State of New York Mortgage Agency (SONYMA), offers fixed-rate mortgages with interest rates 0.375% below the already low-interest rates charged on SONYMA mortgages with down payment assistance.

## [Apartment Hunting Guide](#)

The Rent Guidelines Board website offers tips to help find an apartment and explores some of the basics of housing in New York City (e.g., types of housing, broker information, and what to do before signing a lease). Explore the Rent Guidelines Board's list of what every New Yorker needs to know about rental housing:

- [Rent Stabilization](#) — It's important to know if the apartment you live in is rent stabilized. Rent stabilization is a form of rent regulation; it helps combat the City's housing crisis by making sure some units remain affordable.
- Rent control is another form of rent regulation which also limits the rent an owner may charge for an apartment and restricts the right of any owner to evict tenants. The vast majority of rent regulated units in NYC are rent stabilized, rather than rent controlled.
- Affordable Housing — It can be found if you have the time to look.
- Leases — Leases are important. If you get a lease, read it carefully.
- Roommates - State law allows you to have a roommate. But roommates may have fewer rights. Be smart about sharing an apartment.

## [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:](#)

<b>Juanita George</b> K Land Realty 81-15 Queens Blvd, Ste. 203 Elmhurst, NY 11373 rentingnow@yahoo.com	<b>(917) 226-7329</b>	<b>Henrico</b> Mireya Owen Darrel	<b>(914) 663-2188</b> <b>(917) 921-4438</b> <b>(917) 418-8486</b> <b>(347) 683-5152</b>
<b>Guy</b> Has listings for rooms that accept vouchers. Can accept multiple vouchers for roommates	<b>(914) 953-4075</b>	<b>Nelson</b> Larry David	<b>(917) 769-8590</b> <b>(646) 262-1776</b> <b>(929) 228-6644</b>
<b>Mike Lirman</b> Jam Properties Brooklyn and Staten Island studios and one-bedrooms Email: jamproperties999@gmail.com	<b>(646) 533-8686</b>	<b>Ian</b> Mr. E Alonzo	<b>(347) 284-8930</b> <b>(646) 363-5321</b> <b>(914) 299-0420</b>
<b>Joan Campbell</b> Has apartments all over the city.	<b>(845) 270-4744</b>	<b>Lee Harris</b> Michelle	<b>(718) 820-2061</b> <b>(646) 404-2964</b>
<b>Sharon</b>	<b>(347) 424-2251</b>	<b>Khayan Harris</b>	<b>(718) 993-1101</b>

## **Housing Legal Services and Information**

### **New York City renters, you have rights!**

Free legal advice and counsel is available for New York City residential renters. To access these services, please call 311 and ask for the "Tenant Helpline"

### **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](mailto:civiljustice@hra.nyc.gov)

### **Legal Services NYC**

1 West 125th Street, 2nd Floor

New York NY 10027

(518) 463-4741

The LSNYC Veterans Justice Project (VJP) 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.

### **Housing Court Answers**

The Housing Court Answers (HCA) also has a hotline at 212-962-4795 if you need help paying back rent. Call if you have a case in Housing Court and a good reason for falling behind in your rent such as a death in the family, serious illness, loss of job, or reduction in hours at work, if your income is now high enough that you can pay your future rent, and the amount of arrears is "manageable." HCA does not provide direct financial help but refers callers to charities and provides information about NYC Human Resources Administrations rules for assistance. Staff and volunteers at information tables at all Housing Courts answer questions about court procedures and forms. They can also provide referrals to legal services providers and other eviction prevention organizations, resources, and agencies. Most staff members speak English and Spanish.

### **The Legal Aid Society**

Housing, Foreclosure & Homelessness

Are you facing eviction in Housing Court or are you facing foreclosure in Supreme Court? Are you facing eviction in NYCHA housing, or trying to sue for repairs? Do you need help on other housing issues? Are you homeless? You may be eligible for free legal assistance. The fastest way to see if you qualify for free legal assistance in a housing matter is to call The Legal Aid Society neighborhood office in your borough:

### **Legal Aid Society Headquarters**

- 199 Water Street
- New York, NY 10038
- Phone: 212-577-3300
- Manhattan: 212-426-3000
- Brooklyn: 718-722-3100
- Bronx: 718-991-4600
- Queens: 718-286-2450
- Staten Island: 347-422-5333

### **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, and by so doing enable the Department to accomplish its mission of service to our Nation's veterans.

Acting General Counsel: Richard J. Hipolit

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 Veterans Consortium Pro Bono Program**

2101 L Street NW, Suite 225

Washington, DC 20037

P: (888) 838-7727 (toll free)

P: (202) 628-8164

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.

#### **Legal Services Corporation (LSC)**

3333 K Street, NW

Washington, DC 20007

T: 202-295-1500

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;
- Highlighting model programs that provide effective, integrated services to veterans; and
- Recommending strategies for engaging attorneys to provide legal assistance on a pro bono basis, including for complex legal issues.

### **NUTRITION, CASH ASSISTANCE, and 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 due 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) / NYCHRA Portal**

 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

(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

##### 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

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

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

219 Beach 59th St,  
Rockaway

##### Staten Island

Richmond SNAP Center:  
Address: 201 Bay Street, 2nd Fl.,  
Staten Island, NY 10301

#### 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  
Phone: 646.412.0600

##### Meals on Wheels of Staten Island

Meals on Wheels of Staten Island, Inc. is a private not-for-profit agency whose mission is to provide two nutritious meals each day to those 60 years of age or older who can no longer shop for or prepare their own meals.

Meals On Wheels of Staten Island  
Address: 304 Port Richmond Avenue

Staten Island, NY 10302

Phone: 718-727-4435

Email: [Info@mealsonwheelsofsi.org](mailto:Info@mealsonwheelsofsi.org)

### **God's Love We Deliver**

The mission of God's Love We Deliver is to improve the health and well-being of people living with HIV/AIDS, cancer and other serious illnesses by alleviating hunger and malnutrition. We prepare and deliver nutritious, high-quality meals to people who, because of their illness, are unable to provide or prepare meals for themselves. We also provide illness-specific nutrition education and counseling to our clients, families, care providers and other service organizations. All of our services are provided free to clients and full of love.

166 Avenue of the Americas

New York, NY 10013

Tel: 212.294.8100

Contact: Lori Gaskill

Email: [lgaskill@glwd.org](mailto:lgaskill@glwd.org)

### **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. You may be eligible if one of these is 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).

### **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

### **Save a Suit**

2 Park Lawn Drive, Suite C

Bethel, CT 06801

Direct Phone: 1-203-456-6801

Email Inquiries: [admin@saveasuit.org](mailto:admin@saveasuit.org)

### **Heroes' Mile**

2775 Big John Drive

DeLand Florida 32724

[admissions@HeroesMile.com](mailto:admissions@HeroesMile.com)

Administration: (386) 337-7957

### **Clothing for Veterans - Catholic Charities**

The Veteran's Clothing Closet

212 Slater Street

Paterson, NJ 07505

David Pearson

Phone: (973)818-3601

## 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](https://www.gmail.com)

[Yahoo.com](https://www.yahoo.com)

[Hotmail.com](https://www.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.

### Qlink Wireless

You can qualify for FREE cell phone service every month based on your income or if you participate in government assistance programs such as:

- Supplemental Nutrition Assistance Program (SNAP, or Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- SSI
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs
- Tribal Specific Programs

<https://qlinkwireless.com/signup/lifeline-acp/>

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)

### I Love Phones NYC



**Cell Phone & Computer Repair**  
Screen and Battery Replacement  
Data Recovery & Water Damage Repair  
**(646)894-3302**  
550 8th Avenue, 2nd Floor  
New York, NY 10018

*Ask about special program supporting homeless Veterans*



### **Laptop, iPad, and Cellphone Repair**

Veterans experiencing homelessness can receive free repairs and other services.

### **I Love Phones NYC**

530 8<sup>th</sup> Ave., 2<sup>nd</sup> 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.

## **EDUCATIONAL and TRAINING PROGRAMS**



### **Veterans Affairs Veteran Readiness & Employment (VR&E)**



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.

Disabled Veterans' Outreach Program Specialists (DVOPs) are veterans themselves. They provide individual career services exclusively to veterans and eligible persons who have significant barriers to employment. They also provide a full range of

employment services, including comprehensive assessments, individual employment plans, job referrals, referrals to training and support services, and resume and interview preparation assistance.

### **The Veterans' Employment and Training Service (VETS)**

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.

Office of the Asst. Secretary for VETS

200 Constitution Ave NW

Washington, DC 20210

1-866-237-0275

### **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?

208 E. 28th St.

New York, NY 10016

Contact: Mark Kidd

Phone: 917-583-0773

Email: [contact@workforcecharitysolutions.org](mailto:contact@workforcecharitysolutions.org)

### **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. Internships at local restaurants and corporate dining services equip students with on the job experience.

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

#### **Brooklyn Workforce Innovations (BWI)**

Brooklyn Workforce Innovations (BWI) helps those with significant barriers to employment access careers through skills training, access to employer-recognized credentials, job placement, and career development support. BWI only trains people for jobs that lead to living-wage employment. Our instructors are skilled and experienced in the industries they train for, and we maintain long-standing relationships with a wide network of business that hire our graduates.

621 Degraw Street  
Brooklyn, NY 11217  
Phone: 718-237-2017  
Email: [info@bwiny.org](mailto:info@bwiny.org)

#### **The City University of New York / Veterans**



The City University of New York (CUNY) welcomes and supports the academic endeavors of current and retired service members, including their dependents, across its colleges in New York City. CUNY defines a veteran as anyone who was in active military service, including basic training, and was released under a condition other than "dishonorable." Additionally, CUNY defines military personnel as persons currently serving in the United States armed forces, whether on active duty, in the reserve or in the National Guard.

Lisa Beatha  
United States Army Veteran  
University Director of Veteran Affairs  
CUNY Central Office for Student Affairs  
555 West 57th 14th floor,  
New York, NY 10019  
646-664-8835 | [Lisa.Beatha@cuny.edu](mailto:Lisa.Beatha@cuny.edu)

#### **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 Phone: 212.237.8000  
**Undergraduate Admissions**  
[admissions@jjay.cuny.edu](mailto:admissions@jjay.cuny.edu)  
Phone: 212-237-8869  
**Graduate Admissions**  
Phone: 212.237.8863  
Email: [graduateadmissions@jjay.cuny.edu](mailto:graduateadmissions@jjay.cuny.edu)

#### **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.

Coordinator for Military and Veteran Services / Tiana Sloan  
6301 Riverdale Avenue,  
Riverdale, New York 10471  
Phone: (718) 405-3744  
Email: [tiana.sloan@mountsaintvincent.edu](mailto:tiana.sloan@mountsaintvincent.edu)

## New York University Tandon

NYU Tandon is committed to supporting veterans in the pursuit of their academic, professional, and personal goals. In addition to the Veterans Benefits available through New York University, NYU Tandon offers unique programs designed to help veterans become entrepreneurs or to enter select science and engineering fields. The Veterans Future Lab is New York's first business incubator for military veterans. Sponsored by Barclay's, this initiative is part of the NYU Tandon Future Labs, a network of innovation spaces and programs that support early-stage startups through personalized and curated support services, mentorship and resources.

### NYU Tandon Future Labs

370 Jay Street, 7th Floor

Brooklyn, NY 11201

Email: [hello@futurelabs.nyc](mailto:hello@futurelabs.nyc)

## The Borough of Manhattan Community College (BMCC)

BMCC is a public community college in New York City. Founded in 1963 as part of the City University of New York (CUNY) system, BMCC grants associate degrees in a wide variety of vocational, business, health, science, engineering and continuing education fields. BMCC welcomes military personnel and veterans. We have been designated a Military Friendly School. We offer many options for veterans to begin or continue their education at BMCC.

199 Chambers St.

New York, NY, 10007

Phone: (212) 220-8000

## Senior Planet Classes for Seniors in New York City / Computer Classes

Senior Planet is about much more than the latest gadgets, apps, and websites. We are a nonprofit organization that brings older adults together. Our free classes, articles, videos, and activities help seniors learn new skills, save money, exercise, make new friends, and so much more. Here's what you can explore daily with Senior Planet:

- Online classes
- In-Person classes
- Original articles for older adults
- Our social media platform Senior Planet Community – exclusive to seniors
- Additional resources, like tech tip videos, how to use Zoom, and more!

Have a question about Senior Planet from AARP? We'd love to hear from you! Use the form on the website and we'll respond as soon as we can. You can also call the Senior Planet Hotline to speak with a technology trainer: 888-713-3495. Hotline hours are Mon-Fri, 9:00am – 8:00pm EDT.

## EMPLOYMENT and BUSINESS OPPORTUNITIES



### Veterans Affairs Veteran Readiness & Employment



The VA Veteran Readiness and Employment (VR&E) Program provides a variety of services to persons with disabilities, with the ultimate goal to prepare for, enter into, or retain employment. A veteran may be eligible for VR services if they meet all of the following requirements:

- They have a physical or mental impairment;
- Their physical or mental impairment constitutes or results in a substantial impediment to employment;
- They require VR services in order to prepare for, secure, retain, or regain employment; and

- They can benefit from the provision of VR services in terms of achieving an employment outcome.

VRCs and Veterans work together to identify the most appropriate track of services, involving employment and/or independent living objectives after feasibility for employment is discussed and determined.

- A vocational or independent living goal is established
- Services needed are defined
- A written plan of services will be developed
- Re-Employment
- Rapid Access to Employment
- Self Employment (monitoring for 1 year minimum)
- Employment Through Long-Term Services
- Independent Living (24-month maximum with a possible six-month extension if approved by the VR&E Officer)

### **Other Veteran Employment Resources**

Learn about employment resources that can help you find a career or get job training as you transition to civilian life.

#### **The New York State Department of Labor Veterans' Program**

The NYS Dept. 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.

#### **Upper Manhattan Workforce1 Career Center**

215 W 125th Street, 6th Floor

New York, NY 10027

David Braslow

(917) 493-7069

Email: [david.braslow@labor.ny.gov](mailto:david.braslow@labor.ny.gov)

#### **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.

#### **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.

#### **RECRUITMILITARY, LLC**

RecruitMilitary connects employers to military job seekers via services that include contingency recruiting, career fairs, a job board, employer branding, and a military-centric publication, Search & Employ® magazine. Founded in 1998 by a Marine Corps veteran, RecruitMilitary offers career services free of charge to the military community.

1545 Crossways Blvd, Suite 200

Chesapeake, VA 23320

Phone: 513.683.5020

Phone: 800.226.0841

#### **America Works of New York, Inc**

America Works has helped nearly 2,000,000 individuals increase their self-sufficiency through gainful employment, including military veterans, welfare and SNAP recipients, young adults, the criminal justice involved, homeless, non-custodial parents, persons receiving disability, among others. America Works uses a blended model that includes work readiness training, vocational training, career placement, career advancement, and employment retention services.

228 E, 45<sup>th</sup> St., 16<sup>th</sup> floor

New York, NY 10017

Contact: William Lebron  
Phone: (212) 599-5627 x262  
Email: [wlebron@americaworks.com](mailto:wlebron@americaworks.com)

**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.

Contact: Shella Arshod-Founder  
Phone: (888) 831-4539 \*1001  
Email: [shella@countick.com](mailto:shella@countick.com)

### **Veteran Owned Business Development**

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.

#### **U.S. Small Business Administration**

SBA works to ignite change and spark action so small businesses can confidently start, grow, expand, or recover. Created in 1953, the U.S. Small Business Administration (SBA) continues to help small business owners and entrepreneurs pursue the American dream. SBA is the only cabinet-level federal agency fully dedicated to small business and provides counseling, capital, and contracting expertise as the nation's only go-to resource and voice for small businesses.

#### **Office of Veterans Business Development**

409 3rd St., SW  
Washington, DC 20416  
800-827-5722

#### **Lender Relations Specialist**

26 Federal Plaza, Ste 3100  
New York, NY 10278  
Contact: Robin Daniels  
Phone: (212) 264-1763  
Email: [robin.daniels@sba.gov](mailto:robin.daniels@sba.gov)

### **Greater New York Chamber of Commerce**

The MyCity Business site is the result of a cross-agency collaboration between the New York City Office of Technology and Innovation and the Department of Small Business Services, advancing priorities outlined in Mayor Adams' "Rebuild, Renew, Reinvent: A Blueprint for New York City's Economic Recovery" and delivering on recommendations in both the inaugural report of the city's Small Business Advisory Commission and New York City Councilmember Julie Menin's "Creation of a One-Stop Shop Small Business Portal" bill, which was signed into law by Mayor Adams in 2022. Still in its beta phase, the MyCity Business site and the chatbot will expand in the coming months.

20 W. 44th Street, 4th Floor  
New York, NY 10036  
Phone: 212-686-7220  
Phone: 212-CHAMBER

### **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. NYS 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.

#### **Licensing Center**

42 Broadway, Lobby  
New York NY 10004

### **Start A Business.com, inc**

101 Main Street, Suite 1  
Tappan, NY 10983

Contact: Catherine Botticelli, Executive Vice President

Phone: (888)664-6263

Email: [catherine@startabusiness.com](mailto:catherine@startabusiness.com)

#### **do Forms, Inc**

doForms is used around the world by organizations large & small for mobile data collection. Streamline operations, increase efficiency & reduce paper use.

14 Commerce Drive, Ste. 100

Cranford, NY 07016

Contact: Colleen Sweeney

Phone: (908) 505-9020 x1012

Phone: (908) 603-1225

Email: [csweeney@doforms.com](mailto:csweeney@doforms.com)

#### **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](mailto: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](mailto: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

#### **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](mailto:info@hvncvr.org)

HVNCVR Office:

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

### **Veteran Entrepreneurs and Business Owners**

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.

### **Veterans Future Lab**

The Veterans Future Lab in Brooklyn houses early-stage ventures led by veterans and military spouses. Located in Downtown Brooklyn, our Data Future Lab incubates early-stage startups working with computing, artificial intelligence, machine learning, cybersecurity, and more.

NYU Tandon Future Labs  
370 Jay Street, 7th Floor  
Brooklyn, NY 11201  
Email: [hello@futurelabs.nyc](mailto:hello@futurelabs.nyc)

### **Start A Business.com, inc**

Catherine Botticelli, Executive Vice President  
101 Main Street, Suite 1  
Tappan, NY 10983  
(888)664-6263  
[catherine@startabusiness.com](mailto:catherine@startabusiness.com)

## **POLITICIANS & PUBLIC OFFICERS**



### **Voting and Politics**



According to The Sentencing Project, an estimated 4.6 million Americans are currently unable to vote as a result of laws that disenfranchise persons with a felony conviction. These laws vary widely by state, but encompass general categories of felons in prison or jail, on probation or parole, and in 12 states, persons who have completed their sentence but are still subject to disenfranchisement.

Military veterans who have subsequently been convicted of a felony constitute a significant portion of the disenfranchised population. This briefing paper

analyzes the available data and finds that an estimated 585,355 veterans are unable to vote as a result of a felony conviction. Approximately one of every eight disenfranchised persons is a veteran.

**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**

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.

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

#### **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: Email: schmerzl@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

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

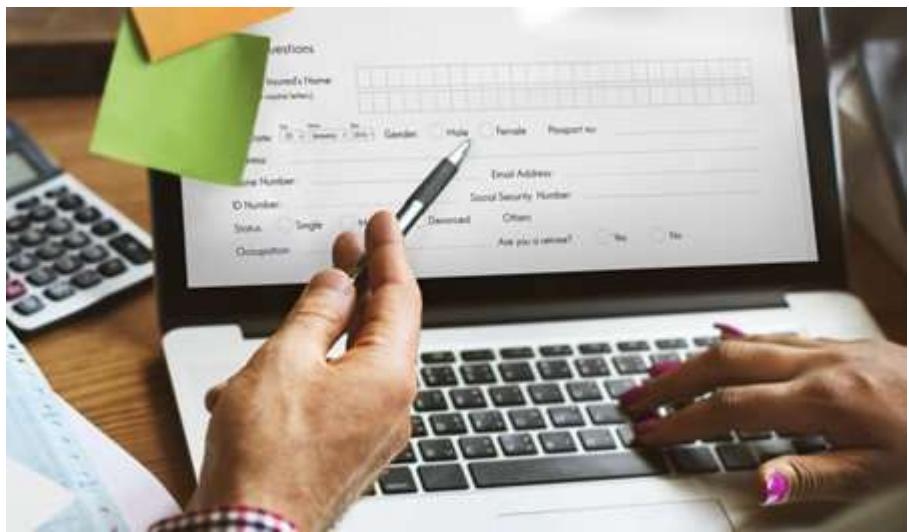
Legislative Office  
250 Broadway, Suite 1785  
New York, NY 10007  
Phone: 212-788-6979

#### Julie Won – District 26 / Queens

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

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

## FINANCIAL SERVICES



Money problems can create stress that shows up in many ways. Things like trouble sleeping, getting into debt, stressing about having a place to live, or feeling like you could do more for your family can all stem from financial pressure. Here are resources for Veterans who are experiencing money-related challenges.

**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](mailto:ryan.barnett@raymondjames.com)

<https://www.raymondjames.com/>

#### **Famer's Insurance Federal Credit Union**

Gary Harper

Personal Banking Consultant

[gharper@figfcu.org](mailto:gharper@figfcu.org)

#### **Credit Dispute Pros.**

Chandler, AZ 85249

(480) 281-9108

1-855-451-PROS(7767)

[LAndrews@creditdisputepros.com](mailto:LAndrews@creditdisputepros.com)

#### **Allied Wealth Partners**

James Montijo

Financial Advisor

[jmontijo@alliedwealthpartners.com](mailto:jmontijo@alliedwealthpartners.com)

<https://www.alliedwealthpartners.com/>

#### **Manning Accounting Services**

65 Oak Lane

Staten Island, NY 10312

(718)227-9797

## **LEGAL SERVICES**



#### **Legal Services for Veterans Programs**



Veterans who are homeless or at risk for homelessness often face legal issues that make it difficult for them to obtain or maintain stable housing. [The Legal Services for Veterans \(LSV\)](#) program aims to increase access to legal services to eligible Veterans through funding and promoting Medical Legal Partnerships and VA-affiliated legal clinics throughout the Veterans Health Administration (VHA). LSV is a component of the [Veterans Justice Programs \(VJP\)](#) within the VHA Homeless Programs Office and will enable VA to deliver legal services to these Veterans.

Please note that the availability of legal services provided by each grantee is subject to certain limitations, including their experience and available resources. While these organizations strive to offer a wide range of legal services, not every grantee may be able to provide the specific legal services requested by eligible Veterans. Listed are LSV's below and to find a full list of awarded grantees and their referral information [here](#):

#### **Legal Services for Veterans Awards List**

### [Veteran Advocacy Project, Inc](#)

The Veteran Advocacy Project (“VAP”) provides free legal services to low-income veterans and their families, with a focus on those living with post-traumatic stress, brain injury, and substance dependency. Our services provide access to health care and benefits, keep families in their homes, and empower veterans by removing barriers to recovery and success. We are partnered with VA Vet centers, community health clinics, and veterans’ organizations to reach individuals where they are. While our attorneys tackle the legal challenges, our advocates connect clients to culturally competent, trauma-informed resources. VAP ensures veterans and their families achieve the stability needed to regain their health and rebuild their lives.

1 Liberty Plaza, Fl. 23  
New York, NY 10006  
Email: [contact@veteranadvocacy.org](mailto:contact@veteranadvocacy.org)  
Phone: 646-602-5620

### [Additional Legal Services for Veterans Awards List](#)

#### [Veterans Leadership Program of Western Pennsylvania, Inc.](#)

Referrals can be made through calling:

Phone: 844-VLPVETS or by  
Email: [admissions@vlpwpa.org](mailto:admissions@vlpwpa.org)

#### [United Veterans Beacon House, Inc.](#)

Nassau County (NY)  
Suffolk County (NY)  
Contact: Dimitri Honorat - Veteran Case Manager  
Email: [dhonorat@uvbh.com](mailto:dhonorat@uvbh.com)  
Phone: 631-771-9341  
Direct 631-275-8394 Cell Jackie DeLeonardis COO  
Email: [Jackie@uvbh.com](mailto:Jackie@uvbh.com)  
Phone: 631-771-9306  
Direct 631-774-6445 Cell

#### [Cornell's Director of Public Interest](#)

Michaela Rossettie Azemi, Esq.,  
Email: [ma688@cornell.edu](mailto:ma688@cornell.edu)

#### [New York Legal Assistance Group, Inc](#)

### [Legal Services / Veterans Affairs](#)



#### [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

Contact: Susan Quatrone [squatrone@nylag.org](mailto:squatrone@nylag.org)

Phone: 212-659-7423

#### [Syracuse University NY](#)

Email: [veteranadvocacy@syr.edu](mailto:veteranadvocacy@syr.edu)  
Phone: 315-443-4582

#### [Nassau Suffolk Law Services Committee, Inc.](#)

Phone: 516-292-8100 (Nassau)  
Phone: 631-232-2400 (Suffolk)

#### [Neighborhood Legal Services, Inc.](#)

Email: [vetsmlp@nls.org](mailto:vetsmlp@nls.org)  
Phone: 716- 847-0650 ext 838 (VET)

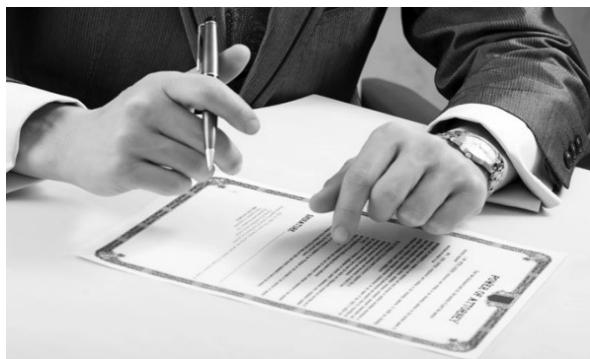
#### [Legal Assistance of Western New York, Inc.](#)

Email: [lobrien@lawny.org](mailto:lobrien@lawny.org) and [brivera@lawny.org](mailto:brivera@lawny.org)

#### [Legal Services of Northwest Jersey NJ](#)

[roza@lsnj.org](mailto:roza@lsnj.org)

## Legal Services / Civil



### **Legal Services / Civil**



There are numerous programs that assist veterans with documentation and legal services for disability claims, housing matters, trusts and wills, power of attorney, Social Security, employment issues, and much more. In addition to legal services provided by Veterans Affairs, [Veterans Justice Project](#) was founded to provide access to documents and resources for veterans transitioning from either homelessness or incarceration. Incarcerated veterans can visit the [Questionnaire Page](#) to request additional services or request resources.

#### **City Bar Justice - Veterans Assistance Project**

The New York City Bar Legal Referral Service (LRS) are screened and qualified lawyers that charges an initial consultation fee of \$35 for Veterans' Benefits issues. When you call, you will be speaking with an attorney. One of our attorney referral counselors takes your call and talks with you about your legal question or reviews your online referral request. If we determine you will benefit from working with a lawyer, we will refer you to a screened and qualified lawyer. If you are referred to a screened and qualified participating LRS Lawyer, your initial consultation will be \$35 or free, depending on the type of case, and will last up to 30 minutes.

42 West 44th Street  
New York, NY 10036  
Phone: 917-634-3609  
Email: lrs@nycbar.org

#### **[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

#### **[Legal Services NYC](#)**

LSNYC assists veterans in a range of civil legal matters including housing, family law, child support, Social Security, VA benefits, healthcare proxy, wills, power of attorney, immigration, and employment law.

Phone: (917) 661-4500 Hotline

Call Monday-Friday, 10 am – 4 pm.

#### **[Manhattan Campus:](#)**

Manhattan VA Atrium (423 E. 23rd street).

Military Mondays – 1st Monday of every Month

#### **[Brooklyn Campus:](#)**

Legal Clinic – 1st Wednesday of every Month

16th floor PRRTP, 8 am to 12 noon.

#### **[Queens \(St. Alban's\) Campus:](#)**

1st Tuesday of every month, E wing 2nd floor, 11 am to 2 pm.

Locations:

#### **[Bronx](#)**

349 East 149th St. 10th Floor  
Bronx, NY 10451  
Phone: 718-928-3700

#### **[Brooklyn](#)**

105 Court Street, 3rd Floor  
Brooklyn, NY 11201  
Phone: 718-237-5500

#### **[Manhattan](#)**

1 West 125th Street, 2nd Floor  
New York, NY 10027  
Phone: 646-442-3100

## [Queens](#)

89-00 Sutphin Blvd.  
Jamaica, NY 11435  
Phone: 347-592-2200

## [Staten Island](#)

36 Richmond Terrace, Ste. 205  
Staten Island, NY 10301  
Phone: 718-233-6480

## [Office of Civil Justice / NYCHRA](#)

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](mailto:civiljustice@hra.nyc.gov)

## [Hofstra Veterans Law Clinic](#)

--Provides free representation to low-income Veterans seeking to appeal a denial of VA disability compensation benefits and to Veterans seeking a discharge upgrade. Phone screening

Phone: (516) 463-5934 between 9:00 AM and 5:00 PM, Monday - Friday, or,

Email: [LawClinic@Hofstra.edu](mailto:LawClinic@Hofstra.edu)

## [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

## [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 / Criminal](#)



## [The Veterans Justice System](#)



On any given day, approximately 730,000 people are being held in America's jails. Approximately 160,000 men and women who have served this country are currently serving a jail or prison sentence. While many police departments have a veteran's community liaison, veterans are at higher risk of homelessness and arrest. Veterans with mental health issues are at risk of public 'PTSD moments' that can easily result in arrest for violent offenses, and in some instances, suicide by cop.

## The Staten Island Justice Center



The Staten Island Justice Center provides an array of programs for both youth and adults that are impacted by the justice system. Services include individual counseling, psychoeducational group programming, youth leadership, mentorship programming, and workforce development training for opportunity youth. For justice-involved clients, the Justice Center's holistic approach seeks to prevent the negative consequences that often accompany contact with the criminal legal system while addressing clients' needs in order to prevent future system involvement. Youth programming is aimed at providing participants with leadership development tools and connecting them to opportunities that promote positive engagement with the community. Submit your question or comment via the form above or email [info@innovatingjustice.org](mailto:info@innovatingjustice.org).

### **New York City**

520 8th Avenue  
18th Floor  
New York, NY 10018  
phone: 646.386.3100

### **Upstate New York**

601 Tully Street  
Syracuse, NY 13204  
phone: 315.266.4330

## Veterans Justice Outreach Program

The mission of the Veterans Justice Programs is to identify justice-involved Veterans and contact them through outreach, in order to facilitate access to VA services at the earliest possible point. Veterans Justice Programs accomplish this by building and maintaining partnerships between VA and key elements of the criminal justice system.

### **New York Harbor Healthcare System**

Courtney Ma'at, LICSW / Veteran Justice Outreach Coordinator  
423 E. 23<sup>rd</sup> St.  
New York, NY 10010  
Phone: (212) 807-4449  
Cellphone: (929) 289-0753

## New York Veterans Justice Outreach Coordinators

Albany, Albany VA Medical Center: Samuel S. Stratton, [Alyssa Gibbons](#)

Bath, Bath VA Medical Center, [Stacie Contreras](#)

Bronx, James J. Peters VA Medical Center (Bronx, NY), [Eddie Marcano](#)

Buffalo, VA Western New York Healthcare System at Buffalo, [John Lahood](#), [Carolyn Fagnan](#)

Canandaigua, Canandaigua VA Medical Center, [Shirley McGee](#)

Montrose, VA Hudson Valley Health Care System, [Karetha Henry](#)

New York, Manhattan Campus of the VA NY Harbor Healthcare System, [Siobhan Dannacker](#), [Jeff Rabinovici](#), [Kimberly Shaw](#)

Northport, Northport VA Medical Center, [Eric Bruno](#), [Tiffany Grant-Zellem](#)

Syracuse, Syracuse VA Medical Center, [Janice James](#), [Wendy Varricchio-Fletcher](#)

## New York State Unified Court System / Resources



The New York State Unified Court System recognizes that veterans sometimes enter the criminal justice system under circumstances that may arise from their prior military service. Drug Courts and Mental Health Courts leverage tools best calculated to make a meaningful difference for court involved veterans with substance abuse or mental health issues. Veterans Treatment Courts can help leverage the resources available to defendant veterans to help them reintegrate as successful and productive civilians. This directory is intended to help veterans that may struggle

with issues such as substance abuse, mental health issues, homelessness and thoughts of suicide. It is also intended to aid judges and courts in identifying resources available to veterans who may appear in proceedings before them. In addition to

listing statewide and regional resources, this directory invites court managers to adapt it to include their own local resources where veterans and their families can access referrals specific to their needs. We encourage courts to share their local resources with the Unified Court System, Office of Policy and Planning so we can disseminate updated resource guides in the future.

## **GETTING AROUND NEW YORK / TRANSPORTATION**

### **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

### **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.

## **END OF LIFE**

### **Veterans Affairs Burial and Memorial Benefits**

VA provides several benefits and services to help ease the burden of a Veteran's passing—all at no cost to the Veteran and their family. Burial and memorial benefits include opening and closing of the grave in a national cemetery, grave liner (vault), perpetual care and maintenance, a government headstone, marker, or medallion for any eligible Veteran buried anywhere in the world, a Presidential Memorial Certificate, a Veterans Legacy Memorial (VLM) page, burial flag and military honors. VA provides burial benefits for all legal burial types, including cremation and burial at sea.

### **The 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 internment, and prior internments displayed in VLM go back as far as the Revolutionary War.

### **National Cemetery Administration Resources Guide**

The NCA 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.

### **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.

## **ACTIVITIES and EVENTS**

**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.

<b>MAY 2024</b>						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	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	1

Free Printable Calendars from [Typecalendar.com](https://Typecalendar.com)