



AUDIT AT A GLANCE

Department of Veterans' Services' Coordination of Housing Assistance

What questions did the audit look at?

- ▶ Did the New York City Department of Veterans' Services (DVS) effectively coordinate programs to help veterans secure housing and avoid homelessness?

Why does it matter for New Yorkers?

New York City is home to more than 100,000 veterans and helping them secure stable housing is a core responsibility of the City. DVS is the municipal agency that connects veterans to housing resources and support services to prevent homelessness.

The audit found that, while DVS successfully helped some veterans secure housing, it had significant weaknesses in how it tracked and managed its housing assistance services. For example, in Fiscal Year 2025, DVS failed to respond to more than a quarter (27%) of veterans' assistance requests within its five-business-day timeframe. Additionally, the agency overstated key performance data, including the number of requests it received, as well as the number of veterans assisted for the fiscal year. It also lacked key procedures, consistent staff training, and reliable reporting practices.

Veterans remain an extremely vulnerable population. Delayed or inaccurately tracked housing assistance can allow applicants to wait longer for critical support or slip through the cracks altogether. These breakdowns can increase the risk of housing instability. DVS should ensure that it operates with accurate data and responds promptly to requests, so that it can continue to effectively deliver services across the city.

What changes did the agency commit to make following the audit?

- ▶ DVS agreed to improve staff training and ensure that employees follow established procedures when responding to housing assistance requests.
- ▶ DVS agreed to implement controls to ensure requests and outcomes are tracked accurately.
- ▶ DVS agreed to ensure that required reports are completed and submitted on time.

AUDIT FINDINGS



DVS failed to respond to 27% of housing assistance requests within its five-day target.



DVS overstated the number of requests due to duplicate and incomplete records.



DVS overstated the number of veterans it assisted due to duplicates and errors.



Audit Recommendations	Agency Response
Ensure all current and newly hired staff are trained on the newly created written policies and Standard Operating Procedures, and are following all procedures, including: • intake and application handling process; • tracking intake and documenting veteran's housing assistance requests; • tracking the move out of veterans who are transitioning out of shelters/housing insecurity; • tracking aftercare services (including the frequency interval) and documenting aftercare services provided; and • documentation protocols and maintaining consistent notes that DVS staff input for VetConnectNYC housing assistance requests and aftercare services.	AGREED
Initiate a complete and accurate transfer of data from the Master Tracker for FY2025 to the new VetConnectNYC system to ensure that the system contains all housing assistance requests received, that duplicate entries are removed, and that all start and completion dates are recorded.	AGREED
Initiate a complete and accurate transfer of data from the Aftercare Tracker for FY2025 to the VetConnectNYC system to ensure that veteran housing outcomes are correctly recorded.	AGREED
Implement a mechanism to ensure effective tracking and timely processing of veteran housing assistance requests within five business days.	AGREED
Ensure that it accurately tracks and reports on the number of veterans that it provides with homelessness prevention and aftercare assistance services in the annual Mayor's Management Report; or ensure that it changes the performance indicator to indicate that it reflects the number of requests.	AGREED
Ensure timely submission of the DVS Services and Performance Annual Report and biannual DVS Veterans Resource Center Reports as required under Local Laws 44 of 2019 and 215 of 2018, respectively.	AGREED