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HISTORY

The New York State Executive Department created the Division of Veterans’ Services (DVS) in 1945, tasking the Division with assisting returning World War II Service Members in their readjustment from military to civilian life. This objective soon expanded to encompass New York State’s Veterans, Service Members, and their families from all eras. For the past 76 years, the Division has connected generations of Veterans, members of the Armed Forces and Uniformed Services, and their families and dependents to various economic, medical, and social benefits and services earned through military service.

MISSION

The Division assists New York’s Veterans, Service Members, and their families the rest of the way. At all times, we provide quality support, advice, and advocacy for New York State’s Veterans, Service Members, and their family members, helping them obtain State and Federal benefits earned by their service to New York State and the United States of America.
2021 was a year of adjustments for all of us, not just in New York but across the country. We have had the opportunity to demonstrate our ability and dedication of service to others even with the many challenges presented to us. This mission of service to others has been embodied in the work the New York State Division of Veterans’ Services (DVS) has done this year.

As a Veteran of the U.S. Marine Corps, my previous service as the Commissioner of the Mount Vernon Veterans Service Agency, and as an Associate Pastor, I understand the role of leadership to motivate and guide the dedicated team at DVS to accomplish the mission set before us. I am grateful to Governor Hochul for affording me this opportunity to continue my work of service to New York’s Veteran families.

DVS has a stellar history that I have benefited from in training alongside many of the DVS staff. I am here in part because of the knowledge DVS has poured into me. I am honored to have the opportunity to serve as a guide and team member to ensure those who served in the U.S. military receive the highest quality services available to them.

In this year’s annual report, I encourage readers to learn about how DVS has adapted to our new normal and continues to provide for New York’s Veterans, Service Members, and their families. The DVS team continues to adapt and overcome while maintaining a standard of excellence, and this is evident throughout this year’s report. It is my privilege to share the immense work accomplished by the Division of Veterans’ Services and I look forward to building on our success in the year to come.

VIVIANA DECOHEN
Director
As we entered 2021, we hoped the pandemic would be behind us, and everything would be back to "normal." But the pandemic has not left, and we have adjusted as New York State continues its tremendous work to ensure the health and safety of all New Yorkers.

To get the word out about the need for all Veterans to get vaccinated, the Division of Veterans’ Services implemented the “I Got Mine” social media campaign. This campaign was developed to motivate Veterans to get their vaccines and drew thousands of views on our digital platforms.

The Division of Veterans’ Services continues to operate in an exemplary manner even in the face of challenge posed by COVID-19. Our mission remains being available and ready to assist all Veterans and their family members in New York State.

This year, DVS helped make important progress in the pursuit of establishing New York’s first State Veterans Cemetery. New York State selected Sampson Veterans Memorial Cemetery in Romulus, NY as the site of the state’s first Veteran’s Cemetery, and DVS remains engaged in the process of seeking federal grant funding to make this project a reality.

The work of our agency was recognized when DVS’ Learning Team was selected to receive the 2021 Team Public Service Excellence Award from the State Academy for Public Administration (SAPA). Our Learning Team not only trains DVS staff but also County Veterans Service Agencies, our partners in non-profits, fellow state agencies, and other stakeholders, thus expanding the reach of our agency to better serve the Veterans of New York.

These are just of few highlights of the great work this agency has accomplished. As you read this report, you will be able to appreciate the efforts of every member of the DVS team. This is an exciting time for our agency as we break barriers and welcome aboard Director Viviana DeCohen. We are excited to work together to create and support her vision to provide the highest quality services for New York’s Veterans and their families.
NEW YORK'S VETERANS

AGE AND GENDER

ERAS OF SERVICE
# BUDGET BREAKDOWN

<table>
<thead>
<tr>
<th>BUDGET ITEMS</th>
<th>BUDGET</th>
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<tbody>
<tr>
<td><strong>STATE OPERATIONS</strong></td>
<td></td>
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<tr>
<td>ADMINISTRATION</td>
<td></td>
</tr>
<tr>
<td>VETERANS BENEFITS ADVISING</td>
<td>$8,668,000</td>
</tr>
<tr>
<td>VETERANS EDUCATION</td>
<td></td>
</tr>
<tr>
<td><strong>AID TO LOCALITIES</strong></td>
<td></td>
</tr>
<tr>
<td>AID TO LOCALITIES (NOT INCLUDING</td>
<td></td>
</tr>
<tr>
<td>COMMUNITY PROJECTS)</td>
<td>$15,079,000</td>
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<tr>
<td>SPECIAL REVENUE</td>
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<tr>
<td><strong>RE APPROPRIATIONS</strong></td>
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<tr>
<td>STATE OPERATIONS</td>
<td>$19,647,000</td>
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<tr>
<td>AID TO LOCALITIES</td>
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<tr>
<td><strong>TOTAL BUDGET</strong></td>
<td>$43,394,000</td>
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## DVS BY THE NUMBERS IN 2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>Total Number of Veterans in New York</td>
<td>714,107</td>
</tr>
<tr>
<td>Division of Veterans’ Services (DVS) Offices</td>
<td>52</td>
</tr>
<tr>
<td>VA-Accredited DVS Employees</td>
<td>87</td>
</tr>
<tr>
<td>Counties under DVS Power of Attorney (POA)</td>
<td>35</td>
</tr>
<tr>
<td>Money in Claims Filed by DVS (monthly recurring)</td>
<td>$66.07 million</td>
</tr>
<tr>
<td>Total Number of Blind Annuitants</td>
<td>2,992</td>
</tr>
<tr>
<td>Total Amount of Blind Annuity Payments</td>
<td>$4.212 million</td>
</tr>
<tr>
<td>Total Gold Star Parents</td>
<td>212</td>
</tr>
<tr>
<td>Total Amount of Gold Star Parent Annuity Payments</td>
<td>$109,000</td>
</tr>
<tr>
<td>Residents of State Veterans Nursing Homes</td>
<td>686</td>
</tr>
<tr>
<td>Percentage of Beds Filled in State Veterans Homes</td>
<td>56.2%</td>
</tr>
<tr>
<td>Total Licenses with Veteran Notation Issued</td>
<td>17,116</td>
</tr>
<tr>
<td>Service-Disabled Veteran-Owned Businesses</td>
<td>910</td>
</tr>
<tr>
<td>State’s Veterans Temporary Hiring Portal</td>
<td>481</td>
</tr>
<tr>
<td>State’s “55-c Program” Hiring Portal</td>
<td>262</td>
</tr>
<tr>
<td>State Parks Lifetime Liberty Passes</td>
<td>1,891</td>
</tr>
<tr>
<td>Veterans Real Property Tax Exemptions</td>
<td>487,324</td>
</tr>
</tbody>
</table>
DVS PROGRAMS AT A GLANCE

These are the eight programmatic areas which DVS directly administers and oversees to New York’s Veterans, Service members and their families.

**Benefits Advising**

In 2021, DVS’ Veterans Benefits Advisors filed 6,593 claims and generated more than $66.07 million in new and recurring monthly VA benefits payments for New York State Veterans and their dependents.

**Veterans Education**

2,000 approved educational facilities in New York State, with around 25,819 Veterans presently utilizing these educational opportunities. These programs currently bring approximately $390,455,000 into New York.

**Gold Star Parent Annuity**

In 2021, a total of 212 New York Gold Star Parents received this annuity. In 2021, New York State paid a total of $109K to Gold Star Parent Annuitants.

**Blind Annuity**

As of November 2021, an average of 2,992 New York Blind Annuitants received this annuity from the State monthly. In 2021, New York State paid a total of $4.212 million to Blind Annuitants.

**Supplemental Burial Allowance**

In 2021, 0 reimbursement requests were made for the Supplemental Burial Allowance.

**Indigent Burial Allowance**

As of November 2021, the indigent burial reimbursement program provided more than $240K to defray funeral and interment costs.

**Restoration of Honor**

As of November 2021, 31 Veterans received a favorable Restoration Of Honor decision enabling them to access over 50 state veterans benefits and programs.

**FreshConnect Checks**

In the 2021 season, DVS distributed $143,140 worth of FreshConnect Checks during this year’s farmers’ market season.
BENEFITS ADVISING

The most extensive single program in the Division of Veterans’ Services (DVS) is the Veterans Benefits Advising Program. The agency’s Veterans Benefits Advisors, all of whom are Veterans accredited by the United States Department of Veterans Affairs (VA), secure and maintain a substantial portion of the federal VA benefits paid annually to Veterans and their dependents in New York State. Veterans Benefits Advisors currently staff 52 field offices located throughout every region of New York.

In 2021, DVS’ Veterans Benefits Advisors and accredited partners filed 6,593 claims and generated more than $66.07 million in new and recurring monthly VA benefits payments for New York State Veterans and their dependents. DVS continues to file primarily Fully Developed Claims, significantly reducing the VA’s processing time and the waiting period before the claimant starts receiving benefits. Additionally, DVS’s Veterans Benefits Advisors help Veterans access the VA’s network of health care, State Veterans’ Homes, and nursing homes, as well as many local public assistance programs and private venues offering initiatives to assist Veterans and their families.

VETERANS EDUCATION

The Veterans Education Program staff, stationed at office locations in Albany and New York City, investigates and approves post-secondary educational and vocational institutions after determining whether they provide a legitimate and quality education. This federally mandated approval process enables Veterans and their dependents to use VA educational benefits at academic institutions and facilities throughout New York.

There are approximately 2,000 approved educational programs in New York State, with approximately 25,819 Veterans presently utilizing these educational opportunities. These programs currently bring approximately $390,455,000 into New York State.
GOLD STAR PARENT ANNUITY

New York’s Gold Star Parents — mothers and fathers (including adoptive and stepparents) of Service Members killed in action, as defined by federal law — are eligible to receive a biannual annuity payment from the State. For 2021, the Gold Star Parent Annuity payment was $526.96 per annuitant. As of November 2021, a total of 212 New York Gold Star Parents receive this annuity from the State in biannual installments. In 2021, New York State paid a total of $109,000 to Gold Star Parent Annuitants.

All Gold Star Parents residing and domiciled in New York State are eligible for this annuity, regardless of their household income.

BLIND ANNUITY

New York State provides an annuity for legally blind wartime Veterans and unremarried surviving spouses of legally blind wartime Veterans who reside and are domiciled within New York State. Blindness need not be a service-connected disability to qualify. DVS evaluates eligibility for all Blind Annuity applicants.

As of November 2021, an average of 2,992 New York Blind Annuitants received this annuity from the State monthly. In 2021, New York State paid a total of $4.212 million to Blind Annuitants.

Each year, the Blind Annuity dollar amount is eligible to change in accordance with a cost of living increase between 1-4 percent.
SUPPLEMENTAL BURIAL ALLOWANCE

New York State’s Supplemental Burial Allowance helps defray funeral and interment costs for Service Members dying inside a combat zone or from wounds sustained in combat. This program reimburses family members for up to $6,000 in documented funeral and interment expenses not covered by federal benefits.

In 2021, no reimbursement requests were made from the Supplemental Burial Allowance.

INDIGENT BURIAL ALLOWANCE

All individuals who served in this nation’s military merit a dignified final resting place. To ensure this, NYS DVS provides reimbursement of up to $2,000 to a Congressionally chartered Veterans Service Organization or Veterans Service Agency when their county or municipal government requests them to cover the funeral and interment costs of a Veteran who passed away without sufficient funds to pay for these services.

This year, the indigent burial reimbursement program provided more than $240,000 to defray funeral and interment costs.
RESTORATION OF HONOR

In 2019, the Restoration of Honor Act was signed into law in New York State. The Restoration of Honor Act authorizes DVS to restore access to State Veterans Benefits to Veterans who have an Other-Than-Honorable Discharge (OTH) or a General Under Honorable Conditions Discharge due to any of the following:

- Post-Traumatic Stress Disorder (PTSD)
- Traumatic Brain Injury (TBI)
- Military Sexual Trauma (MST)
- Sexual Orientation
- Gender Identity

Those who receive an "honorable" discharge for the purposes of State Veterans’ Benefits through the Restoration of Honor Act can access over 50 potential benefits and programs that were previously unavailable to them. It also presents the opportunity for DVS staff to assist these Veterans with upgrading their official discharge status with the Boards of Military Records for their service branch, creating an opportunity for access to further life-changing programs and benefits.

To date, 31 Veterans have received a favorable Restoration of Honor decision from DVS. These recipients include Veterans who are survivors of military sexual trauma who were then wrongfully accused of misconduct by military leaders unwilling to discipline the perpetrators of the sexual abuse, Veterans who unjustly received less-than-honorable administrative discharges due to the military’s biased policies and conduct toward Service Members who identified as members of the LGBTQIA* community, and Veterans whose manifestations of mental health conditions caused or worsened in their service to our nation were ignored or misunderstood by their chain of command. These Veterans have now been able to receive State Veterans Benefits including property tax exemptions and eligibility for skilled nursing care at State Veterans Homes, along with the recognition that the State of New York properly recognizes the honorable nature of their military service.
RESTORATION OF HONOR

DVS continues to meet its objectives of processing Restoration of Honor applications expediently, including assisting applicants in locating their complete Official Military Personnel File, which the majority of applicants do not have in their possession at the time of submitting their application. DVS and the New York State Bar Association have also formed a fruitful partnership through which volunteer attorneys receive Continuing Legal Education credits free of charge in exchange for completing training and representing a Veteran for free in a Restoration of Honor Act case.

This year, New York State enacted new legislation that further improves the ability of Veterans to receive favorable determinations under the Restoration of Honor Act. Before this legislation, a Veteran needed to obtain medical evidence from the United States Department of Veterans Affairs to show that their mental health condition was related to military service. As many Veterans were unable to access VA medical care due to their unjustly issued less-than-honorable discharges, this situation created a Catch-22 that prevented too many Veterans from gaining access to their New York State benefits. Now, with the Restoration of Honor Act amended to allow a medical diagnosis from any provider -- VA or non-VA -- to qualify, a greater number of Veterans will meet the eligibility criteria for a favorable Restoration of Honor Act decision.

Beyond the Restoration of Honor Act itself, DVS has worked successfully with several Veterans to use the same evidence presented in their Restoration of Honor Act application to apply for and receive benefits and services that they had been previously denied from the federal government, ranging from healthcare to financial compensation. Several Veterans have referred to these positive outcomes as "life-changing." One Veteran wrote the following: "I want to thank you for believing in me and working on my behalf. Uncovering the truth so justice could be seen." Another Veteran, upon receiving their favorable decision, said: "I feel like a new person." One Restoration of Honor Act awardee was even inducted this year into the New York State Veterans Hall of Fame, providing well-deserved and long-overdue recognition for his service to our state and nation.
FRESHCONNECT CHECKS

The "FreshConnect" program began in 2014 as a collaboration between the Division of Veterans' Services and the New York State Department of Agriculture and Markets. The program gives booklets of "FreshConnect" checks to Veterans, Service Members, and members of their families worth $2 apiece ($20 total booklet value), redeemable for fresh food products at New York's farmer's markets.

2021 marked the seventh year of DVS’s partnership with the New York State Department of Agriculture and Markets to distribute FreshConnect Checks to Veterans, Service Members, and their families. Despite the new challenges brought by COVID-19, DVS distributed $83,060 (Western Region) and $60,080 (Eastern Region) worth of FreshConnect Checks during this year’s farmers’ market season.

Feedback regarding this program from recipients and participants remains overwhelmingly positive. In the past seven years, DVS has distributed more than half a million FreshConnect Checks to Veterans, Service Members, and their families.

DVS and the Department of Agriculture and Markets plan to resume this statewide partnership during the 2022 farmer’s market season.
PARTNERSHIPS WITH OTHER AGENCIES

NEW YORK’S FIRST DIGITAL VETERANS WELCOME CENTER KIOSK

On Veterans Day 2021, DVS joined with several partners in state government to dedicate New York State’s first-ever digital Veterans Welcome Center kiosk. Informational screens for the digital kiosk were provided by DVS as well as the New York State Department of Labor, New York State Division of Human Rights, New York State Office of Mental Health, New York State Office for the Aging, New York State Division of Service-Disabled Veteran-Owned Business Development, and the State University of New York. The Veterans Welcome Center kiosk provides Veterans and Military Families with quick and easy access to information about benefits, programs, services, and resources available to them.

Located at the Capital Region Welcome Center adjacent to the New York State Thruway in New Baltimore, a spot that welcomes approximately 500,000 visitors annually, this digital kiosk marks the first of several Veterans Welcome Centers that DVS plans to place in high-traffic locations throughout New York State.
GOVERNOR’S CHALLENGES TO PREVENT SUICIDE AMONG SERVICE MEMBERS, VETERANS, AND THEIR FAMILIES (SMVF)

The Governor’s Challenge, a collaboration between the Substance Abuse and Mental Health Services Administrations (SAMHSA) and United States Department of Veterans Affairs brings state and local entities together along with private and non-profit partners to work to develop and implement statewide suicide prevention best practices for SMVF, utilizing a public health approach. New York formed a delegation for this initiative in March 2020. Despite the obstacles imposed by COVID-19, this delegation continued to meet, collaborate with partners virtually, and implement positive statewide changes to address this public health crisis.

The work of the Governor’s Challenge has provided many opportunities for DVS to increase access to information and tools for assisting providers and staff with suicide prevention. Some of these initiatives include:

- Gaining a new requirement for all of New York State’s public-facing executive branch agencies to include the question of “Have you, or a member of your immediate family, ever served in the military?” as part of their intake procedures, improving the ability of these agencies to identify Service Members, Veterans, and Military Family members who utilize their agency’s services.
- Conducting full-day online training offered to public-facing executive branch agencies, which ranged from “what to ask and why” to Columbia Protocol training to two segments of Veterans’ benefits primers.
- Designing multiple online training sessions with all DVS personnel on the Columbia Protocol suicide prevention screening tool, with each one followed up with a mailing of Columbia Protocol materials to each attendee. After each session, all participants were required to complete a simple one-page template to detail their localized mental health care referral plan, including their specific points of contact. DVS has also connected county and city Veterans Service Agencies throughout New York State with the life-saving resources provided by the Columbia Protocol. Already, DVS has heard reports from Veterans Service Officers that the Columbia Protocol proved effective in helping them identify heightened suicidal ideation among Veterans and Military Family members whom they were serving, saving their lives.
GOVERNOR’S CHALLENGES TO PREVENT SUICIDE AMONG SERVICE MEMBERS, VETERANS, AND THEIR FAMILIES (SMVF)

- Launching a new website containing easily accessible federal, state, and local information, tools, and resources focusing on suicide prevention among Veterans, Service Members, and Military Families in New York State. The website focuses on providing straightforward materials concerning the three keystone areas of the Governor’s Challenge: identifying Service Members, Veterans, and Military Families and screening for suicide risk; promoting connectedness and facilitating care transitions; and improving safety planning regarding lethal means.

- Facilitating new partnerships between New York State and the ETS Sponsorship program, a new federal effort focusing on training community mentors and connecting these mentors with Service Members who are nearing their date of discharge from the military. The goal of ETS Sponsorship is for each Service Member to be connected with a community mentor on the date of their "Expiration Term of Service (ETS)" from their branch of service. This connection will provide a smoother glide path for the Service Member who transitions home to the new chapter of their life as a civilian in New York State, with their community mentor serving as the facilitator to link that new Veteran with benefits, programs, services, and resources that they have earned by virtue of their military service while providing a steady, supportive presence. Fort Drum in Watertown, New York, has become one of the nation’s leading military installations in encouraging their Soldiers to opt-in for ETS Sponsorship participation. Already, more than 150 New York State residents have completed the training to serve as community mentors.
GOVERNOR’S CHALLENGES TO PREVENT SUICIDE AMONG SERVICE MEMBERS, VETERANS, AND THEIR FAMILIES (SMVF)

- Creating the first-in-the-nation partnership between NYS Bar Association, PsychArmor, and DVS. PsychArmor designed a “Veteran-Ready Attorney” course curriculum that included two classes taught by New York State Bar Association leaders. All courses are available to NYS attorneys free of charge. Also free is the digital badging from PsychArmor that attorneys receive when they complete the course curriculum. The New York State Bar Association Executive Committee approved New York attorneys to use these digital badges as part of their official attorney advertising.

- In collaboration with the New York State Health Foundation and the Substance Abuse & Mental Health Services Administration Technical Assistance Center, DVS held an online two-day conference focusing exclusively on suicide prevention strategies and best practices for Veterans, Service Members, and Military Families. The conference brought together national leaders from both the public and private sectors in mental health, Military & Veterans’ services, law, and other disciplines vital to forming a comprehensive suicide prevention strategy. More than 150 people attended both days of this conference.
PROVIDING STATEWIDE CONTINUING EDUCATION OPPORTUNITIES

Change is the only constant within the field of Veterans’ Services. Shifts in federal and state law and policy necessitate a sustained statewide continuing education environment through which Veterans’ advocates can constantly access the latest information about statutes, regulations, court decisions, procedures, and best practices at the federal, state, and local levels. Only through an environment of continuous education and improvement can New York fully represent the diverse interests of the Veterans, Service Members, and Military Families who call the Empire State their home.

The DVS Learning Team has established and sustained such an environment throughout New York State. Since its inception in the summer of 2019, the Learning Team has cultivated unprecedented degrees of educational opportunity at all levels of government as well as within the private sector for Veterans’ advocates in our state.

One measure of this success was the widespread participation at the Annual Training hosted online by DVS in September 2021. The five days of highly interactive training averaged more than 160 participants daily. This included not only the full roster of DVS personnel but also Veterans Service Officers from 40 counties, the five boroughs of New York City, the Military Family Foundation, Black Veterans for Social Justice, VetsFirst, and the American Legion, Department of New York. This training reached a geographically wider range of Veterans Service Officers throughout New York State than any other DVS Annual Training in recent memory.

Another measure of this success is the continued high attendance at other online training programs the Learning Team delivered throughout the year. Learning Team members provided several webinars on topics ranging from how to prepare winning disability compensation claims for secondary service-connected medical conditions to how to fight unjust disability compensation rating reductions. A two-part training about how to apply the new laws established in the federal omnibus bill for Veterans and Military Families at the outset of 2021 received national attention, with some participants coming from national-level leadership in Veterans Service Organizations who sought to learn about the intricacies of this sweeping new law.

Over the course of this year, these training averaged an attendance of 120 participants per program. All of these programs were made available free of charge not only to DVS employees but also to our colleagues at all of the county and municipal Veterans Service Agencies across New York State.
Providing statewide continuing education opportunities

The third measure of success is the unprecedented number of County Veterans Service Agencies that have received accreditation to represent Veterans, Service Members, and Military Families under DVS’s Power of Attorney. In September 2019, when the Learning Team formed, only 4 County Veterans Service Agencies in New York State were accredited by DVS. Today, a total of 35 County Veterans Service Agencies hold accreditation with DVS: Broome County, Cattaraugus County, Cayuga County, Chautauqua County, Chemung County, Chenango County, Columbia County, Cortland County, Delaware County, Dutchess County, Erie County, Franklin County, Fulton County, Genesee County, Jefferson County, Livingston County, Monroe County, Niagara County, Onondaga County, Otsego County, Orleans County, Oswego County, Otsego County, Putnam County, Rockland County, Schenectady County, Schuyler County, Saratoga County, Seneca County, Suffolk County, Tompkins County, Ulster County, Wayne County, Wyoming County, and Yates County. Additionally, DVS has provided training to, and accreditation of, the New York City Department of Veterans’ Services, Black Veterans for Social Justice, VetsFirst, and the Military Family Foundation.

Accreditation through DVS is available to any interested county and municipal Veterans Service Agencies in New York State. Neither the local governments nor the Veterans Service Officers themselves pay any costs to take part in the accreditation training that DVS provides. There are no restrictions that prevent Veterans Service Officers from being simultaneously accredited by DVS as well as other Congressionally recognized Veterans Service Organizations.

Accreditation with DVS provides the accredited party with a wide range of special opportunities in the realm of training, tools, and technologies, including access to VetOps, DVS’s secure web-enabled case management system, through which a Veterans Service Officer can electronically prepare, sign, and file a claim or appeal with the VA on behalf of a client without ever printing a sheet of paper. For agencies and organizations that were abruptly forced into remote work environments due to the COVID-19 pandemic, access to this web-enabled case management system played a crucial role in shifting to virtual methods of representing claimants and appellants. Additionally, all agencies and organizations accredited by DVS gain access to the Defense Personnel Information Retrieval System via DVS’s agreement with the federal Defense Manpower Data Center, providing a way for users to easily obtain discharge paperwork and other military personnel documents for their clients.
HONORING VIETNAM WAR VETERANS WITH CELEBRATION & POSITIVE CHANGE

For DVS, every day is a day to honor the service and sacrifice of Veterans of the Vietnam War, a degree of celebration and commemoration that society denied to these Veterans for far too long. On March 29, the day recognized nationwide as Vietnam War Veterans Day, DVS -- and all of New York State government -- engaged in three particularly meaningful celebrations of these courageous individuals.

First, New York State enacted new, long-desired legislation expanding access to Veterans Treatment Courts across New York State, allowing qualifying justice-involved Veterans in counties that lack a Veterans Treatment Court to have their cases transferred into an existing Veterans Treatment Court in a neighboring county. This legislation, for which DVS advocated and took part in developing, will ensure eligible justice-involved Veterans in New York State will now have universal access to the life-changing and life-saving services Veterans Treatment Courts provide. As the first peer mentors in the first Veterans Treatment Courts were all Vietnam War Veterans, the enactment of this legislation on Vietnam War Veterans Day carried particularly strong resonance.

On the afternoon of Vietnam War Veterans Day, DVS hosted an online ceremony honoring the service and sacrifice of New York's Native American Veterans who served during the Vietnam War Era. Vietnam War Veterans from the Mohawk Nation in the North Country, the Oneida Nation in Central New York, the Seneca Nation in Western New York, and the Shinnecock Nation on Long Island took part in this ceremony, along with leaders from the Smithsonian Institution’s National Museum of the American Indian, celebrating the vast tradition of service in the United States military among these sovereign tribal nations. Native Americans serve in the United States Armed Forces at five times the national average. Approximately 82,000 Native Americans, or one in every four who were eligible, served on active duty during the Vietnam War Era, with 42,000 Native Americans serving in combat.
HONORING VIETNAM WAR VETERANS WITH CELEBRATION & POSITIVE CHANGE

As night fell on Vietnam Veterans Day, the lights came up on many of New York State’s iconic landmarks, bathing them in the colors of the Vietnam Service Medal. This red, green, and gold medal was earned by members of the United States Armed Forces who served on the ground in Vietnam, Thailand, Laos, Cambodia, or in the contiguous waters or airspace of these areas, during the Vietnam War. Landmarks lit in commemoration of Vietnam Veterans Day included One World Trade Center, the Albany International Airport Gateway, the Kosciuszko Bridge, the Governor Mario M. Cuomo Bridge, the H. Carl McCall SUNY Building, the Alfred E. Smith State Office Building, the State Education Building, the New York State Fairgrounds, Grand Central Terminal, and Niagara Falls, demonstrating New York’s commitment to serving all Veterans of the Vietnam War Era — not just on a special day of commemoration, but every day.

An estimated 226,045 Vietnam War Era Veterans live in New York State today, comprising the largest population group of Veterans from any era of military service to call the Empire State their home. Of the names listed on the Vietnam Memorial Wall in Washington, D.C., 4,119 are those of New Yorkers who made the ultimate sacrifice in defense of this nation and the values for which it stands. DVS is always proud to honor the valor of these Veterans who served our nation amid extremely challenging conditions at home and abroad, ensuring that the courageous character of their service will be remembered always.
COMBATING FOOD INSECURITY AMONG NEW YORK’S VETERANS, SERVICE MEMBERS & MILITARY FAMILIES

To support Veterans and their families who experienced food insecurity during the still-ongoing COVID-19 crisis, DVS worked in collaboration with multiple public and private sector partners to facilitate an unprecedented endeavor to distribute healthy and nourishing meals to Veterans and their families. This initiative was made possible by New York State’s COVID-19 Philanthropic Fund, with subsequent funding support coming from the New York State Health Foundation and the Bob Woodruff Foundation.

Since June 2020, approximately 800,000 nourishing meals have been distributed to Veterans, Service Members, and Military Families confronting food insecurity in Western New York, the North Country, and the five boroughs of New York City. Healthy meals have been provided by the HelloFresh corporation, the United States Department of Agriculture’s Farmers-To-Families Food Boxes program, and the state’s Nourish New York program. Western New York Heroes in Williamsville, St. Joseph’s Parish in Treadwell Mills in the North Country, and The Campaign Against Hunger in Brooklyn have served as host sites for this program. Volunteers who sort, pack, and deliver these meals to their recipients have come from all of these organizations, as well as from the New York City Department of Veterans’ Services, Black Veterans for Social Justice, the National Association of Black Military Women, the New York State Health Foundation, the Joint Council for Economic Opportunity of Clinton and Franklin Counties, the Clinton County Veterans Service Agency, Veterans One-Stop of Western New York, FeedMore Western New York, the Buffalo Police Department, the Niagara County Sheriff’s Office, and more. We are eternally grateful to these countless volunteers who have provided their time and talents every week throughout so many months. Without them, this initiative would not be possible.
STATEWIDE INITIATIVES AND PROGRAMS

NEW YORK STATE VETERANS CEMETERY

In 2021, a state-appointed committee selected Sampson Veterans Memorial Cemetery in Seneca County as the location of New York’s first State Veterans Cemetery. DVS then submitted an application to the National Cemetery Administration (NCA) for federal funding to establish the State cemetery. The NCA grant funding priority list was published on October 1, 2021. After cutting other funding requests, the NCA could only fund the first 12 items. New York was 14th on the list and was not offered a grant funding opportunity at this time. However, DVS is hopeful the State will be in position to receive a grant funding opportunity next year. The State remains committed to the creation of New York’s first State Veterans Cemetery.
NEW YORK STATE VETERANS HUMAN RIGHTS CONFERENCES

DVS is, and will always remain, committed to viewing Veterans’ services through a human rights lens. Throughout 2021, DVS partnered with several agencies and organizations to present widely attended programs focusing on the human rights issues, needs, and initiatives of Veterans, Service Members, and Military Families. These programs included:


- “Services For Women Veterans & Service Members,” an online program presented by DVS, the New York City Department of Veterans’ Services, the New York Legal Assistance Group, and the New York City Commission on Human Rights, focused on federal and state benefits, programs, services, and resources for Women Veterans and members of their families.

- “Services For Older New Yorkers Who Served,” an online presentation by DVS to all of the leaders of New York State’s Area Agencies on Aging. The program focused on connecting Veterans and Military Families with disability compensation, non-service-connected pension, VA healthcare, federal benefits for surviving spouses and children of Veterans, and navigating the VA’s Comprehensive Assistance for Family Caregivers Program, as well as a segment focusing on military cultural competency.

- “Restoration Of Honor Act Conference,” a nationally broadcast Continuing Legal Education program presented by DVS, SAGEVets, and the New York State Bar Association. This was the nation’s first-ever conference bringing together leaders from each of the five states that have enacted Restoration of Honor legislation. The program featured Restoration of Honor Act presentations from leaders in New York, Connecticut, Rhode Island, Colorado, and Illinois. Members of the online audience came from all five participating states, as well as Maine, Ohio, Florida, Washington, and Maryland.
APPELLATE ADVOCACY FOR
VETERANS IN NEW YORK STATE

Throughout 2021, the Division’s Appellate Unit provided direct advocacy for New York’s Veterans and Military Families whose cases were heard before the United States Board of Veterans’ Appeals, the highest level of administrative appeal within the United States Department of Veterans Affairs. For each appeal, the members of the unit developed a thoroughly researched and well-crafted brief, with accompanying exhibits, to present before the Veterans Law Judge assigned to the case. This level of specialized appellate attention permits the Division to bring forward high-quality appeals that maximize the chances of success in each case. Appellants represented at the Board by the Division in 2021 received a total of $2,711,405 in retroactive payments for benefits that the United States Department of Veterans Affairs should have awarded to them long ago. The work of the Appellate Unit in researching and briefing these cases, together with the work of the Veterans Benefits Advisors who addressed the Veterans Law Judges on the appellant's behalf in these hearings, led to these Veterans and Military Family members, at last, receiving these benefits that the federal government had previously wrongfully denied.

Additionally, the Division renewed for two years its partnership with the National Veterans’ Legal Services Program (NVLSP), based on the success of the inaugural year of this partnership last year. NVLSP’s attorneys review the Board of Veterans’ Appeals’ decisions in cases handled by the Division, screening these decisions for errors of law made by the Veterans Law Judge. If NVLSP determines that the Veterans Law Judge committed one or more errors of law, NVLSP's attorneys will bring the case to the United States Court of Appeals for Veterans Claims – and, if necessary, to higher levels of appellate review such as the United States Court of Appeals for the Federal Circuit.

Through these programs, the Division provides strong, high-quality advocacy for New York’s Veterans and Military Families who wrongfully were denied access to the federal benefits and services that they earned through their military service. By providing these services at no cost to the appellant, unlike private sector entities that are permitted to receive a portion of the beneficiary’s retroactive payment in a successful case, the Division ensures that Veterans and Military Families receive a fair and equitable outcome without losing any of the benefits that are rightfully theirs.
NEW YORK STATE DISCHARGE UPGRADE ADVISORY BOARD

In 2021, the New York State Discharge Upgrade Advisory Board did not receive any applications for review. This surprising lack of applications after a steady stream of applications since the Advisory Board’s inception may be due to the implementation of the Restoration of Honor Act, as Veterans might be choosing to seek a Restoration of Honor Act decision from New York State rather than an advisory opinion on their discharge upgrade appeal. With this in mind, the Division will work in 2022 to put out messaging ensuring that Veterans and their families understand that this is not an "either/or" proposition and that they can submit both a Restoration of Honor Act application and a request for an opinion from the Advisory Board.
In 2021, the Division continued to make outreach to their local Veteran communities a priority by participating in more than 368 in-person and virtual events. DVS brochures and materials were displayed at numerous additional events. This year, Western Region personnel conducted outreaches at the New York State Fair in Syracuse and joined Eastern Region personnel at the annual Americade Motorcycle Rally held in Lake George. DVS staff distributed hundreds of FreshConnect checks and assisted Veterans and their families with information on how to access their Veteran benefits.

Also in the Western Region, food distribution continues to take place at the WNY Heroes location in Williamsville. Weekly, up to 1,800 food-insecure Western New York Veterans receive dairy products, baked goods, Pepsi products, pies, potato chip products, and 2,000 personal packages of ready-to-go salads. Several DVS staff have volunteered to assist in this initiative.

In Niagara County, the Federal Veterans Administration discontinued holding “Veteran Stand Downs” in 2018. Our Niagara Falls Veterans Benefits Advisor took it upon himself to organize and coordinate two “Stand Downs” resulting in numerous Veterans and their families being linked to various local, state, and federal benefits.
OUTREACH EVENTS AND ACTIVITIES

DVS staff attended the VETCON (Veterans in Economic Transition) annual conference in Albany. DVS engaged with over 300 Veterans attending the conference for networking with State agencies, industry leaders, and other Veteran-owned business entrepreneurs over two days.

DVS established a deeper connection with U.S. Army Fort Hamilton in Brooklyn. After attending Fort Hamilton’s 9/11 memorial ceremony, DVS staff connected with garrison leadership and established a new outreach presence on the base. Beginning in December, a DVS Veterans Benefits Advisor will make monthly visits to educate transitioning Service Members, Veterans working at Fort Hamilton, and family members about their various local, state, and federal benefits.

DVS staff from as far away as Saratoga Springs gathered in New York City for the resumption of the Veterans Day Parade after it was curtailed in 2020 due to COVID-19. DVS staff proudly walked up 5th Avenue in the country’s largest Veterans Day Parade after attending the Mayor’s Breakfast, a stakeholder engagement opportunity with over 200 attendees.
NEW YORK STATE LEGISLATION DIRECTLY AFFECTING VETERANS

ESTABLISHING NEW YORK STATE’S FIRST VETERANS’ CEMETERY
(S866/A1920)

On February 16, 2021, legislation was signed changing the timeline and calculation of certifying funds available for the operation and maintenance of New York State's first state-run Veterans' cemetery. This legislation also created a selection committee to determine the cemetery location and provided the criteria for the selection committee's determination. The cemetery became one step closer to reality on May 31, 2021, with the announcement that the selection committee had decided on the Sampson Veterans Memorial Cemetery in Romulus as the first New York State-owned Veterans' cemetery.
NEW YORK STATE LEGISLATION DIRECTLY AFFECTING VETERANS

EXPANDING VETERAN TREATMENT COURTS (S01957A/A5719A)
On March 29, 2021, legislation was signed authorizing the chief administrator of the courts to establish Veteran treatment courts and to amend the criminal procedure law concerning the removal of certain criminal actions to Veteran treatment courts. This legislation makes Veteran treatment courts available to all Veterans, as it authorizes the transfer of cases pending in criminal courts in counties without Veteran treatment courts, to Veteran treatment courts in adjoining counties.

EXPANDING THE RESTORATION OF HONOR ACT (S00448/A2014)
On May 31, 2021, legislation was signed expanding the definition of a “qualifying condition” for consideration under the Restoration of Honor Act to include a diagnosis of post-traumatic stress disorder (PTSD) or traumatic brain injury (TBI) made by, or an experience of military sexual trauma (MST) disclosed to, an individual licensed to provide health care services within New York State. This change expands the definition of those who can certify a “qualifying condition” to healthcare providers outside of the Veterans Health Administration to provide Veterans an alternative way to qualify for New York State Veterans benefits.
DVS TO PROVIDE WEBSITE PORTALS ON TBI AND PTSD (S04971/A2203)

On October 8, 2021, legislation was signed directing the Division of Veterans’ Services to provide informational portals on its website regarding traumatic brain injury (TBI) and post-traumatic stress disorder (PTSD). These additional portals on TBI and PTSD will help Veterans access information on their unique medical conditions and any programs or treatment options that may be available to them.

CORONERS AND MEDICAL EXAMINERS TO REPORT VETERANS’ SUICIDES (S2036/A3237A)

On December 10, 2021, legislation was signed directing DVS to design a form for coroners, coroner’s physicians, and medical examiners to use for reporting deaths of Veterans they suspect were caused by suicide. This reporting requirement will improve New York State’s data-gathering efforts regarding Veteran suicide rates. Having more reliable data on Veteran suicide rates will enable New York State to respond with appropriate and effective suicide prevention measures.
NEW YORK STATE LEGISLATION DIRECTLY AFFECTING VETERANS

DEFINING VETERANS WHO SERVED IN THE VIETNAM WAR ERA (S7124A/A7388B)

On November 11, 2021, legislation was signed bringing New York State law into compliance with federal law by changing the beginning date of the Vietnam War from February 28, 1961, to November 1, 1955. This change acknowledges the significant American military presence in the Republic of Vietnam before February 28, 1961 and recognizes any active duty service in the Republic of Vietnam that occurred between November 1, 1955, and May 7, 1975, as wartime-era service. This change in the State law ensures that New York’s Vietnam Veterans will receive the benefits they deserve for serving in a time of war.

NURSING HOMES, RESIDENTIAL HEALTH CARE FACILITIES, ASSISTED LIVING RESIDENCES, AND HOMELESS SHELTERS TO ASK ABOUT MILITARY SERVICE (S2977A/A6100A)

On November 11, 2021, legislation was signed requiring all intake forms for admission or residency to any nursing home, residential health care facility, assisted living residence, or homeless shelter to ask the following question: "Have you ever served in the United States Military?" These facilities must refer individuals who identify as Veterans to the Division of Veterans' Services. These referrals enable New York State to help Veterans access the benefits they have earned through their service.
DMV TO PROVIDE VETERANS WITH BENEFITS INFORMATION
(S6452/A3920)

On November 11, 2021, legislation was signed directing the DMV Commissioner to consult with the DVS Director to establish an opt-in referral process for DMV to refer applicants for driver’s licenses and non-driver identification cards who request and obtain Veteran notation to DVS. This referral system ensures that Veterans who seek the Veteran notation on driver’s licenses and non-driver identification cards and opt-in will receive information about benefits they may be entitled to under federal and state law.

EXPANDING ELIGIBILITY FOR ADDITIONAL CIVIL SERVICE CREDITS
(S763/A5447)

On November 11, 2021, legislation was signed expanding eligibility for additional civil service credits for appointments and promotions to all men and women who served in the Military, regardless of when they served. Providing civil service credits to all Veterans increases the employment opportunities for Veterans of all eras and increases the potential employment pool for all State agencies.
NEW YORK STATE LEGISLATION DIRECTLY AFFECTING VETERANS

ESTABLISHING WOMEN VETERANS ADVISORY COMMITTEE (S701A/A1140A)

On November 11, 2021, legislation was signed creating the Women Veterans Advisory Committee which will support and assist the Division of Veterans’ Services in locating, educating, and advocating for all women Veterans in New York State. The Committee is charged with advocating on behalf of women Veterans to ensure New York State programs and policies are accessible to, and consider the unique experiences of, women Veterans.

ESTABLISHING TASK FORCE ON VETERAN EMPLOYMENT OPPORTUNITIES (S3638/A7472)

On November 11, 2021, legislation was signed creating the Task Force on Veteran Employment Opportunities which is charged with holding annual public hearings and making recommendations to the Legislature regarding ways that New York State can assist Veterans in finding and maintaining meaningful employment opportunities. The Task Force will comprise stakeholders within the New York State government, the private sector, and institutions of higher education.
EXPANDING ELIGIBILITY FOR MERIT SCHOLARSHIPS (S5543A/A7685)

On November 11, 2021, legislation was signed expanding eligibility for the Military Enhanced Recognition, Incentive, and Tribute (MERIT) scholarship to all children, spouses, and financial dependents of fallen and disabled Service Members, by removing the requirement that military service must have occurred on or after August 2, 1990. Removing this cut-off date ensures that no deserving child, spouse, or financial dependent is left out of this scholarship program.
HOMELESS VETERANS ASSISTANCE AND THE VETERANS' REMEMBRANCE AND CEMETERY MAINTENANCE AND OPERATION FUNDS REPORT

HOMELESS VETERANS ASSISTANCE FUND

This is the report for the calendar year 2021, required by New York State Consolidated Laws State Finance, Article 6, § 99-V regarding the utilization of funds for the Homeless Veterans Assistance Fund.

The total dollars in the Homeless Veterans Assistance Fund as of October 2021 is $1,134,146. No funds were disbursed in the calendar year 2021.

The Division of Veterans’ Services understands that funds are not currently sufficient to meet the programmatic needs outlined by the laws governing these funds. As such, no process for the awarding of funds has been designated.

VETERANS’ REMEMBRANCE AND CEMETERY MAINTENANCE AND OPERATION FUND

This is the report for the calendar year 2021, required by New York State Consolidated Laws State Finance, Article 6, § 97-uuuu regarding the utilization of funds for the Veterans’ Remembrance and Cemetery Maintenance and Operation Fund.

The total dollars in the Veterans Remembrance and Cemetery Maintenance Fund as of October 2021 is $537,956. No funds were disbursed in the calendar year 2021.
SUPPLEMENTAL BURIAL ALLOWANCE REPORT

This report is submitted per the requirements contained in Section 354-b(4)(i) of New York State’s Executive Law.

During the calendar year 2021, there were no payments of the $6,000 Supplemental Burial Allowance paid out by DVS, as DVS did not receive any applications from individuals eligible for Supplemental Burial Allowance. There were no new rules or regulations promulgated in the calendar year 2021 related to the supplemental burial allowance.

GOLD STAR PARENT ANNUITY PROGRAM REPORT

This report is submitted per the requirements contained in Section 367(4) of New York State’s Executive Law.

New York State’s Gold Star Parent Annuity continues to recognize the ultimate sacrifice paid by New Yorkers during military service. While no amount of money can ever replace the loss of a child in combat, New York provides this annuity in honor of the deceased Service Member and their family and recognition of their tremendous sacrifice.

As of November 2021, New York State paid a total of $109,000 in 212 Gold Star Parent Annuitant payments.
DVS is committed to honoring the service and sacrifice of all those who have served in the United States Armed Forces and New York State Militia, and is likewise committed to diversity, equity, and inclusion in all agency programs and outreach to ensure no Veteran is left behind in New York State. New York State’s Veterans population is broadly diverse: of the state’s approximately 714,000 Veterans, 28.5% are racial and ethnic minorities, and 8.8% are women.

Throughout 2021, DVS worked to renew and expand outreach and services to ensure all Veterans and family members are served equitably, regardless of age, race, creed, color, national origin, sexual orientation, gender identity or expression, sex, marital status, disability, branch or era of service, or discharge status. The role of the Deputy Director for Diversity, Equity & Inclusion (DEI) encompasses the duties and responsibilities of the Women Veterans Program Coordinator (WVPC) in addition to implementing DEI outreach and initiatives.

The following items from the Deputy Director of Diversity, Equity, and Inclusion have been or are currently occurring within DVS:

- Integrating DEI concepts and population-specific information into agency training, communications, and activities to improve the cultural competence, awareness, and readiness of DVS staff and other government employees to serve Veterans who have been historically marginalized and underserved.
- Entering a new and improved phase of partnership with Department of Corrections and Community Supervision (DOCCS). For the first time ever, DOCCS developed a protocol by which a Veterans Benefits Advisor from the Division could meet remotely with a Veteran or a Military Family member who is incarcerated in a state correctional facility. This proved extremely valuable amid the social distancing requirements necessitated by COVID-19, allowing Division personnel to meet with and advocate for these Veterans without having to physically enter the correctional facility. Given the success of this approach, the Division hopes to continue with a hybrid approach of virtual visits and in-person visits to advocate for these Veterans and Military Family members even after the pandemic wanes.
WOMEN VETERANS AND DIVERSITY, EQUITY & INCLUSION REPORT

- Engaging in partnership with SAGEVets to provide a fitting home for the archives of Don MacIver, a combat Veteran who, as a Special Forces Medical Specialist, saved the lives of multiple comrades amid the fighting of the Vietnam War. Mr. MacIver later became one of New York’s earliest champions for Veterans who identify as LGBTQIA+. Mr. MacIver’s archives tell that story of that struggle for equality and recognition and deserve to be properly conserved and displayed so other New Yorkers gain greater awareness of that history. The Division and SAGEVets are pleased that the New York State Military Museum has agreed to accept Mr. MacIver’s archives for their permanent collection, a fitting tribute to this courageous New Yorker.

- Appointment to the Governor’s Veterans Service Commission (VSC), which advises DVS, of Cheryl Dupris, a member of the Sioux Nation who now resides in New York City and is a leading advocate for improving the cultural competency of medical care provided to her fellow Native American Veterans. To the best of DVS’ knowledge, based on all the historical records in the Division’s possession, Ms. Dupris is the first Native American Veteran ever to receive an appointment to the VSC.

- Increasing participation in state and national DEI initiatives including social media campaigns for participation in the 2021 LGBTQ+ Community Survey for New York State, and SAGEVets/New York State Division of Veterans’ Service, Restoration of Honor (ROH) Virtual Conference with leaders from all five states that have enacted Restoration of Honor laws.

- Advocating for women, minority, and under-served Veterans to fully access VA and New York State services and benefits for which they are eligible by communicating directly with government officials about barriers to access and areas needing improvement.

DVS’s work to reach, serve, and advocate for women Veterans has included:

- Advocacy and partnership with the VA Center for Women Veterans in discussions about access to services, addressing and preventing gender-based harassment at VA facilities, and other concerns.
WOMEN VETERANS AND DIVERSITY, EQUITY & INCLUSION REPORT

• Organizing and moderating a nationally distributed online program about the creation and implementation of the Deborah Sampson Act. Viewers from 27 states and territories took part in this special presentation. Joining Kristen Rouse, Deputy Director of Diversity, Equity and Inclusion, in presenting this program were Laura McKee, Senior Advisor to the National Association of State Women Veterans Coordinators; Andrea Goldstein, Senior Policy Advisor for the Women Veterans Task Force of the United States House of Representatives; Allison Jaslow, political strategist and former Executive Director of Iraq and Afghanistan Veterans of America; Jeremy Butler, Chief Executive Officer, Iraq and Afghanistan Veterans of America; Meghan Brooks, Justice Catalyst Fellow of the New York Legal Assistance Group; and Melissa Bryant, Deputy Assistant Secretary of the Office of Public Affairs of the U.S. Department of Veterans Affairs.

• Collaborating once again with Western New York Heroes in their third annual Women Veterans Retreat, serving as the opening night presenters and providing the attendees with information and resources relating to the benefits and services earned by virtue of their service. In conjunction with the Feerick Center for Social Justice and the New York City Commission on Human Rights, the Division provided a detailed online presentation about benefits and services available for Women in New York State.

• Working with Veterans Benefits Advisors on finding and participating in outreach for women Veterans, which resulted in 116 outreaches by DVS staff specifically addressing the needs or concerns of women Veterans.

• Training for staff and statewide government partners to improve cultural competency and more effectively reach and serve women Veterans statewide including at DVS’ annual training where bystander training was conducted and reviewed for all DVS staff and dozens of county partners.
ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

ALBANY COUNTY VETERANS SERVICE AGENCY
162 WASHINGTON AVE, 7TH FLOOR
ALBANY, NY 12210
PHONE: (518) 447-7710

ALLEGANY COUNTY VETERANS SERVICE AGENCY
6085 STATE ROUTE 19N
BELMONT, NY 14813
PHONE: (585) 268-9387

CATTARAUGUS COUNTY VETERANS SERVICE AGENCY
COUNTY OFFICE BUILDING
1 LEO MOSS DRIVE, SUITE 6510
OLEAN, NY 14760
PHONE: (716) 701-3298

CAYUGA COUNTY VETERANS SERVICE AGENCY
COUNTY OFFICE BUILDING
95 GENESEE STREET, 3RD FLOOR
AUBURN, NY 13021
PHONE: (315) 253-1281

CHAUTAUQUA COUNTY VETERANS SERVICE AGENCY
567 FAIRMOUNT AVE.
WARWICK PLAZA,
JAMESTOWN, NY 14701
PHONE: (716) 661-8255

COLUMBIA COUNTY VETERANS SERVICE AGENCY
389 FAIRVIEW AVENUE, SUITE 8
HUDSON, NY 12534
PHONE: (518) 828-3610
ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

CORTLAND COUNTY VETERANS SERVICE AGENCY
60 CENTRAL AVENUE BOX 5590
CORTLAND, NY 13045
PHONE: (607) 753-5014/5015

DELAWARE COUNTY VETERANS SERVICE AGENCY
97 MAIN STREET, SUITE #4
DELHI, NY 13753
PHONE: (607) 832-5345

DUTCHESS COUNTY VETERANS SERVICE AGENCY
85 CIVIC CENTER PLAZA SUITE 105
POUGHKEEPSIE, NY 12601
PHONE: (845) 486-2060

ERIE COUNTY VETERANS SERVICE AGENCY
RATH OFFICE BUILDING
95 FRANKLIN STREET SUITE 800
BUFFALO, NY 14202-3919
PHONE: (716) 858-6363/4834

FRANKLIN COUNTY VETERANS SERVICE AGENCY
355 WEST MAIN STREET, SUITE 200
MALONE, NY 12953-1826
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FULTON COUNTY VETERANS SERVICE AGENCY
19 NORTH WILLIAM STREET
JOHNSTOWN, NY 12095
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

GENESEE COUNTY VETERANS SERVICE AGENCY
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HAMILTON COUNTY VETERANS SERVICE AGENCY
19 NORTH WILLIAM STREET
JOHNSTOWN, NY 12095
PHONE: (518) 548-6651

JEFFERSON COUNTY VETERANS SERVICE AGENCY
175 ARSENAL STREET 2ND FLOOR
WATERTOWN, NY 13601
PHONE: (315) 785-3086

LEWIS COUNTY VETERANS SERVICE AGENCY
COURT HOUSE
7660 NORTH STATE STREET
1ST FLOOR, ROOM 120
LOWVILLE, NY 13367
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LIVINGSTON COUNTY VETERANS SERVICE AGENCY
7 MURRAY HILL DRIVE
MT. MORRIS, NY 14510
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MADISON COUNTY VETERANS SERVICE AGENCY
COUNTY OFFICE BUILDING #4
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WAMPSVILLE, NY 13163
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

MONROE COUNTY VETERANS SERVICE AGENCY
125 WESTFALL ROAD
ROCHESTER, NY 14620
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MONTGOMERY COUNTY VETERANS SERVICE AGENCY
MONTGOMERY COUNTY OFFICE BUILDING
PO BOX 1500 - 64 BROADWAY
FONDA, NY 12068-9802
PHONE: (518) 853-8152

MOUNT VERNON VETERANS SERVICE AGENCY
CITY HALL, ROOM 4
1 ROOSEVELT SQUARE
MT. VERNON, NY 10550
PHONE: (914) 665-2319

NASSAU COUNTY VETERANS SERVICE AGENCY
2201 HEMPSTEAD TURNPIKE BUILDING Q
EAST MEADOW, NY 11554
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HEMPSTEAD VETERAN SERVICES
1 WASHINGTON STREET
HEMPSTEAD, NY 11550
PHONE: (516) 812-3506

GLEN COVE OFFICE OF VETERANS’ SERVICES
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9 GLEN ST, 2ND FLOOR
GLEN COVE, NY 11542
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

NYC DEPARTMENT OF VETERANS’ SERVICES
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NIAGARA COUNTY VETERANS SERVICE AGENCY
111 MAIN STREET SUITE 200
LOCKPORT, NY 14094-3718
PHONE: (716) 438-4090

ONEIDA COUNTY VETERANS SERVICE AGENCY
125 BROOKLEY ROAD
ROME, NY 13441
PHONE: (315) 336-4270

ONONDAGA COUNTY VETERANS SERVICE AGENCY
421 MONTGOMERY STREET 10TH FLOOR
SYRACUSE, NY 13202
PHONE: (315) 435-3219

ONTARIO COUNTY VETERANS SERVICE AGENCY
3010 COUNTY COMPLEX DRIVE
CANANDAIGUA, NY 14424-9505
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ORANGE COUNTY VETERANS SERVICE AGENCY
111 CRAIGVILLE ROAD
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

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ALBION, NY 14411-9303
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OSWEGO COUNTY VETERANS SERVICE AGENCY
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FULTON, NY 13069
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OTSEGO COUNTY VETERANS SERVICE AGENCY
140 COUNTY HIGHWAY 33W
COOPERSTOWN, NY 13326
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PUTNAM COUNTY VETERANS SERVICE AGENCY
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CARMEL, NY 10512
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ROCKLAND COUNTY VETERANS SERVICE AGENCY
20 SQUADRON BOULEVARD SUITE 480
NEW CITY, NY 10956
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ST. LAWRENCE COUNTY VETERANS SERVICE AGENCY
80 STATE HIGHWAY 310 SUITE 5
CANTON, NY 13617-1495
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

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SCHOHARIE COUNTY VETERANS SERVICE AGENCY
COUNTY OFFICE BUILDING
284 MAIN STREET 3RD FLOOR
SCHOHARIE, NY 12157
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SCHUYLER COUNTY VETERANS SERVICE AGENCY
HUMAN SERVICES COMPLEX
323 OWEGO STREET UNIT #2
MONTOUR FALLS, NY 14865
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SENeca COUNTY VETERANS SERVICE AGENCY
1 DIPRONIO DRIVE
WATERLOO, NY 13165
PHONE: (315) 539-1798

STEUBEN COUNTY VETERANS SERVICE AGENCY
7001 COUNTY ROUTE 113
BATH, NY 14810-1510
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SUFFOLK COUNTY VETERANS SERVICE AGENCY
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ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

SULLIVAN COUNTY VETERANS SERVICE AGENCY
COUNTY GOVERNMENT CENTER
100 NORTH STREET P.O. BOX 5012
MONTICELLO, NY 12701
PHONE: (845) 807-0233

TIOGA COUNTY VETERANS SERVICE AGENCY
1062 ROUTE 38, ROOM 1145 P.O. BOX 84
OWEGO, NY 13827
PHONE: (607) 687-8228

ULSTER COUNTY (NY) VETERAN SERVICES AGENCY
5 DEVELOPMENT COURT
KINGSTON, NY 12401
PHONE: (845) 340-3190

WARREN COUNTY VETERANS SERVICE AGENCY
1340 STATE ROUTE 9
LAKE GEORGE, NY 12845
PHONE: (518) 761-6342

WASHINGTON COUNTY VETERANS SERVICE AGENCY
MUNICIPAL CENTER
383 BROADWAY
FT. EDWARD, NY 12828
PHONE: (518) 746-2470

WAYNE COUNTY VETERANS SERVICE AGENCY
7376 ROUTE 31, SUITE 1300
LYONS, NY 14489
PHONE: (315) 946-5993
ADDENDUM A - COUNTY VETERANS SERVICE AGENCIES

WESTCHESTER COUNTY VETERANS SERVICE AGENCY
10 COUNTY CENTER ROAD, 2ND FLOOR, SUITE 204
WHITE PLAINS, NY 10607
PHONE: (914) 813-5145/5146

WYOMING COUNTY VETERANS SERVICE AGENCY
5362 MUNGERS MILL ROAD BUILDING A
SILVER SPRINGS, NY 14550
PHONE: (585) 786-8860

YATES COUNTY VETERANS SERVICE AGENCY
417 LIBERTY STREET SUITE 2120
PENN YAN, NY 14527
PHONE: (315) 536-5196

YONKERS VETERANS SERVICE AGENCY
120 NEW MAIN STREET
YONKERS, NY 10701
PHONE: (914) 377-6700
| ALBANY, NY 1,607 | NIAGARA, NY 1,343 |
| ALLEGANY, NY 226 | ONEIDA, NY 1,323 |
| BRONX, NY 3,321 | ONONDAGA, NY 2,564 |
| BROOME, NY 924 | ONTARIO, NY 548 |
| CATTARAUGUS, NY 464 | ORANGE, NY 2,070 |
| CAYUGA, NY 316 | ORLEANS, NY 207 |
| CHAUTAUQUA, NY 610 | OSWEGO, NY 904 |
| CHEMUNG, NY 434 | OTSEGO, NY 281 |
| CHENANGO, NY 278 | PUTNAM, NY 367 |
| CLINTON, NY 742 | QUEENS, NY 3,766 |
| COLUMBIA, NY 323 | RENSSELAER, NY 757 |
| CORTLAND, NY 233 | RICHMOND, NY 903 |
| DELAWARE, NY 144 | ROCKLAND, NY 608 |
| DUTCHESS, NY 1,152 | SAINT LAWRENCE, NY 556 |
| ERIE, NY 4,327 | SARATOGA, NY 1,284 |
| ESSEX, NY 187 | SCHENECTADY, NY 781 |
| FRANKLIN, NY 359 | Schoharie, NY 184 |
| FULTON, NY 289 | Schuyler, NY 104 |
| GENESEE, NY 235 | Seneca, NY 204 |
| GREENE, NY 273 | Steuben, NY 722 |
| HAMILTON, NY 31 | Suffolk, NY 3,949 |
| HERKIMER, NY 373 | Sullivan, NY 316 |
| JEFFERSON, NY 2,186 | Tioga, NY 295 |
| KINGS, NY 5,508 | Tompkins, NY 316 |
| LEWIS, NY 169 | Ulster, NY 680 |
| LIVINGSTON, NY 255 | Warren, NY 328 |
| MADISON, NY 327 | Washington, NY 392 |
| MONROE, NY 3,190 | Wayne, NY 385 |
| MONTGOMERY, NY 289 | Westchester, NY 1,970 |
| NASSAU, NY 2,687 | Wyoming, NY 210 |
| NEW YORK, NY 3,011 | Yates, NY 106 |
Thank you for taking the time to read and review the New York State Division of Veterans' Services 2021 Annual Report.

We thank you for your continued support.

CONTACT

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Albany, NY 12223
518-474-6114

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Make an appointment