

# VETERAN RESOURCE GUIDE

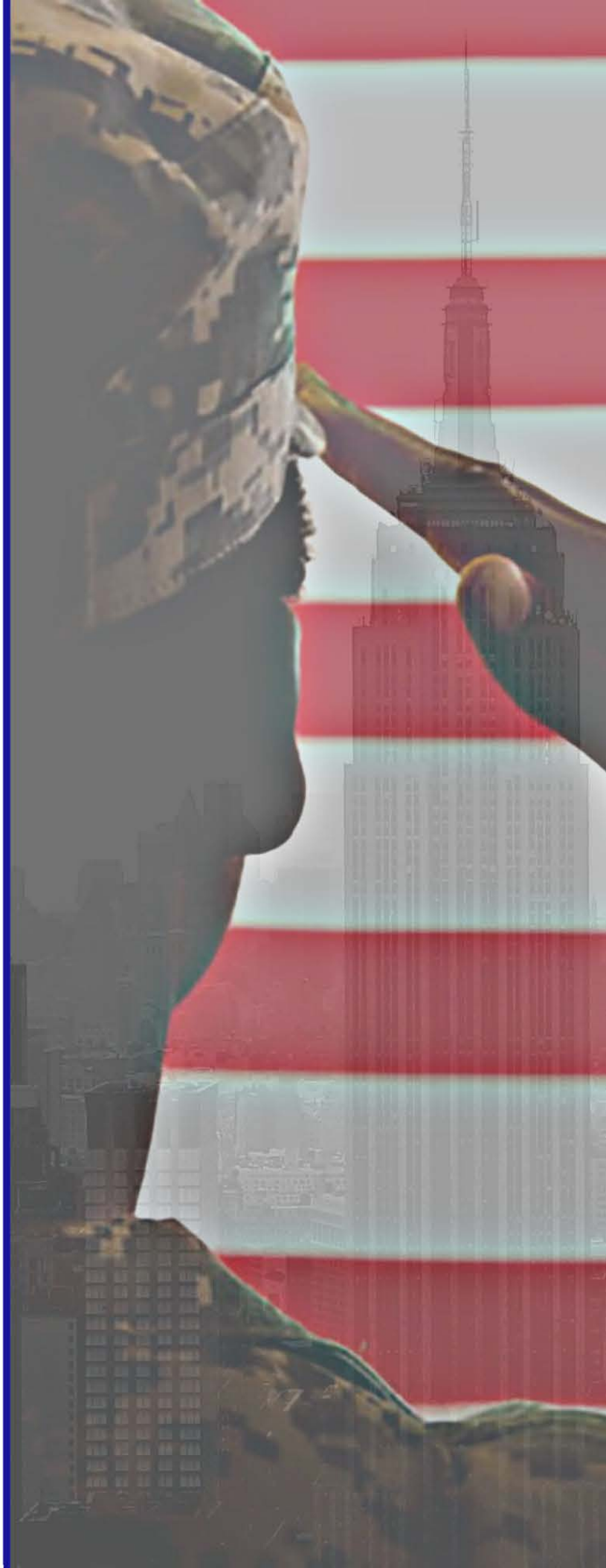
**NYC**® Department of  
Veterans' Services

1 Centre St, Suite 2213  
New York, NY 10007

Office Hours:  
Mon - Fri: 9:00 am - 5:00 pm

Phone: 212-416-5250  
Website: [nyc.gov/vets](http://nyc.gov/vets)

Follow DVS on [Facebook](#),  
[Instagram](#), [Twitter](#),  
[LinkedIn](#) at @nycveterans



Dear NYC Veteran Community,

New York City is home to roughly 210,000 Veterans and Active Duty Service Members who are the backbone of our local community. The New York City Department of Veterans' Services (DVS) is committed to ensuring that all New York City Service Members—in addition to their caregivers, survivors, and families—have access to quality care that is compassionate and aligned with our population's needs.



Our mission is to connect, mobilize, and empower New York City's Veteran community in order to foster purpose-driven lives for those who have sacrificed in service to our country. In partnership with hundreds of community-based organizations and numerous city, state, and federal entities, DVS enables those whom we assist to receive VA claims-related benefits, housing support, access to VA healthcare, employment resources, educational offerings, mental health programming, and several other amenities.

We also work to uplift the local Veteran ecosystem through advancing a host of unique programs and targeted advocacy efforts that strive to make New York City a Veteran-friendly place to live, learn, and work.

Our office has compiled this resource guide to provide you with information about the benefits and services that you have rightfully earned. Recognizing that you are a member of our tribe, we encourage you to educate yourself about the many pathways to care and support that is available to you and others through your Veteran identity and/or your identity as a Veteran ally.

DVS is standing by to help you through every step of your journey, regardless of where you find yourself in life. As a nation and city, we owe you this and much more.

As we look toward the future, know that the City of New York will always be here to ensure that you and your families thrive in this amazing place we call home.

Thank you.

Yours in service,

A handwritten signature in black ink, appearing to read 'JWH'.

James W. Hendon

Commissioner

Lieutenant Colonel, U.S. Army Reserves

# DVS MISSION

The NYC Department of Veterans' Services (DVS) connects, mobilizes, and empowers New York City's Veteran community to foster purpose-driven lives for service members – past and present – in addition to their caregivers, survivors, and families.

- Email: [connect@veterans.nyc.gov](mailto:connect@veterans.nyc.gov)
- Phone: 212-416-5250
- Website: [nyc.gov/vets](http://nyc.gov/vets)



# CONNECT TO SERVICES

ATTENTION NYC VETERANS:

[VetConnectNYC.org](http://VetConnectNYC.org)

**FILL OUT THE  
FORM AND  
CONNECT TO  
SERVICES**

Get Help	
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Date of Birth *	<input type="text" value="MM-DD-YYYY"/>
Email Address *	<input type="text"/>

**NYC** Department of  
Veterans' Services



DVS connects NYC's Veterans to services from our partner organizations through the **VetConnectNYC** platform. DVS Care Coordinators receive all requests made through VetConnectNYC and process them within 3-5 business days.

- Website: [nyc.gov/vetconnectnyc](http://nyc.gov/vetconnectnyc)
- Phone: 212-416-5250

# VETERAN RESOURCE CENTERS



DVS's Veteran Resource Centers (VRC) are satellite offices staffed by DVS employees who are ready to connect Veterans and their families to benefits assistance and other essential services. VRCs can be found across NYC. Learn more about locations and hours of operation by visiting [nyc.gov/vetcenters](http://nyc.gov/vetcenters).

- Website: [nyc.gov/vetcenters](http://nyc.gov/vetcenters)
- Phone: 212-416-5250

# DVS PROGRAMS

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## VA Claims Unit

Accredited DVS staff members are now processing VA claims for NYC Veterans and their families within the five boroughs. The goal of the **DVS Veterans Affairs (VA) Claims Unit** is to help prepare and package a VA Claim that is substantial, valid, and clearly identifies the pertinent information relevant to the claim.

DVS staff are trained to process the following claims:

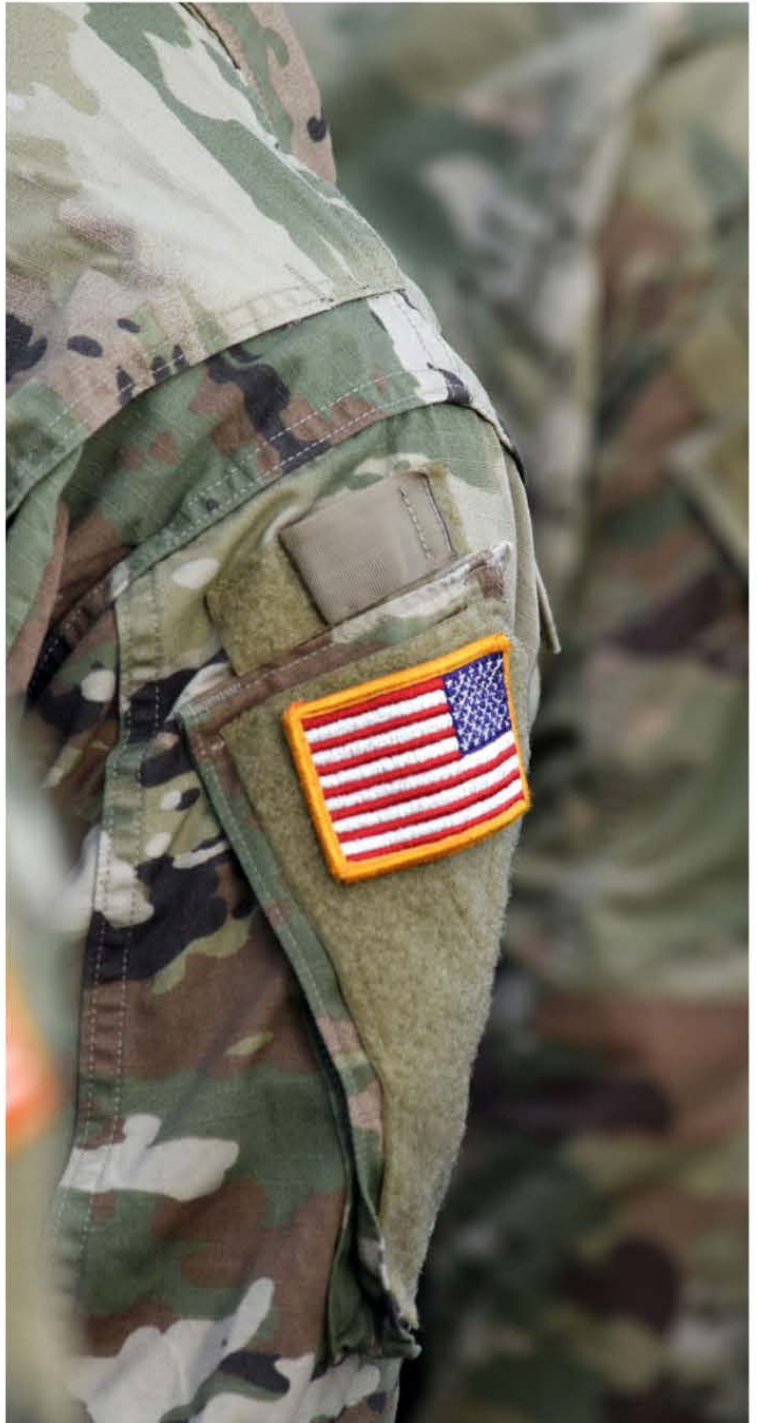
- Disability Compensation
- DIC (Dependency and Indemnity Compensation)
- Non-Service Connected Pension
- Survivors Pension
- Education

Before meeting with a DVS Veteran Benefits Coordinator (VBC), please have the below items readily available:

- DD214
- Birth Certificate
- Social Security Card
- Marriage Certificate (if available)
- Decision Letter (if prior claim submitted)
- VA Award Letter (if available)
- VA Medical Evidence that supports claim
- Private doctor medical evidence that supports claim

To make an appointment:

- Website: [nyc.gov/vetbenefits](https://nyc.gov/vetbenefits)
- Phone: 212-416-5250



# VetBizNYC

**VetBizNYC** is an interactive map that identifies Veteran-owned businesses across NYC. More than 300 businesses have been added to our interactive map so far, with pins showing their location throughout the five boroughs. These businesses represent a cross-section of industries, including consulting, food and beverage, manufacturing, etc. To support a local Veteran-owned business, or to be featured on our map, visit:

- Website: [nyc.gov/vetbiznyc](http://nyc.gov/vetbiznyc)



# Veteran Business Leadership Association

The **Veteran Business Leadership Association (VBLA)** is a collective of private sector, government, and local partners who are aligned to provide customized support services to Veteran business owners. Guidance and one-on-one assistance are now available to Veterans in pursuit of business certifications, contracting opportunities, and business development support through the VBLA.

- Website: [nycvbla.org](http://nycvbla.org)
- Phone: 212-416-5250



# VetConnectPro

**VetConnectPro** is a tool designed to help Veterans find employment opportunities in NYC government, professional mentorship, and resources to advance their careers in public service. VetConnectPro features a military skills translator, a dashboard with NYC government job postings, information on civil service exams, and recommended online job training.

- Website: [nyc.gov/vetconnectpro](http://nyc.gov/vetconnectpro)
- Phone: 212-416-5250



# Veteran Voices Project

The **Veteran Voices Project (VVP)** is an oral history initiative that preserves the stories of NYC's Veterans. VVP is designed to easily capture the voices of local Veterans 100% remotely. To contribute your story to the VVP archive, contact us:

- Website: [nyc.gov/vetvoices](http://nyc.gov/vetvoices)
- Phone: 212-416-5250



NYC DEPARTMENT  
OF VETERANS' SERVICES

## FINAL HONORS PROGRAM

[nyc.gov/vetburials](http://nyc.gov/vetburials)



## Final Honors Program

If you are aware of a deceased Veteran who is at risk of being unclaimed or abandoned please contact the NYC Department of Veterans' Services:

- Phone: 212-416-5250
- Learn more about Indigent Burial Reimbursements: [veterans.ny.gov/content/indigent-burial-reimbursements](http://veterans.ny.gov/content/indigent-burial-reimbursements)

## Mission: VetCheck

**Mission: VetCheck** connects Veterans to their fellow New Yorkers through supportive check-in calls. Trained volunteers call Veterans to provide information on essential public services, COVID-19 testing and vaccine information, and mental health resources. Veterans can volunteer with the program or request a check-in call for themselves or a Veteran they know.

- Website: [nyc.gov/missionvetcheck](http://nyc.gov/missionvetcheck)
- Phone: 212-416-5250



**MISSION:**  
**VetCheck** *Let Us Move Forward Together*

## Service2Service

**Service2Service** is a professional development experience centered in mentorship between NYC Veterans and AmeriCorps alumni as mentees and City government employees as mentors. The program aims to build relationships between service-minded New Yorkers and empower mentees with the network and knowledge to continue a legacy of service in the City.

- Website: [nyc.gov/s2s](http://nyc.gov/s2s)
- Phone: 212-416-5250



## Veterans on Campus

**Veterans on Campus** is an initiative of the NYC Department of Veterans' Services designed to assist academic institutions in identifying and adopting best practices that create a supportive experience for student Veterans. If you or your school would like to attend our quarterly Veterans on Campus meetings, please contact us at [connect@veterans.nyc.gov](mailto:connect@veterans.nyc.gov).

- Website: [nyc.gov/vetsoncampus](http://nyc.gov/vetsoncampus)



# Legal Services

As of 2017, service members and Veterans are a protected class in New York City. If you feel you have been discriminated against based on your military status, you can file a complaint with the NYC Commission on Human Rights (NYCCHR) by calling 311 or 212-416-0197.

- Website: [nyc.gov/humanrights](https://nyc.gov/humanrights)

For legal services, including discharge upgrades due to sexual orientation, PTSD, MST, or other issues that affect service records and access to VA services, call 212-416-5250.

- Website: [nyc.gov/vetlegal](https://nyc.gov/vetlegal)



# Weekly Newsletter

The **DVS Weekly Newsletter** keeps NYC Veterans informed about the latest news impacting their community. The newsletter includes updates on city services, information on DVS programs, Veteran-specific resources, and a rundown of local events. To sign up for our newsletter, email [connect@veterans.nyc.gov](mailto:connect@veterans.nyc.gov).



# Social Media

Keep up with DVS on social media by following @nycveterans on [Facebook](#), [Twitter](#), [Instagram](#), and [LinkedIn](#).



# HOUSING SERVICES

## Supportive Services for Veteran Families (SSVF)



The **Supportive Services for Veteran Families (SSVF)** program provides rental assistance to eligible Veterans.

To receive services you must currently have a household income that does not exceed 50% of the area median income. To learn more, email [SSVF@va.gov](mailto:SSVF@va.gov) or call 877-737-0111. You can also contact the following SSVF providers directly:



### HELP USA

- 815 Burke Ave  
Bronx, NY 10467
- Email: [ssvfny@helpusa.org](mailto:ssvfny@helpusa.org)
- Phone: 646-619-3277 | 855-457-7783
- Website: [helpusa.org](http://helpusa.org)

### Jericho Project

- 39 Broadway, 5th Floor  
New York, NY 10006
- Email: [ssvf@jerichoproject.org](mailto:ssvf@jerichoproject.org)
- Phone: 646-970-7170
- Fax: 212-269-2549
- Website: [jerichoproject.org](http://jerichoproject.org)

### Services for the Underserved

- 17 Battery Place Suite 1232  
New York, NY 10004
- Email: [services@sus.org](mailto:services@sus.org)
- Phone: 212-633-6900
- Website: [sus.org](http://sus.org)

### Volunteers of America

- 349 East 149th St  
Bronx, NY 10451
- Email: [voa4vets@voa-gny.org](mailto:voa4vets@voa-gny.org)
- Phone: 718-993-356
- Fax: 718-841-6217
- Website: [voa.org](http://voa.org)





# DVS Housing and Support Services



DVS has developed a multi-step approach to housing Veterans experiencing homelessness:

## **Veteran Peer Coordinators**

DVS has a team of Veteran Peer Coordinators (VPCs) who provide direct, peer-to-peer assistance to homeless and at-risk Veterans in shelters by:

- helping to find affordable housing
- identifying apartments Veterans are eligible for
- providing transportation to and from apartment viewings
- ensuring Veterans have rental subsidies

## **Housing Coordination Center**

The DVS Housing Coordination Center (HCC) team works to increase the supply of housing available to Veterans facing housing insecurity. The HCC also finds brokers and landlords who are looking to house Veterans.

## **Aftercare and Eviction Prevention**

DVS provides aftercare support to ensure that recently housed Veterans can stay in their new homes. Assistance includes:

- regular check-in calls
- referrals to community partners
- rental arrears and mediation for both the landlord and the tenant

To determine if you are eligible for these services, please contact DVS:

- Website: [nyc.gov/vethomeless](https://nyc.gov/vethomeless)
- Phone: 212-416-5250



# HUD-VASH

**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 find and sustain permanent housing. 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.



To be eligible, 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. To apply, call 877-424-3838.

- Website: [va.gov/homeless/hud-vash.asp](https://va.gov/homeless/hud-vash.asp)

DVS administers the **HUD-VASH Continuum Program**, a rental subsidy program with the New York City Housing Authority (NYCHA) designed to help disconnected Veterans access HUD-VASH Section 8. This service is designed to help homeless Veterans find a home.

- Website: [www1.nyc.gov/site/hra/help/hud-vash-section-8.page](http://www1.nyc.gov/site/hra/help/hud-vash-section-8.page)

## Mitchell-Lama Affordable Housing



**Mitchell-Lama** provides affordable rental and cooperative housing to moderate and middle-income families. Mitchell-Lama apartments are sold or rented through waiting lists maintained by each development. Many Mitchell-Lama waiting lists are closed because there are already sufficient applicants on waitlists to fill vacancies expected for the foreseeable future. Periodically, these developments open their waiting lists and new applications are accepted based on a lottery system. Eligible Veterans or surviving spouses of eligible Veterans residing in New York State are entitled to a preference for Mitchell-Lama developments if selected in a lottery to which they have applied. If an external waiting list is open, an eligible Veteran household can submit an application to be placed on the list. Veterans will be offered a unit in the order of when they submitted their application but must be given an offer before applicants who do not have this preference. At the time an external waiting list is opened and a lottery conducted, Veterans or their surviving spouses who are selected in the lottery also have priority over other applicants selected in the lottery. A qualified Veteran who is selected in the lottery is placed at the top of the external list. The order of Veterans on the list will be according to their lottery selection.

- Website: [www1.nyc.gov/site/hpd/services-and-information/mitchell-lama-program.page](http://www1.nyc.gov/site/hpd/services-and-information/mitchell-lama-program.page)
- Phone: 212-863-6500

# VA Home Loans

The US Department of Veteran Affairs (VA) helps service members, Veterans, and eligible surviving spouses become homeowners by offering the following loans:

- **Purchase Loans** help Veterans purchase a home at a competitive interest rate often without requiring a down payment or private mortgage insurance:
  - Website: [va.gov/housing-assistance/home-loans/loan-types/purchase-loan](https://va.gov/housing-assistance/home-loans/loan-types/purchase-loan)
- **Cash-Out Refinance Loans** allow you to take cash out of your home equity to take care of concerns like paying off debt, funding school, or making home improvements
  - Website: [va.gov/housing-assistance/home-loans/loan-types/cash-out-loan](https://va.gov/housing-assistance/home-loans/loan-types/cash-out-loan)
- **Interest Rate Reduction Refinance Loan (IRRRL)**, also called the Streamline Refinance, helps you obtain a lower interest rate by refinancing your existing VA loan.
  - Website: [va.gov/housing-assistance/home-loans/loan-types/interest-rate-reduction-loan](https://va.gov/housing-assistance/home-loans/loan-types/interest-rate-reduction-loan)
- **Native American Direct Loan (NADL) Program** helps eligible Native American Veterans finance the purchase, construction, or improvement of homes on Federal Trust Land, or reduce the interest rate on a VA loan.
  - Website: [benefits.va.gov/HOMELOANS/nadl.asp](https://benefits.va.gov/HOMELOANS/nadl.asp)
- **Adapted Housing Grants** help Veterans with a permanent and total service-connected disability purchase or build an adapted home or modify an existing home to account for their disability.
  - Website: [benefits.va.gov/HOMELOANS/adaptedhousing.asp](https://benefits.va.gov/HOMELOANS/adaptedhousing.asp)

VA loans can be classified as either VA Direct Loans or VA-Backed Home Loans.

- **VA Direct Loan:** With a VA direct home loan, the VA serves as your mortgage lender. Veterans work directly with the VA to apply for and manage your loan.
- **VA-Backed Home Loan:** With a VA-backed home loan, the VA guarantees a portion of the loan you get from a private lender. If your VA-backed home loan goes into foreclosure, the guarantee allows the lender to recover some or all of their losses. Since there's less risk for the lender, they're more likely to give you the loan under better terms. Lenders follow VA standards when making VA-backed home loans. They may also require you to meet additional standards before giving you a loan. These standards may include having a high enough credit score or getting an updated home appraisal (an expert's estimate of the value of your home).

Learn more at

- Website: [va.gov/housing-assistance/home-loans/loan-types/](https://va.gov/housing-assistance/home-loans/loan-types/)
- Phone: 1-877-827-3702



# FOOD ACCESS

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## Emergency Food Assistance

For urgent food and hunger needs, call 311 and ask for the **Emergency Food Assistance Program**. Everyone is eligible for emergency food assistance, regardless of immigration status or how much money you have.

- Website: [access.nyc.gov/programs/emergency-food-assistance](https://access.nyc.gov/programs/emergency-food-assistance)

If you often need help buying food, use **ACCESS NYC** to see if you're eligible for SNAP (food stamps) and other benefits.

- Website: [access.nyc.gov](https://access.nyc.gov)

**DVS** coordinates food deliveries to veterans and their families across NYC. Fill out the form at [nyc.gov/vetconnect](https://nyc.gov/vetconnect) to request free meal kits from HelloFresh.

- Website: [nyc.gov/vetconnect](https://nyc.gov/vetconnect)

The **NYC Department of Education's Summer Meals Program** is available throughout New York City to anyone ages 18 years old and under. Designated public schools, community pool centers, parks, and food trucks will be open for service. No registration, documentation, or ID is necessary to receive a free breakfast or lunch meal.

- Website: [schools.nyc.gov/school-life/food/summer-meals](https://schools.nyc.gov/school-life/food/summer-meals)

Visit the **Hunter College NYC Food Policy Center** to find a list of food resources in each NYC neighborhood.

- Website: [nycfoodpolicy.org/coronavirus-nyc-food-reports](https://nycfoodpolicy.org/coronavirus-nyc-food-reports)

## Benefits Assistance

You can apply for **Supplemental Nutrition Assistance Program** ("SNAP", also known as "food stamps") benefits online at Access HRA.

- Website: [access.nyc.gov](https://access.nyc.gov)

To shop for fresh groceries online using your SNAP benefits visit the online SNAP ordering page.

- Website: [nyc.gov/accesshra](https://nyc.gov/accesshra)



The **United States Department of Agriculture** provides information on services and resources available for military and veteran families struggling with food insecurity.

- Website: [fns.usda.gov/military-and-veteran-families](https://fns.usda.gov/military-and-veteran-families)

The **USDA National Hunger Clearinghouse** provides food assistance and other nutrition and social services information to low-income individuals and communities. Call the USDA National Hunger Hotline, which operates from 7:00 AM – 10:00 PM ET. If you need food assistance, call 1-866-3-HUNGRY or 1-877-8-HAMBRE to speak with a representative who will find food resources such as meal sites, food banks, and other social services available near your location. Text the automated service at 914-342-7744 with a question that may contain a keyword such as "food," "summer," "meals," etc. to receive an automated response to resources located near an address and/or zip code.

- Website: [fns.usda.gov/partnerships/national-hunger-clearinghouse](https://fns.usda.gov/partnerships/national-hunger-clearinghouse)

## Delivery Services

New Yorkers struggling with food insecurity can place requests for food deliveries from volunteers in your community through **Invisible Hands**.

- Website: [invisiblehandsdeliver.org](https://invisiblehandsdeliver.org)



**God's Love We Deliver** delivers food to individuals living with chronic illnesses or disabilities.

- Website: [glwd.org](https://glwd.org)

## Find a Food Bank

The NYC Department of Probation has opened five **Nutrition Kitchens** throughout the city. When you visit a NeON Nutrition Kitchen, you'll get free, nutritious groceries and great service from our friendly staff.

- Website: [www1.nyc.gov/site/neon/programs/nutrition-kitchen.page](http://www1.nyc.gov/site/neon/programs/nutrition-kitchen.page)

The following organizations provide food bank locations and maps:

- **Feeding America:** [feedingamerica.org/find-your-local-foodbank](https://feedingamerica.org/find-your-local-foodbank)
- Download the **Plentiful** app to make reservations at food pantries: [plentifulapp.com](https://plentifulapp.com)

## Food Assistance for Senior Veterans

Seniors looking for delivery services can visit **Meals on Wheels**.

- Website: [mealsonwheelsamerica.org](https://mealsonwheelsamerica.org)



# CITY & STATE BENEFITS

## Property Tax Exemptions

The **Alternative Veterans Exemption** is available on a Veteran's primary residence and includes cooperative apartments where jurisdiction adopts local option to exempt. The exemption is available to eligible Veterans of foreign wars, expeditionary medalists, Veterans with honorable discharges, spouses/widow(er)s of Veterans, and Gold Star parents. Form DD-214 is usually used to indicate discharge under honorable conditions. Benefits under this exemption include:

- a 15% reduction in assessed value to Veterans who served during a time of war
- an additional 10% reduction in assessed value to Veterans serving in combat zones, including recipients of expeditionary medals
- an additional reduction in assessed value to Veterans who incur service-connected disabilities, equal to one-half of their service-connected disability ratings (regardless of whether such Veterans served in combat zones)



The **Eligible Funds Exemption** is for Veterans who bought homes using "eligible funds," including pensions, bonuses, insurance, and mustering out pay.

- Website: [www1.nyc.gov/site/finance/benefits/landlords-veterans.page](http://www1.nyc.gov/site/finance/benefits/landlords-veterans.page)
- Phone: 311

## Civil Service Exams

NYC Veterans are no longer required to pay application fees for the City of New York's civil service examinations. Fee waivers may be used an unlimited number of times and on all exams.

- Website: [nyc.gov/dcas](http://nyc.gov/dcas)
- Phone: 212-669-1357



## Civil Service Exam Program for Veterans with Disabilities

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into competitive civil service positions without having to take an exam. Eligible persons will be evaluated on the basis of their qualifications and interviews.

- Website: [www1.nyc.gov/site/dcas/employment/55-a-program.page](http://www1.nyc.gov/site/dcas/employment/55-a-program.page)
- Phone: 212-386-1701



# VA HEALTH SERVICES

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## VA Health Care

Through VA health care, Veterans are covered for regular checkups with their primary care providers and appointments with specialists such as cardiologists, gynecologists, and mental health providers. Veterans can also access health care services like home health and geriatric (elder) care, and get medical equipment, prosthetics, and prescriptions. To read more about VA healthcare services, including eligibility requirements, how to apply, healthcare costs, and a list of available benefits, visit [va.gov/health-care](https://va.gov/health-care). NYC is home to several VA health care facilities:

## VA New York Harbor Healthcare System



### Margaret Cochran Corbin VA Campus

- 423 East 23rd Street  
New York, NY 10010-5011
- Phone: 212-686-7500
- Mental health clinic: 212-686-7500 x4656
- Website: [va.gov/new-york-harbor-health-care/locations/manhattan-va-medical-center](https://va.gov/new-york-harbor-health-care/locations/manhattan-va-medical-center)



### Brooklyn VA Medical Center

- 800 Poly Place  
Brooklyn, NY 11209-7104
- Phone: 718-836-6600
- Mental health clinic: 718-836-6600 x4165
- Website: [va.gov/new-york-harbor-health-care/locations/brooklyn-va-medical-center](https://va.gov/new-york-harbor-health-care/locations/brooklyn-va-medical-center)



### St. Albans VA Medical Center

- 179-00 Linden Boulevard  
Queens, NY 11424-1468
- Phone: 718-526-1000
- Mental health clinic: 718-836-6600 x4165
- Website: [va.gov/new-york-harbor-health-care/locations/st-albans-va-medical-center](https://va.gov/new-york-harbor-health-care/locations/st-albans-va-medical-center)

To learn more about the facilities in the VA New York Harbor Healthcare System, visit [va.gov/new-york-harbor-health-care](https://va.gov/new-york-harbor-health-care). Register to get care at a VA New York Harbor Healthcare System facility at [va.gov/new-york-harbor-health-care/register-for-care](https://va.gov/new-york-harbor-health-care/register-for-care) or call the Brooklyn campus at 718-836-6600 ext. 1807, Manhattan campus at 212-686-7500 ext. 4411, 7181, 3691, or St. Albans Community Living Center campus at 718-526-1000 .

# VA Bronx Healthcare System



## James J. Peters Department of Veterans Affairs Medical Center

- 130 West Kingsbridge Road  
Bronx, NY 10468-3904
- Phone: 718-584-9000
- Mental health clinic: 718-584-9000 x5172
- Website: [va.gov/bronx-health-care/locations/james-j-peters-department-of-veterans-affairs-medical-center](https://va.gov/bronx-health-care/locations/james-j-peters-department-of-veterans-affairs-medical-center)

To learn more about the facilities in the VA Bronx Healthcare System, including what services are offered and how to schedule an appointment, visit [va.gov/bronx-health-care](https://va.gov/bronx-health-care). To register to get care at a VA Bronx Healthcare System facility, visit [va.gov/bronx-health-care/register-for-care](https://va.gov/bronx-health-care/register-for-care) or call 718-584-9000 ext. 5354.

## Community Based Outpatient Clinics

The VA currently has three Community-Based Outpatient Clinics (CBOC) in NYC. These clinics provide the most common outpatient services, including health and wellness visits.



### Harlem VA Clinic

- 55 West 125th Street  
Community Resource & Referral Center (CRRC), 11th Floor, Room 1101  
New York, NY 10027-4544
- Phone: 646-273-8125
- Mental health clinic: 212-686-7500 x4656
- Website: [va.gov/new-york-harbor-health-care/locations/harlem-va-clinic](https://va.gov/new-york-harbor-health-care/locations/harlem-va-clinic)



### Staten Island Community VA Clinic

- 1150 South Avenue, 3rd Floor, Suite 301  
Staten Island, NY 10314-3404
- Phone: 718-761-2973
- Mental health clinic: 718-836-6600 x4165
- Website: [va.gov/new-york-harbor-health-care/locations/staten-island-community-va-clinic](https://va.gov/new-york-harbor-health-care/locations/staten-island-community-va-clinic)



### Thomas B. Noonan Community Clinic

- 47-01 Queens Blvd, 3rd floor, Suite 301  
Sunnyside, NY 11104
- Phone: 718-741-4800
- Website: [va.gov/bronx-health-care/locations/thomas-p-noonan-jr-department-of-veterans-affairs-outpatient-clinic](https://va.gov/bronx-health-care/locations/thomas-p-noonan-jr-department-of-veterans-affairs-outpatient-clinic)





## VA Vet Centers

VA Vet Centers provide a range of social and psychological services, including readjustment counseling to eligible Veterans and active duty service members. Vet Center services are also provided to family members of Veterans and service members for military-related issues when they aid in the readjustment of those who have served.

VA Vet Center services are provided at no cost and do not require someone to be enrolled in VA health care or have received care for conditions caused by military service. Services are also provided regardless of the nature of the Veteran's discharge status. Learn if you are eligible to receive counseling services at a VA Vet Center at [vetcenter.va.gov/eligibility.asp](https://www.va.gov/vetcenter/eligibility.asp).

If you need to talk with someone confidentially, please call the Vet Center Call Center at 877-WAR-VETS (927-8387).

## VA Vet Center Locations in NYC

### Manhattan Vet Center:

- 32 Broadway, Suite 200  
New York, NY 10004-1637
- Hours: Mon-Fri | 8:00 am – 4:30 pm
- Phone: 212-951-6866
- Website: [va.gov/manhattan-ny-vet-center](https://www.va.gov/manhattan-ny-vet-center)

### Harlem Vet Center:

- 2279 3rd Avenue, 2nd Floor  
New York, NY 10035-2249
- Hours: Mon-Fri | 8:00 am – 4:30 pm
- Phone: 646-273-8139
- Website: [va.gov/find-locations/facility/vc\\_0133V](https://www.va.gov/find-locations/facility/vc_0133V)

### Bronx Vet Center:

- 2471 Morris Avenue, Suite 1A  
Bronx, NY 10468-5450
- Hours: Mon – Fri | 8:00 am – 4:30 pm
- Phone: 718-367-3500
- Website: [va.gov/bronx-vet-center](https://www.va.gov/bronx-vet-center)

### Brooklyn Vet Center:

- 25 Chapel Street, Suite 604  
Brooklyn, NY 11201-1954
- Hours: Mon-Wed, Fri | 8:00 am – 4:30 pm,  
Thurs | 8:00 am – 5:00 pm
- Phone: 718-630-2830
- Website: [va.gov/brooklyn-vet-center](https://www.va.gov/brooklyn-vet-center)

### Queens Vet Center:

- 75-10B 91 Avenue  
Woodhaven, NY 11421-2824
- Hours: Mon – Fri | 8:00 am – 4:30 pm
- Phone: 718-296-2871
- Website: [va.gov/queens-vet-center](https://www.va.gov/queens-vet-center)

### Staten Island Vet Center:

- 60 Bay Street  
Staten Island, NY 10301
- Hours: Mon – Fri | 9:00 am – 5:30 pm
- Phone: 718-816-4499
- Website: [va.gov/staten-island-vet-center](https://www.va.gov/staten-island-vet-center)

# MENTAL HEALTH SERVICES



## Veteran Crisis Line

The Veterans Crisis Line provides crisis support to Veterans and their supporters. If you or your loved one is in crisis or having thoughts of suicide, please contact the Veterans Crisis Line. Caring, qualified VA responders are standing by to help 24 hours a day, 7 days a week. Connect with a responder by doing one of the following:

- Call: 1-800-273-8255 and Press 1
- Text: 838255
- Chat Online: [veteranscrisisline.net/get-help/chat](https://veteranscrisisline.net/get-help/chat)
- Learn more at [veteranscrisisline.net](https://veteranscrisisline.net)

## Support Hotlines



**NYC Well** offers free, confidential mental health support. Speak to a counselor via phone, text, or chat:

- Hours: 24/7
- Phone: 888-NYC-WELL (or text WELL to 65173)
- Website: [nyc.gov/nycwell](https://nyc.gov/nycwell)



**NY Project Hope** provides support for those struggling during the pandemic:

- Hours: Mon – Sun | 8:00 am – 10:00 pm
- Phone: 844-863-9314
- Website: [nyprojecthope.org](https://nyprojecthope.org)



**VA Women Veterans Call Center** helps women Veterans navigate the VA and connects them with the Women Veterans Program Manager at their local VA Medical Center:

- Hours: Mon – Fri | 8:00 am – 10:00 pm, Sat | 8:00 am – 6:30 pm
- Phone: 1-855-829-6636 (call or text)
- Website: [va.gov/womenvet](https://va.gov/womenvet)



**VA Caregiver Support Line** connects caregivers to a caregiver support team at their local VA Medical Center.

- Hours: Mon – Fri | 8:00 am – 10:00 pm, Sat | 8:00 am – 5:00 pm
- Phone: 855-260-3274
- Website: [caregiver.va.gov](https://caregiver.va.gov)



## Counseling Services



**Headstrong** matches Veterans with a licensed therapist:

- Email: [info@getheadstrong.org](mailto:info@getheadstrong.org)
- Website: [getheadstrong.org](http://getheadstrong.org)



**The Steven A. Cohen Military Family Center at NYU Langone** provides free mental health services to Veterans and military families:

- 1 Park Ave  
New York, NY ,10016  
Hours: Mon – Thurs | 9:00 am – 8:00 pm, Fri | 9:00 am – 6:00 pm
- Phone: 855-698-4677
- Email: [militaryfamilyclinic@nyulangone.org](mailto:militaryfamilyclinic@nyulangone.org)
- Website: [nyulangone.org/locations/steven-a-cohen-military-family-center](http://nyulangone.org/locations/steven-a-cohen-military-family-center)



**New York-Presbyterian Military Family Wellness Center** offers individual therapy, group therapy, couples therapy, telehealth, and virtual therapy to Veterans and military families:

- Website: [nyp.org/mfwc](http://nyp.org/mfwc)
- Phone: 212-821-0783



**Trauma and Resiliency Resources (TRR)** provides behavioral health services to Veterans and administers the Warrior Camp, a week long residential suicide prevention and trauma resolution program:

- 26 West 9th St, Ste 5-E  
New York, NY 10011
- Phone: 855- 877-4968
- Email: [support@trrhelpp.org](mailto:support@trrhelpp.org)
- Website: [trrhelpp.org](http://trrhelpp.org)



**Stop Soldier Suicide** connects Veterans with wellness coordinators who develop personalized wellness plans:

- Website: [stopsoldiersuicide.org](http://stopsoldiersuicide.org)
- Phone: 646-491-8985

# Peer Support



**Vets4Warriors** provides Veterans, family members, and caregivers with 24/7 help from a confidential peer support network. Receive immediate, free, and long-term peer support through private chats, emails, phone, and text conversations:

- Phone: 1-855-838-8255
- Website: [vets4warriors.com](https://vets4warriors.com)



**OBJECTIVE ZERO**

**Objective Zero** app gives Veterans access to mental health resources and a peer support network:

- Website: [objectivezero.org](https://objectivezero.org)



**RallyPoint** is a social network for and about service members and Veterans. RallyPoint also provides peer counseling.

- Website: [rallypoint.com](https://rallypoint.com)



**Together We Served** is an online platform for Veterans to reconnect with old service friends and share service stories:

- Website: [togetherweserved.com](https://togetherweserved.com)



**American Red Cross Military Veteran Caregiver Network** connects military caregivers to peers and support groups:

- Phone: 877-272-7337
- Website: [redcross.org/get-help/military-families/services-for-veterans/military-veteran-caregiver-network.html](https://redcross.org/get-help/military-families/services-for-veterans/military-veteran-caregiver-network.html)



**Elizabeth Dole Foundation's Hidden Heroes Community (HHCC)** is an online support group that offers a positive place for military caregivers of all eras to connect with one another:

- Phone: 202-249-7170
- Website: [hiddenheroes.org](https://hiddenheroes.org)



**Tragedy Assistance Program for Survivors (TAPS)** connects Veteran family survivors to a national peer support network and grief resources:

Phone: 800-959-TAPS (8277)

- Website: [taps.org](https://taps.org)



# NYC AGENCY DIRECTORY

See below for a list of NYC agencies that provide services that may support Veterans and their families:



**NYC Department for the Aging** partners with hundreds of community-based organizations to provide services through senior centers, naturally occurring retirement communities, case-management and home-care agencies, home-delivered meal programs, mental health and friendly visiting programs, and much more in each borough.

- Website: [nyc.gov/aging](http://nyc.gov/aging)
- Phone: 212-Aging-NYC (212-244-6469)



**NYC Administration for Children's Services** protects and promotes safety and well-being of New York City's children and families by providing child welfare, juvenile justice, and early care and education services.

- Website: [nyc.gov/acs](http://nyc.gov/acs)
- Phone: 212-341-0900



**NYC Department of Education** manages and operates NYC's public schools.

- Website: [nyc.gov/education](http://nyc.gov/education)
- Phone: 718-935-2200



**NYC Department of Buildings** promotes worker and public safety through its review and approval of building plans, permitting and licensing functions, and inspections.

- Website: [nyc.gov/buildings](http://nyc.gov/buildings)
- Phone: 212-566-5000



**NYC Department of Citywide Administrative Services** recruits, hires, and trains City employees.

- Website: [nyc.gov/dcas](http://nyc.gov/dcas)
- Phone: 212-669-1357 (Civil Service and Citywide Personnel Inquiries)



**NYC Department of Consumer and Worker Protection** protects and enhances the daily economic lives of New Yorkers to create thriving communities. The agency licenses more than 51,000 businesses in more than 40 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more.

- Website: [nyc.gov/dcwp](http://nyc.gov/dcwp)
- Phone: 311



**NYC Department of Cultural Affairs** ensures adequate public funding for non-profit cultural organizations throughout NYC. The agency also works to promote and advocate for quality arts programming and articulate the contribution made by the cultural community to the City's economic vitality.

- Website: [nyc.gov/culture](http://nyc.gov/culture)
- Phone: 212-513-9300



**NYC Department of Finance** administers the tax, revenue laws, and exemptions of the City.

- Website: [nyc.gov/finance](http://nyc.gov/finance)
- Phone: 311



**NYC Health and Hospitals** provides essential inpatient, outpatient, and home-based services to more than one million New Yorkers every year in more than 70 locations across the city's five boroughs.

- Website: [nychealthandhospitals.org](http://nychealthandhospitals.org)
- Phone: 311



**NYC Department of Health and Mental Hygiene (DOHMH)** protects and promotes the health of 8 million New Yorkers. The agency's work includes inspection grades of dining establishments, low-to-no-cost health clinics, and birth certificates.

- Website: [nyc.gov/health](http://nyc.gov/health)
- Phone: 311



**NYC Department of Homeless Services** addresses street homelessness, provides safe temporary shelter, and connects New Yorkers experiencing homelessness to suitable housing.

- Website: [nyc.gov/dhs](http://nyc.gov/dhs)
- Phone: 212-361-8000



**NYC Department of Housing Preservation and Development** preserves affordable housing to make sure homes that are affordable now, stay affordable into the future.

- Website: [nyc.gov/hpd](http://nyc.gov/hpd)
- Phone: 212-863-6300



**NYC Human Resources Administration/Department of Social Services** fights poverty and income inequality by providing New Yorkers in need with essential benefits such as Food Assistance and Emergency Rental Assistance.

- Website: [nyc.gov/hra](http://nyc.gov/hra)
- Phone: 718-557-1399



**NYC Commission on Human Rights** is charged with the enforcement of the Human Rights Law, Title 8 of the Administrative Code of the City of New York and educating the public and encouraging positive community relations.

- Website: [nyc.gov/humanrights](http://nyc.gov/humanrights)
- Phone: 212-416-0197



**NYC Parks**

**NYC Department of Parks and Recreation** is the steward of more than 30,000 acres of land. The agency is the principal provider of recreational and athletic facilities, as well as home to free concerts, world-class sports events, and cultural festivals.

- Website: [nyc.gov/parks](http://nyc.gov/parks)
- Phone: 311



**NYC Department of Small Business Services** creates economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building thriving neighborhoods across the five boroughs.

- Website: [nyc.gov/sbs](http://nyc.gov/sbs)
- Phone: 311



**NYC Department of Youth and Community Development** invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish.

- Website: [nyc.gov/dycd](http://nyc.gov/dycd)
- Phone: 1-800-246-4646



**NYC Mayor's Office for People with Disabilities** is the liaison between NYC government and the disability community. In partnership with all City offices and agencies, MOPD consistently ensures that the rights and concerns of the disability community are included in all City initiatives, and that City programs and policies address the needs of people with disabilities.

- Website: [nyc.gov/mopd](http://nyc.gov/mopd)
- Phone: 311



**NYC Mayor's Office of Community Mental Health** works toward a New York City where more New Yorkers get the mental health treatment they need and fewer mental health needs become crises.

- Website: [nyc.gov/mentalhealth](http://nyc.gov/mentalhealth)
- Phone: 1-888-NYC-WELL (1-888-692-9355) | 311



**NYC Mayor's Office of Immigrant Affairs** serves immigrant New Yorkers and their children who make up a significant proportion of the City's population.

- Website: [nyc.gov/immigrant](http://nyc.gov/immigrant)
- Phone: 212-788-7654



**NYC Mayor's Office to End Domestic and Gender-Based Violence** develops policies and programs, provides training and prevention education, conducts research and evaluations, performs community outreach, and operates the New York City Family Justice Centers.

- Website: [nyc.gov/endgbv](http://nyc.gov/endgbv)
- Phone: 311



**NYC Service** builds partnerships to deepen and expand civic engagement through volunteer and service programs, creating sustainable change for our city's greatest needs.

- Website: [nyc.gov/service](http://nyc.gov/service)
- Phone: 212-788-7550



**NYC Office of Administrative Trials and Hearings** is the City's central independent administrative law court.

- Website: [nyc.gov/oath](http://nyc.gov/oath)
- Phone: 844-628-4692



*"Those who served their country, who endured the horrors of war, and who still endure the pain to this very day. We honor their memory, and recommit to the cause of peace." – New York City Mayor Eric Adams*









*Thank you for  
your service!*

1 Centre St, Suite 2213  
New York, NY 10007

Office Hours: Mon - Fri: 9:00 am - 5:00 pm

Phone: 212-416-5250  
Website: [nyc.gov/vets](http://nyc.gov/vets)

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[LinkedIn](#) at @nycveterans

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Veterans' Services**