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## THE COUNCIL OF THE CITY OF NEW YORK

# COMMITTEE REPORT OF THE HUMAN SERVICES Division

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**COMMITTEE ON VETERANS**

*Hon. Chaim Deutsch, Chair*

**COMMITTEE ON AGING**

*Hon. Margaret Chin, Chair*

#### April 20, 2021

**OVERSIGHT: SUPPORTING NYC’S AGING VETERAN POPULATION**

**INT. NO. 1616**: By Council Members Vallone, Ampry-Samuel, Holden, Yeger, Ulrich and Borelli

**TITLE:** A Local Law in relation to reporting on senior veterans and social service and affordable housing programs for veterans

1. **INTRODUCTION**

 On April 20, 2021, the Committee on Veterans, chaired by Council Member Chaim Deutsch, and the Committee on Aging, chaired by Council Member Margaret Chin, will hold an oversight hearing titled *Supporting NYC’s Aging Veteran Population*. During the hearing, the Committees will also hear a piece of legislation related to gathering data on services for senior veterans. Introduction Number 1616-2019, sponsored by Council Member Paul Vallone, would require the Department of Veterans’ Services (DVS) to include additional data in the agency’s annual report about the total number of senior veterans served by DVS, as well as information about the services and affordable housing programs available to the veteran population living in New York City (NYC).

Among those invited to testify at the hearing are representatives from DVS, the Department for the Aging (DFTA), advocates, and other interested parties.

1. **BACKGROUND**

Approximately 19 million veterans live in the United States,[[1]](#footnote-2) of which an estimated 718,900 live in New York State.[[2]](#footnote-3) According to data reported by DVS, over 150,000 veterans live in NYC.[[3]](#footnote-4) Of that population, approximately one-third served in the Vietnam War and 17 percent served between 1990 and 2001,[[4]](#footnote-5) making about 72 percent of the city’s veterans age 55 or older. [[5]](#footnote-6)

According to data reported by DVS, NYC veterans are roughly 90 percent male (138,332) and 10 percent female (12,592).[[6]](#footnote-7) Compared with the city as a whole, veterans are disproportionately white (56 percent of veterans vs. 43 percent of the whole city) and Black (31 percent of veterans vs. 24 percent overall).[[7]](#footnote-8) By borough, Queens has the most veterans (42,135 veterans), followed by Brooklyn (37,191 veterans), Manhattan (31,459 veterans), the Bronx (25,175 veterans), and Staten Island (14,964 veterans).[[8]](#footnote-9)

*Meeting the Needs of Older Veterans*

As the majority of the city’s veterans are seniors or approaching senior age, it is important to consider the unique needs and characteristics of older veterans.[[9]](#footnote-10) According to the Housing Assistance Council, older veterans experience higher rates of social, physical, mental, and health ailments.[[10]](#footnote-11) For example, older veterans tend to have higher rates of disability, which can lead to increased poverty rates; a male veterans’ median household income tends to be lower than a male nonveterans’ income.[[11]](#footnote-12) Older veterans also tend to have lower workforce participation rates and some live on very limited means, relying on Social Security and Medicare for income.[[12]](#footnote-13)

Housing affordability and homelessness continue to be an acute concern for aging veterans as well.[[13]](#footnote-14) In NYC, for example, more than half of the veterans living in homeless shelters are older adults.[[14]](#footnote-15) With increases in life expectancy, the number of single-person veteran households will likely increase, which will additionally impact the demand for services and housing.[[15]](#footnote-16)

*Medical and Mental Health Needs for Aging Veterans*

 According to medical experts, older military veterans also have a high level of need in relation to health promotion, healthcare, chronic disease management, and activities of daily living.[[16]](#footnote-17) Jennifer A. Crittenden, a licensed social worker, noted in the Journal of Aging Life Care that “[a]s with many non-military populations, the need for chronic disease management [in the older military population] is intricately connected to poverty and a lack of education.”[[17]](#footnote-18) Also, an article in the *Public Policy & Aging Report* suggested that the older veteran population presents more clinically complex mental health cases.[[18]](#footnote-19) Older veterans typically present with “co-occurring medical, mental health, and substance abuse disorders, which can be further complicated by both symptom presentations that differ from those of younger veterans and by the presence of cognitive impairments.”[[19]](#footnote-20) Because of the complexity of their mental health cases, older veterans are often difficult to treat.[[20]](#footnote-21)

Furthermore, recent studies have shown that aging combat veterans may experience increased effects of Post-Traumatic Stress (PTSD),[[21]](#footnote-22) throughout their lives, or even experience onset of PTSD symptoms later in life.[[22]](#footnote-23) Often, veterans experience more PTSD symptoms as they age; this can be because they have retired from work, which may make their symptoms feel worse due to the lack of daily distraction and purpose; they may have additional medical problems that increase their symptoms; and they may find bad memories are more easily triggered by bad news..[[23]](#footnote-24) According to advocacy groups, veterans who have not sought out healthcare or benefits may find themselves needing these services in older age and thus may be looking for assistance for the first time.[[24]](#footnote-25)

*Aging Veteran Services in Other Jurisdictions*

 Given the specific issues and needs that can be present in the aging veteran population, dedicated programs—such as those present in other municipalities and states—can provide potential models for how the changing demographic can be more completely served by government services. For example, Broward County, Florida and San Francisco, California are two areas that have high numbers of older adults and aging veterans, and have dedicated staff and programs designed specifically to aid these individuals with accessing VA benefits.[[25]](#footnote-26)

Broward County has grouped its services for older adults and veterans into one larger division, referred to as the Elderly and Veterans Services Division.[[26]](#footnote-27) While the Broward County Elderly and Veterans Services Divisions operate independently of each other, they share a joint physical location and website, allowing elderly veterans to access both divisions with minimal effort. .[[27]](#footnote-28) This may have particularly strong benefits for older veterans who have difficulty navigating a myriad of websites and links due to lack of technological access or knowledge, otherwise known as a “digital divide.”[[28]](#footnote-29) Additionally, states like Indiana have comprehensive online resource hubs for veterans that include an extensive list of resources for older veterans, families and caregivers.[[29]](#footnote-30)

 During the pandemic, other municipalities and areas within the United States have offered services or events specifically aimed at older veterans. Local governments have also hosted COVID-19 vaccination clinics solely for veterans 75 and older who had not received the first dose of the vaccine, including: Milwaukee, Wisconsin, St. Louis, Missouri, Orlando, Florida, and Bedford, Massachusetts.[[30]](#footnote-31) The Department of Veterans Affairs for the State of Oregon recently hosted a Virtual Town Hall Series, which offered virtual events explicitly aimed at different cohorts of veterans, allowing veterans of a similar age to come together and discuss issues affecting their cohort.[[31]](#footnote-32)

*New York City Executive Order No. 65*

 On March 8, 2021, NYC Mayor Bill de Blasio signed Executive Order No. 65, “Addressing the Needs and Improving the Lives of New York City Service members, Veterans, and their Families.”[[32]](#footnote-33) Overall, the executive order mandates increased outreach and data collection by all city agencies concerning veterans, and calls on DVS to develop a veteran community assessment survey to determine specific needs of the NYC veteran population.[[33]](#footnote-34) In addition, City agencies are required to report their respective numbers of veteran employees and personnel who are trained in military competence, increase recruitment of service members and veterans, and adopt a veteran indicator question on all intake forms.[[34]](#footnote-35)

 While this is an important step in increasing veteran representation in City government, it is important to note that the high numbers of older veterans in NYC may indicate a large number of retired veterans who are not seeking employment and thus would not be served by this executive order.[[35]](#footnote-36) In addition, while the executive order aims to thoroughly survey and assess the veteran population in NYC, the presence of a “digital divide” faced by older generations may mean that older veterans are underrepresented in responses to DVS’ survey mandated by Executive Order No. 65.[[36]](#footnote-37) Older veterans who lack technological access or knowledge may find it difficult to navigate DVS’ survey and thus may not provide feedback on what services they require.[[37]](#footnote-38)

Additional outreach to aging veterans in the city—who constitute a majority of NYC’s larger veteran population—is essential to more fully determine their needs and ensure that those needs are being addressed.

1. **DVS AND DFTA SERVICES FOR AGING VETERANS**

*DVS Services*

DVS, formerly the Mayor’s Office of Veterans Affairs (MOVA), was established in December 2015 by Local Law 113.[[38]](#footnote-39) DVS’s mission is “to foster purpose-driven lives for this important community through: effective connections in the NYC community; targeted advocacy at a local, state, and national level; and compassionate service, ensuring [DVS] make[s] it easier to access services and benefits [veterans have] earned.”[[39]](#footnote-40)

 To successfully and effectively integrate and support veterans and their family members into civilian life, DVS offers four main program areas. These four program areas include:

* **Engagement & Client Services**, which ensures that veterans gain access and have knowledge to navigate educational programs, find fulfilling and sustainable jobs, and create their own business opportunities;[[40]](#footnote-41)
* **Housing**, which expands and improves housing and social service resources available to NYC veterans and their families, and aids constituents in navigating existing resources, with top priorities to end veteran homelessness and improve access to affordable housing;[[41]](#footnote-42)
* **VetsThriveNYC**, which provides extensive health services for veterans and their families, ensuring that their mental, physical, and spiritual health needs are adequately met;[[42]](#footnote-43) and
* **Careers**, which connects veterans with the resources that are needed to succeed, with education, employment, entrepreneurship, and other resources being offered through the Veterans Success Network.[[43]](#footnote-44)

Accordingly, since its creation, DVS has worked to serve the City’s veteran community by connecting veterans, service members, and their families to services and resources in these program areas.

*DFTA Services*

DFTA is the leading agency addressing public policy and service issues for NYC’s seniors.[[44]](#footnote-45) One of DFTA’s primary strategic goals is to ensure the provision of quality services fairly and equitably to older New Yorkers.[[45]](#footnote-46) The agency is thus required by state and federal law to provide access to various services for seniors, including access to nutrition, benefits counseling, employment opportunities, legal assistance, and in-home services.[[46]](#footnote-47)

One of the ways in which DFTA provides these services to seniors is through DFTA-contracted senior centers. Currently, DFTA has 249 contracted senior centers within its portfolio.[[47]](#footnote-48) DFTA contracts with more than 100 nonprofit organizations[[48]](#footnote-49) to operate these senior centers, which provide seniors with meals, activities, health management resources, case management, educational programming, and socialization.[[49]](#footnote-50)

*Services for Aging Veterans*

 One of the limitations facing both DVS and DFTA is that both are contracting agencies; while both agencies have specific issue areas and resources for the population within their purview, they generally do not provide direct services to clients.[[50]](#footnote-51) Instead, both DVS and DFTA work closely with community-based organizations (CBOs) and service providers to connect those populations with necessary resources and services.[[51]](#footnote-52) This means that neither DVS nor DFTA are generally providing services to aging veterans directly; however, there are certain resources and general services and programs offered by both agencies that benefit this population.

 DVS offers a variety of programs and connections to services that can be particularly helpful to senior veterans. The agency, for example, provides housing support services, such as helping to rehouse homeless veterans and helping veterans with affordable housing vouchers.[[52]](#footnote-53) DVS also provides help with employment searches[[53]](#footnote-54) and can connect senior veterans to financial resources and services, such as financial counseling and information about benefits they might qualify for like the State’s veteran’s property tax exemption.[[54]](#footnote-55) Further, during the COVID-19 pandemic, the agency has also worked with the New York State Division of Veterans’ Services, local CBOs, and a food delivery service to provide free meals to veterans who are food insecure.[[55]](#footnote-56) While most of these services are general DVS services aimed toward helping all veterans, the DVS website does specify that the agency, working with the Mayor’s Office of ThriveNYC, has launched a program called Mission: VetCheck.[[56]](#footnote-57) This program aims to combat the social isolation that aging veterans particularly face by connecting senior veterans with volunteers who provide virtual companionship through phone calls.[[57]](#footnote-58)

 Similarly, DFTA’s services and programs, such as senior centers, in-home care services and case management, and the agency’s Friendly Visiting Program are general services offered to all seniors—including older veterans.[[58]](#footnote-59) However, while older veterans can benefit from these programs, there are no specific DFTA programs or services aimed toward serving the older veteran population in particular.

 To this end, while DVS and DFTA are serving the veterans and the aging populations generally, it is unclear whether either agency is offering any programs or services to serve the aging veteran population specifically. While senior centers and veterans’ resources offered by the agencies *also* serve senior veterans, senior veterans face unique issues that must be looked at specifically. There seem to be no specific initiatives or programs that are funded either through DVS or DFTA for older veterans, although there are a variety of community-based organizations being funded through Council discretionary funds that provide services for veterans, such as legal counsel, that can benefit older veterans with their needs.[[59]](#footnote-60) This, then, is an area of concern. It is not clear from the work of both agencies or the data reported by both whether aging veterans are being looked at as a discrete group that needs to be served and, if they are, what services, programs, and resources DVS and DFTA are offering to them. In fact, there does not appear to be much data available about this specific population in NYC at all.

Thus, at this hearing, the Committees wish to learn more about how the City is supporting, or should be supporting, its older veterans. Specifically, the Committees would like to hear about what particular needs the aging veteran population has, what challenges this population face, especially during the COVID-19 pandemic, what services are helpful to them and which the City should consider implementing, and, finally, how DFTA and DVS are working together to serve the needs of older veterans and how they can work together better going forward in order to serve them.

1. **LEGISLATION ANALYSIS**

***Analysis of Int. No. 1616***

This bill would require DVS to add more information about senior veterans to the agency’s annual report, including how many seniors DVS is serving, what services senior veterans are seeking, and what social service and affordable housing programs are available for aging veterans.

This law would take effect immediately.

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Int. No. 1616

By Council Members Vallone, Ampry-Samuel, Holden, Ulrich and Borelli

..Title

A Local Law to amend the administrative code of the city of New York, in relation to reporting on senior veterans and social service and affordable housing programs for veterans

..Body

Be it enacted by the Council as follows:

Section 1. Subdivision c of section 31-109 of the administrative code of the city of New York, as added by local law 44 for the year 2019, is amended to read as follows:

c. The annual report shall include, but need not be limited to, the following information for the prior fiscal year:

1. A list and description of the services provided by the department;

2. The total number of employees, a list of functional titles, the number of employees in each functional title and a summary of the general responsibilities for each title;

3. The total number of engagements, per month, disaggregated by the types of services provided, whether the service was provided at the department’s office, a resource center or in the field, and borough;

4. The types of services veterans have inquired about, including through 311 calls, per month, disaggregated by type of service, and borough where applicable;

5. The total number of social service programs veterans have inquired about, including, but not limited to, the supplemental nutrition assistance program, the New York state veteran property tax exemption pursuant to section 458 of the New York state real property tax law, medicaid and any other program offered by the department of social services/human resources administration, disaggregated by the program;

6. The total number of veterans who have inquired about affordable housing programs and assistance, including, but not limited to, the housing choice voucher program and public housing offered through the New York city housing authority, the housing choice voucher program, rental assistance, and homeownership assistance offered through the department of housing preservation and development and supportive services offered through partners of the department, disaggregated by program;

7. The total number and percentage of veterans served by the department who are above 60 years of age, disaggregated by borough;

8. The methods by which the department provides information to veterans and their families, caretakers and active service members and the methods by which veterans their families learned about the department;

 9. A list of the field services provided by the department in each borough, per month; and

10. The methods utilized by the department in calculating its report on the performance indicators herein.

§ 2. This local law takes effect immediately.

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2. New York State Division of Veterans’ Services, *2019 Annual Report New York State Division of Veterans’ Services*, at 9, *available at* <https://veterans.ny.gov/sites/default/files/annual-report-2019.pdf>. [↑](#footnote-ref-3)
3. N.Y.C. Dep’t of Veterans Services, *Data About NYC Veterans*, <https://www1.nyc.gov/site/veterans/about/data-about-nyc-veterans.page> (accessed on Apr. 14, 2021). [↑](#footnote-ref-4)
4. *Id.; see also* Jarrett Murphy, *A Statistical Snapshot of NYC’s Veterans*, City Limits, (Nov. 11, 2020)*,* <https://citylimits.org/2020/11/11/a-statistical-snapshot-of-nycs-veterans/>. [↑](#footnote-ref-5)
5. Commissioner Lorraine Cortes-Vazquez, *Commissioner to Commissioner: Connecting veterans to City Services*, NYC Department for the Aging, Nov. 22, 2019, available at <https://www1.nyc.gov/assets/dfta/downloads/pdf/news-reports/2019_November_English.pdf>. [↑](#footnote-ref-6)
6. N.Y.C. Dep’t of Veterans Services, *Data About NYC Veterans*, <https://www1.nyc.gov/site/veterans/about/data-about-nyc-veterans.page>. [↑](#footnote-ref-7)
7. N.Y.C. Dep’t of Veterans Services, *Data About NYC Veterans*, <https://www1.nyc.gov/site/veterans/about/data-about-nyc-veterans.page>; *c.f.,* U.S. Census Bureau, *Quick Facts: NYC*, <https://www.census.gov/quickfacts/newyorkcitynewyork> (accessed on Apr. 14, 2021). [↑](#footnote-ref-8)
8. N.Y.C. Dep’t of Veterans Services, *Data About NYC Veterans*, <https://www1.nyc.gov/site/veterans/about/data-about-nyc-veterans.page>. [↑](#footnote-ref-9)
9. DFTA services individuals living in New York City who are over the age of 60. *See* N.Y.C. Dep’t of the Aging, *Profile of Older New Yorkers*, *available at* <https://www1.nyc.gov/assets/dfta/downloads/pdf/reports/ProfileOfOlderNewYorkers2019.pdf> (retrieved on 4/16/21). [↑](#footnote-ref-10)
10. *See* Housing Assistance Council, *Aging Veterans in the United States*, (May 2016), *available at* <http://www.ruralhome.org/storage/documents/publications/rrreports/rrr-aging-veterans.pdf>. [↑](#footnote-ref-11)
11. *Id*. at 31. [↑](#footnote-ref-12)
12. *Id.* [↑](#footnote-ref-13)
13. *Id*. [↑](#footnote-ref-14)
14. NYC Dep’t of the Aging, *Commissioner to Commissioner: Connecting veterans to City Services*,Nov. 22, 2019, *available at* <https://www1.nyc.gov/assets/dfta/downloads/pdf/news-reports/2019_November_English.pdf>. [↑](#footnote-ref-15)
15. Housing Assistance Council, *Aging Veterans in the United States*, May 2016, *available at* <http://www.ruralhome.org/storage/documents/publications/rrreports/rrr-aging-veterans.pdf>. [↑](#footnote-ref-16)
16. #  **Jennifer A. Crittenden, MSW,** *Serving Those Who Have Served: A Guide to Veterans Services and Supports*, Journal of Aging Life Care (Spring 2015), *available at* <https://www.aginglifecarejournal.org/serving-those-who-have-served-a-guide-to-veterans-services-and-supports/>.

 [↑](#footnote-ref-17)
17. *Id.* [↑](#footnote-ref-18)
18. Kelly A. O’Malley, *et. seq.*, *Mental Health and Aging Veterans: How the Veterans Health Administration Meets the Needs of Aging Veterans*, Public Policy & Aging Report (Vol. 30, Issue 1), (Dec. 27, 2019), *available at* <https://academic.oup.com/ppar/article/30/1/19/5687922>. [↑](#footnote-ref-19)
19. *Id.* [↑](#footnote-ref-20)
20. *Id.* [↑](#footnote-ref-21)
21. PTSD (posttraumatic stress disorder) is a mental health problem that some people develop after experiencing or witnessing a life-threatening event, like combat, a natural disaster, a car accident, or sexual assault. *See* Nat’l Center for PTSD, *Understanding PTSD and Aging*, at 3 (Sep. 2019), *available at* <https://www.ptsd.va.gov/publications/print/understandingptsd_aging_booklet.pdf>. [↑](#footnote-ref-22)
22. N.Y.C. Veterans Alliance, *Report: Integrating Aging Veterans Into NYC Services*, (June 25, 2015), *available at* <https://www.nycveteransalliance.org/integrating_aging_veterans>. [↑](#footnote-ref-23)
23. *PTSD: National Center for PTSD*, U.S. Department of Veterans Affairs, available at <https://www.ptsd.va.gov/understand/what/aging_veterans.asp>. [↑](#footnote-ref-24)
24. N.Y.C. Veterans Alliance, *Report: Integrating Aging Veterans Into NYC Services*, (June 25, 2015), *available at* <https://www.nycveteransalliance.org/integrating_aging_veterans>. [↑](#footnote-ref-25)
25. NYC Veterans Alliance, *Report: Integrating Aging Veterans into NYC Services* (June 25, 2015), *available at* <https://www.nycveteransalliance.org/integrating_aging_veterans>. [↑](#footnote-ref-26)
26. Broward County Elderly and Veterans Services Division, <https://www.broward.org/ElderlyAndVeterans/Pages/Default.aspx> (accessed on 4/13/21). [↑](#footnote-ref-27)
27. *Id.* [↑](#footnote-ref-28)
28. Kate Conger, *et. seq*., *As Life Moves Online, An Older Generation Faces A Digital Divide*, N.Y.T. (Mar. 27, 2020), *available at* <https://www.nytimes.com/2020/03/27/technology/virus-older-generation-digital-divide.html> (accessed on 4/13/21). [↑](#footnote-ref-29)
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30. *See e.g.*, CBS 58 Milwaukee Newsroom, Milwaukee VA Offering Walk-In Clinic for Veterans 65 And Older to Get COVID Vaccine, (Jan. 15, 2021), available at <https://www.cbs58.com/news/milwaukee-va-offering-walk-in-clinic-for-veterans-65-and-older-to-get-covid-vaccine>; Emilee Speck, Orlando VA to host COVID-19 vaccine event for veterans 65 and older, (last updated Jan. 9, 2021) *available at* <https://www.clickorlando.com/news/local/2021/01/08/orlando-va-to-host-covid-19-vaccine-event-for-veterans-75-and-older/>; NBC 10 Boston, Bedford VA Hospital Offers COVID Vaccination Appointments To All Veterans, (last updated Feb. 24, 2021), *available at* <https://www.nbcboston.com/news/coronavirus/bedford-va-hospital-offers-covid-vaccinination-appointments-to-all-veterans/2311924/>; St. Louis Post-Dispatch, *Vaccine now available for veterans 50 and older at St. Louis-area VA clinics* (Mar. 5, 2021), *available at* <https://www.stltoday.com/lifestyles/health-med-fit/coronavirus/vaccine-now-available-for-veterans-50-and-older-at-st-louis-area-va-clinics/article_8c90f47c-89ca-5b60-8233-ad7eaa27cbe2.html>. [↑](#footnote-ref-31)
31. Oregon Dep’t of Veterans Affairs, *Veterans Virtual Town Hall Series*, *available at* <https://www.oregon.gov/odva/Connect/Pages/Townhalls.aspx>. [↑](#footnote-ref-32)
32. NYC Mayor, *Executive Order No. 65,*(Mar. 8, 2021) *available at* <https://www1.nyc.gov/assets/home/downloads/pdf/executive-orders/2021/eo-65.pdf>. [↑](#footnote-ref-33)
33. *Id.* [↑](#footnote-ref-34)
34. *Id.* [↑](#footnote-ref-35)
35. NYC Veterans Alliance, *Report: Integrating Aging Veterans into NYC Services*, (June 25, 2015), *available at* <https://www.nycveteransalliance.org/integrating_aging_veterans>. [↑](#footnote-ref-36)
36. Kate Conger, *et. seq*., *As Life Moves Online, An Older Generation Faces a Digital Divide*, N.Y.T. *(*Mar. 27, 2020) *available at* <https://www.nytimes.com/2020/03/27/technology/virus-older-generation-digital-divide.html>. [↑](#footnote-ref-37)
37. *Id.* [↑](#footnote-ref-38)
38. N.Y.C. Local Law 113 of 2015. [↑](#footnote-ref-39)
39. N.Y.C. Dep’t of Veterans’ Services, *About*, <https://www1.nyc.gov/site/veterans/about/about.page> (accessed on 4/16/21). [↑](#footnote-ref-40)
40. N.Y.C. Dep’t of Veterans’ Services, *Programs: Engagement*, <https://www1.nyc.gov/site/veterans/programs/engagement.page> (accessed on 4/13/21). [↑](#footnote-ref-41)
41. N.Y.C. Dep’t of Veterans’ Services, *Programs:* *Housing*, <https://www1.nyc.gov/site/veterans/programs/housing.page> (accessed on 4/13/21). [↑](#footnote-ref-42)
42. N.Y.C. Department of Veterans’ Services, *Programs:* *VetsThriveNYC*,<https://www1.nyc.gov/site/veterans/programs/vetsthrivenyc.page> (accessed on 4/13/21). [↑](#footnote-ref-43)
43. N.Y.C. Dep’t of Veterans’ Services, *Programs: Careers*,<https://www1.nyc.gov/site/veterans/programs/careers.page> (accessed on 4/13/21). [↑](#footnote-ref-44)
44. *Id.* [↑](#footnote-ref-45)
45. *Id.* [↑](#footnote-ref-46)
46. *Id.* [↑](#footnote-ref-47)
47. N.Y.C Dep’t for the Aging, *Annual Plan Summary*, at 25 (Sept. 2017), *available at*

<http://www1.nyc.gov/assets/dfta/downloads/pdf/reports/DFTAAnnualPlanSummary2017.pdf>. [↑](#footnote-ref-48)
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<http://www1.nyc.gov/assets/dfta/downloads/pdf/reports/DFTAAnnualPlanSummary2017.pdf> (accessed on 4/13/21). [↑](#footnote-ref-50)
50. *See* NYC Dep’t of the Aging, *Procurement Information,* <https://www1.nyc.gov/site/dfta/community-partners/procurement-information.page> (accessed on 4/13/21). [↑](#footnote-ref-51)
51. *See, e.g*, NYC Dep’t of the Aging, *Benefits and VA Claims Services*, <https://www1.nyc.gov/site/veterans/connect-to-services/benefit-and-va-claims-services.page> (accessed on 4/13/21). [↑](#footnote-ref-52)
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