

Homeless Veteran's Reintegration Program (HVRP) Grantee Welcome Packet

June 2019





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Welcome to the Homeless Veteran's Reintegration Program (HVRP).

This Homeless Veterans' Reintegration Program (HVRP) Grantee Welcome Packet is a collection of resources designed by the National Veterans Technical Assistance Center (NVTAC) to provide basic information to HVRP grantees. While it is not comprehensive, it will provide you with a "place to start." The Welcome Packet includes the following documents:

- **HVRP Overview** — provides a brief introduction to HVRP.
- **NVTAC Overview** — an introduction to the NVTAC team, the services we provide, and regional contact information.
- **HVRP and the American Job Center (AJC)** — an overview of the AJC and the requirement for HVRP participants to enroll at the AJC.
- **Connecting to Partners at the Local Level** — includes an overview of national programs/initiatives that HVRP partners with at the local level as well as a template for recording partner contact information.
- **30-Day Checklist** — provides new grantees with a categorized list of actions to complete within the first 30–45 days of their HVRP grant.

It is our hope that these documents will provide you with the information you require to start work on your HVRP grant. In addition to your contacts at the U.S. Department of Labor's Veterans Employment and Training Services (DOL-VETS), which can be found in the cover letter to this package, NVTAC is here to support you throughout the life of your project. Please review the enclosed brief on NVTAC, and feel free to reach out to your regional contact at your leisure. You may also reach the team at contact@nvtac.org.

Congratulations, and welcome!

The NVTAC Team



Overview: The Homeless Veterans' Reintegration Program (HVRP)

The Homeless Veterans' Reintegration Program¹ (HVRP) is an employment-focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS). It is the only federal grant to focus exclusively on competitive employment for homeless veterans. Initially authorized in 1987 under Section 738 of the Stewart B. McKinney Homeless Assistance Act, HVRP and its companion programs are currently authorized under Title 38 U.S.C. Sections 2021, 2021A, and 2023. Over the years, HVRP's targeted approach has been very successful. In Program Year 2017 alone, HVRP served 17,954 veterans nationally, with a 68.7 percent placement rate for those participants who exited the program.

Title 38 U.S.C. Section 2021
"The Secretary of Labor shall conduct, directly or through grant or contract, such programs as the Secretary determines appropriate to provide job training, counseling, and placement services (including job readiness and literacy and skills training) to expedite the reintegration of homeless veterans into the labor force."

HVRP's Dual Purpose: Reintegrating Individuals into the Workforce and Building Strong Systems

HVRP has two core objectives: (1) to provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force; and (2) to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans. HVRP grantees accomplish these objectives through a variety of core services:

- Knowledge of Population** Grantees understand the unique needs of the veterans they serve, and they structure their services to meet those needs.
- Outreach** Grantees use a flexible, non-threatening approach to meet veterans where they are, which often includes hosting a "Stand Down" for homeless veterans. Outreach also includes activities to engage partners and employers.
- Assessment/Intake** Grantees assess each veteran to determine program eligibility and to gauge job readiness and willingness to engage in employment services.
- Case Management** A veteran-centered approach is used to develop an Individual Employment Plan based on the veteran's strengths, barriers, and preferences that guides the service delivery process.
- Job-Driven Training/Placement** Grantees provide training that is targeted to the specific industries, occupations, and skills that are in demand locally. Training services can be provided in-house, through partners in the community, or through the American Job Center (AJC).
- Collaboration** Grantees collaborate with public and private partners at all levels (federal, state, local) to provide supportive services and access to housing.

¹ Includes HVRP, Incarcerated Veterans Transition Program (IVTP), and Homeless Female Veterans' and Veterans' with Families Program (HFVWF), collectively referred to as HVRP.



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National Priorities and Goals, Local Implementation

For Program Year 2019, DOL-VETS identified a set of national goals for the overall program (see inset) as well as three specific veteran populations as priorities for receiving HVRP services: (1) homeless female veterans and veterans with families; and (2) incarcerated veterans. Each HVRP grantee plays a part in these larger goals by placing veterans in these priority groups into competitive employment at the local level.

2019 National HVRP Goals

Placement rate*: **75%**

Average hourly rate at placement: **\$13.375**

Placement rate* for chronically homeless veterans: **60%**

* Placement rate is calculated by dividing the total number of exiters placed into employment in the reporting period by the total number of exiters in the same period.



Introduction: The National Veterans Technical Assistance Center (NVTAC)

The National Veterans Technical Assistance Center (NVTAC) provides training and technical assistance (TA) to Homeless Veterans' Reintegration Program² (HVRP) grantees. Funded by the U.S. Department of Labor's Veterans' Employment and Training Service (DOL-VETS) to support its grantees, NVTAC is jointly operated by the Manhattan Strategy Group (MSG), the National Coalition for Homeless Veterans, and Atlas Research.

The Purpose of NVTAC

NVTAC has two primary objectives:

- 1) To provide comprehensive, informed services to nonprofits, employers, Veterans Service Organizations, and government agency partners that cooperate to meet the goals of HVRP, and
- 2) To serve as a liaison between DOL-VETS program leadership and grantees to ensure timely and thorough communication of information.

NVTAC's Unique Role

NVTAC operates separately from the compliance aspects of your grant experience. For quarterly reporting, financial management, and other grant management issues, the Director for Veterans' Employment and Training (DVET) or Grant Officer Technical Representative (GOTR) can be of assistance.

To meet these objectives, NVTAC offers a variety of resources at no cost to grantees:

Direct, Intensive TA

Customized training and consultation for individual grantees are offered both on site and remotely through digital platforms. Direct TA can cover a wide range of topics based on grantee need.

Web-based Training

Grantees can participate in regularly scheduled webinars that focus on improving service delivery (e.g., working with special populations, assessing employment readiness), extended online courses, and self-paced training on the core components of HVRP.

NVTAC.org

The website serves as a repository of NVTAC research, products, and resources and as an access point to broader information on veteran homelessness and employment.

Community of Practice

Recognizing the value of peer learning and support, NVTAC hosts monthly Community of Practice calls that allow grantees across the country to connect and share with each other.

Best Practices & Research

NVTAC identifies best and promising practices on homeless veteran employment and translates the latest research into practical applications that help grantees improve veteran outcomes.

² Includes HVRP, Incarcerated Veterans Transition Program (IVTP), and the Homeless Female Veterans' and Veterans' with Families Program (HFVWF), collectively referred to as HVRP.



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NVTAC works closely with your GOTR to provide you with the support needed to make your HVRP grant successful. TA is available on an array of topics as highlighted by the following examples.

For questions about...	Contact:	NVTAC	GOTR
Collaboration/Partnerships		✓	
Coordinated Entry		✓	
Enrollment at the American Job Center		✓	✓
Financial Management			✓
Grant Modification			✓
Intake and Assessment		✓	
Job Development and Placement		✓	
Outreach to Veterans, Employers, or Partners		✓	
Program Budget			✓
Quarterly Reporting			✓
Technical Performance Report (TPR)			✓
Training for New Staff		✓	
Working with Special Populations		✓	

What You Can Do

- Contact your regional NVTAC liaison (below) to learn about trainings and resources, and tell us about your program and what you need.
- General inquiries and requests for TA can be sent to contact@nvtac.org.
- Email your contact information to contact@nvtac.org so we can add you to our HVRP email distribution list.

DOL-VETS Region	NVTAC Liaison	Contact Information
Atlanta	Cindy Borden	cborden@nchv.org 202.546.1969
Boston	Nicole LaCorte-Klein	nlacorteklein@atlasresearch.us 917.710.8889
Chicago	Nicole LaCorte-Klein	nlacorteklein@atlasresearch.us 917.710.8889
Dallas	Cori Di Biase	cdibiase@manhattanstrategy.com 908.432.2998
Philadelphia	Cindy Borden	cborden@nchv.org 202.546.1969
San Francisco	Cindy Borden	cborden@nchv.org 202.546.1969



Homeless Veterans' Reintegration Program (HVRP) and the American Job Center (AJC)

AJC Overview

American Job Centers (AJC) are designed to provide job seekers with a range of assistance, all under one roof. Established under the Workforce Investment Act, and reauthorized in the Workforce Innovation and Opportunity Act of 2014 (WIOA), the network of nearly 2,500 AJCs across the country offers a variety of employment-related services, including career counseling, job training, and job search assistance. Each AJC is unique and offers an array of services based on local workforce conditions and available resources (see inset for examples). Job seekers can visit a local AJC in person or online. To find your local AJC, search: <http://www.careeronestop.org/LocalHelp/AmericanJobCenters/american-job-centers.aspx>.

Services offered at AJCs include:

- Job training and employment workshops
- Job search assistance
- Career counseling
- Labor market and employer information
- Hiring events and business service information
- Referrals to community resources and other agencies
- Supportive services
- Unemployment insurance information

HVRP Participant Enrollment at the AJC

What can HVRP grantees do to ensure successful implementation?

- Partner with AJCs to properly enroll all participants.
- Ensure a staff member is present during the enrollment process to facilitate accurate reporting and strong working relationships.
- Invite local AJC staff to share information on their services and encourage AJC staff to learn about your services.
- Ensure new staff members are fully trained on AJC services and enrollment requirements.

A new era of collaboration between homeless veteran program³ grantees and the AJCs began July 1, 2016. With the release of Veterans' Program Letter (VPL) 03-16, HVRP grantees are required to enroll all participants in the public workforce system through the local AJC. Enrollment occurs when the HVRP participant receives a Wagner-Peyser Act-funded employment service; a Jobs for Veterans State Grants-funded Disabled Veterans' Outreach Program Specialist service; or another WIOA Title I-funded service. Enrollment with the AJC provides homeless veterans access to additional resources, including training opportunities, supportive services, state vocational rehabilitation, integrated case management, and connection to employers and employment opportunities through the Local Veterans' Employment Representative. Enrollment at the AJC also benefits HVRP grantees, AJC staff, and the U.S. Department of Labor. Leveraging resources across programs will create a more integrated approach to helping homeless veterans and improve employment outcomes.

To read VPL 03-16 in its entirety, visit <https://www.dol.gov/vets/VMS/VPLs/VPL-03-16.pdf>.

³ Includes the Homeless Veterans' Reintegration Program (HVRP), Incarcerated Veterans Transition Program (IVTP), and Homeless Female Veterans' and Veterans' with Families Program (HFVWF), collectively referred to as HVRP.



HVRP: Connecting to Partners at the Local Level

One of the core objectives of the Homeless Veterans' Reintegration Program (HVRP) is to stimulate the development of effective service delivery systems that address the complex problems facing homeless veterans. Successful grantees understand that a systematic approach requires collaboration with public and private partners at all levels (federal, state, local) to meet the various needs of individual veterans.

The specific partners vary from community to community. However, there are several national programs with local representatives or grantees that should be part of your collaboration efforts as described below:

U.S. Department of Labor Programs (DOL)

American Job Centers (AJC)

Located in all 50 states and the District of Columbia, the network of nearly 2,500 AJCs provides a variety of employment-related services. To learn more about AJC services or to find your local AJC, visit www.careeronestop.org. HVRP grantees are required to co-enroll all participants at the local AJC. To meet this requirement, participants must register for and receive a service through the AJC. For more information, see *HVRP and the American Job Center*.

Jobs for Veterans State Grants (JVSG)

The JVSG program provides federal funding to State Workforce Agencies to hire staff dedicated to serving veterans at some of the AJCs:

- 1) Disabled Veterans' Outreach Program (DVOP) specialists provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment.
- 2) Local Veterans' Employment Representatives (LVERs) work to increase employment opportunities for veterans by conducting employer outreach, promoting access to training, and encouraging placement of veterans in vacant positions.

Contact your local AJC to learn more about the services offered. To learn more about JVSG, visit <https://www.dol.gov/vets/grants/state/jvsg.htm>.

Senior Community Service Employment Program (SCSEP)

SCSEP is a community service and work-based job training program for unemployed, low-income Americans aged 55 or older. Enrollment priority is given to veterans and qualified spouses (first priority), as well as to individuals who are over 65, have a disability, are experiencing homelessness, or meet other characteristics. SCSEP grantees include state agencies and national nonprofit organizations that administer the program.

To learn more about SCSEP, visit <https://www.doleta.gov/seniors/>. To find the local SCSEP grantee in your area, visit <http://www.servicelocator.org/olderworkers>.

U.S. Department of Veterans Affairs (VA)

Homeless Providers Grant and Per Diem Program (GPD)

The purpose of GPD, as defined by the VA, "is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination." GPD is currently transforming into a competitive, time-limited grant process that focuses on five housing models: Bridge Housing, Low Demand,



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Respite Care, Clinical Treatment, and Service-Intensive Transitional Housing. For more information about GPD, visit <https://www.va.gov/homeless/GPD.asp#one>.

Homeless Veterans Community Employment Services (HVCES) Program

HVCES was created to help employers recruit, interview, and hire job-ready veterans exiting homelessness. Based at VA Medical Centers, Community Employment Coordinators (CECs) work with businesses to develop new and improved hiring practices for homeless veterans, connect veterans to employment and supportive services, and collaborate with public and private-sector partners.

To learn more, visit www.va.gov/HOMELESS/HVCES.asp. To find your local CEC, visit <https://www.va.gov/HOMELESS/cec-contacts.asp>.

Supportive Services for Veteran Families (SSVF) Program

SSVF was created to promote housing stability among very low-income veteran families who reside in or are transitioning to permanent housing. Grants are awarded to nonprofit organizations and consumer cooperatives offering supportive services, including outreach, case management, referrals to VA and local resources, and temporary financial assistance.

For more information, including a list of current SSVF grantees, visit <https://www.va.gov/homeless/ssvf/>.

Veterans Justice Outreach (VJO) Program

VJO was created to avoid the unnecessary criminalization of mental illness and extended incarceration among veterans by ensuring that eligible persons have timely access to Veterans Health Administration services during or after their involvement in the legal system. VJO specialists provide direct outreach, assessment, and case management for justice-involved veterans and liaise with local justice system partners (i.e., police, jails, and courts).

For more information and to find the closest VJO specialist, visit <https://www.va.gov/homeless/vjo.asp>.

U.S. Department of Housing and Urban Development (HUD)

Continuum of Care (CoC)

The CoC program supports and encourages coordination between local organizations in their efforts to address homeless and housing-related issues, including veteran homelessness. CoC funding enables nonprofit organizations, state and local governments, and other grant recipients to quickly rehouse homeless veterans and families, expand access to community programs, and promote self-sufficiency.

For more information and to find your local CoC, visit <https://www.hudexchange.info/programs/coc/>.

U.S. Department of Housing and Urban Development and VA Supportive Housing (HUD-VASH)

The HUD-VASH program, through a cooperative partnership, provides long-term case management, supportive services, and permanent housing support for homeless veterans. Eligible veterans receive VA-provided case management and supportive services to support stability and recovery from physical and mental health, substance use, and functional concerns contributing to or resulting from homelessness. HUD provides “Housing Choice” Section 8 vouchers designated for HUD-VASH to participating Public Housing Authorities to assist with rent payment. The program’s goals include promoting maximal veteran recovery and independence to sustain permanent housing in the community for the veteran and the veteran’s family.

For more information about HUD-VASH, visit <https://www.va.gov/homeless/hud-vash.asp> or https://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/vash.



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Local Partner Contact Information

Partner	Areas Served	Organization Name (if applicable)	Contact Name	Contact Email	Contact Phone
AJC					
DVOP					
LVER					
SCSEP					
GPD					
CEC					
SSVF					
VJO					
CoC					
HUD-VASH					
Other					



HVRP Start-Up Checklist⁴

This HVRP Grantee Self-Assessment Checklist lists items that should be addressed in a new program within 30–45 days after grant award:		
Category	TASK	Completed
Staffing	All staff is hired and working as a team	<input type="checkbox"/>
	Developed staff training plan	<input type="checkbox"/>
Forms, Policies, & Processes	Established processes for intake, vocational assessment, case management, job matching for veterans, service plan development, job retention strategies, etc.	<input type="checkbox"/>
	Developed forms to document services (certification of homeless status, intake/assessment form, Individual Employment Plan form, etc.)	<input type="checkbox"/>
	Petty cash account policy, procedures, and documentation requirements set up	<input type="checkbox"/>
	Client case file system is up and running	<input type="checkbox"/>
Grants Management/ Reporting	Read through the base award grant letter, particularly the program narrative and budget	<input type="checkbox"/>
	Program Manager has discussed project with DVET/GOTR	<input type="checkbox"/>
	Agency accounting is prepared to draw down funds or has done so	<input type="checkbox"/>
	July expenses were on budget	<input type="checkbox"/>
	Enrolled 5–10% (of annual goal) of eligible veterans	<input type="checkbox"/>
	Placed 5–10% (of annual goal) of veterans in competitive employment	<input type="checkbox"/>
	July's data is ready for reporting to VETS; first reporting phase will occur after the first quarter of the program year, but data collection procedures are in place from the outset; entered data in the Technical Performance Report (TPR); data backup system is in place.	<input type="checkbox"/>
Partnerships/ Collaboration	Held face-to-face meetings with AJC, SSVF, VASH, CoC to establish administrative, co-enrollment, and referral partnerships	<input type="checkbox"/>
	Initiated linkages with local Veterans Court, VJO, and criminal justice system	<input type="checkbox"/>
	Made initial connections with local housing providers to make and receive referrals	<input type="checkbox"/>
	Became a resource in local Coordinated Entry	<input type="checkbox"/>
Outreach	Used local "By Name List" to identify potential participants	<input type="checkbox"/>
	Developed marketing materials	<input type="checkbox"/>
	Created an orientation for veterans entering the program	<input type="checkbox"/>
	Engaged more than five employers	<input type="checkbox"/>
Supportive Services	Set up computers or access for veterans; internet connected	<input type="checkbox"/>
	Participant transportation and incentives (tokens, bus passes, etc.) set up and available	<input type="checkbox"/>
	Initiated participation in local Homeless Management Information System (HMIS)	<input type="checkbox"/>
Other	Engaged agency leadership and Board of Directors by informing them of the award, organization's progress, and vision for the program	<input type="checkbox"/>
	Connected with TA Center Regional contact and reviewed the NVTAC.org website	<input type="checkbox"/>
	Attended or made plans to attend a regional Post Award Conference (PAC)	<input type="checkbox"/>

⁴ These tasks are not necessarily required but may guide program developers in the initial phase of grant implementation. This checklist is designed for internal use by grantees.