1. TECHNICAL ISSUES & LAYOUT

Q: Has the MAC compatibility issue been resolved? The initial sheet would not allow us to click on the red triangle to get information for a cell.

A: This is an issue with Excel that requires changing specific settings if accessed through a MAC.

Q: I'm having trouble putting the last training in; it remains red after the quarter ends - but OJT may still be remaining. How do I fix this?

We have an issue if the client was hired in a quarter and is on OJT. We cannot add the last date of training after they are hired and exited because the OJT will continue until next quarter. How do I resolve this issue?

I do not like that trainings need to be added after exit for employed veterans as they may not have completed training, such as OJT, at exit when employed.

A: If the participant is still in OJT, then the grantee needs to ensure the wages are not subsidized. If the wages are subsidized, the participant is still actively receiving services and cannot exit for employment credit. This seems to be a policy issue rather than an issue with the form.

Q: The Form View and the Spreadsheet view do not communicate well with one another. For example, columns F-K, N, etc. where you have to manually put in 0's in blank cells. If you go to add information in the Form View and hit Submit, the 0's manually entered for that participant gets erased on the spreadsheet. Is there a way to fix this issue?

A: This is a known issue with the Form View. We are working on a solution to address this issue in a future version.

Q: When I try to filter by Participant ID from smallest to largest, the form does not do so - it gives a random order of numbers. Can this be fixed?

A: Unable to replicate this issue, so need more information on the issue to address. Please be aware that sorting in Excel may be impacted by the ID structure utilized.

Q: The date field is not setup as a US format. Is there a specific reason for this and can this be updated to be MM/DD/YYYY?

A: The form follows the customary military date format, but the date can also be entered in the MM/DD/YYYY format. The form will automatically convert to the form format.

Q: Why is there no button for at risk with family?

A: "At risk with family" is not an option in the form because there are no subcategories (e.g., "with family") for "at risk" in policy. This seems to be a policy issue rather than an issue with the form.

Q: Many people have trouble opening the TPN. They must download it, pull it through Adobe, and go to downloads to open it. This process makes it difficult to share with QA in the office. Is there an easier way to download the TPN?

A: This may be a browser issue since each browser has different settings to handle downloads. Adjusting those settings may simplify the process.

Q: Are we still working on a new VOPAR system?

A: There are no plans for a new VOPAR system.

Q: If a participant is enrolled and placed in the 1st Quarter for example, and were placed into housing in the 2nd Quarter, the TPR will not allow a 2 to be entered. It will only allow a 1 to be entered. This happens with Tool/Fees also.

A: Services should not be provided after placement. This seems to be a policy issue rather than an issue with the form.

2. TRACKING

Q: We use RADICS CMS, where we not only capture critical performance data and DAP notes, but individual expenses for each client. We export the information by Quarter in the same layout as the fillable form, then transfer the information to the fillable form as a way to double-check our work. However, we do have the option to export to excel and upload the data directly to the TPR spreadsheet.

We use Salesforce Case management system. it would be nice if we could upload that data into the TPR. Can that be a possible improvement in the future?

A: VETS guidance requires grantees use VETS-specific tools/documents for tracking. For data integrity, the TPR does have cells that will not allow outside systems to upload data.

Q: To use Attachment C as a daily tracker, we would need to be able to put clients in and take them out without messing up the list. So far, we have not been able to resolve this issue.

A: Data can be deleted, but only in the Form View. Please note that VETS will be working on an updated version of the Attachment C tracking form.

3. ENROLLMENT/CO-ENROLLMENT

Q: With Column E co-enrollment, not every participant is not eligible to co-enroll whether its due to type of discharge, service time or not having DD-214. Can whoever be in charge add not-eligible as third option?

A: Services can always be provided by the AJC and/or HVRP. However, if the HVRP has been able to help with employment, then the AJC may not want to co-enroll. This seems to be a policy issue rather than an issue with the form.

Q: Why can't the AJC enrollment be before the HVRP enrollment date?

A: Unable to replicate this issue. Confirmed that form will allow date of AJC enrollment that is earlier than date of HVRP enrollment.

Q: Would it be possible for VETS to negotiate with the VA to require co-enrollment of SSVF clients with HVRP providers to help us meet our goals?

A: VETS is not in a position to do so but encourages coordination at the local level.

4. TRAINING

Q: Due to the pandemic it is hard to get any of the various training categories that the spreadsheet has. Are there any suggestions on how we can handle the training considering the pandemic? For example: at our offices, we are limited to 6 guests at once for training - and that's under current rules. We were not permitted to do training between late October and February.

A: Please consider alternatives to in-person training to ensure as many training options are available to participants as possible. Please also keep in mind that with the ability to carry over funding, any additional unspent funding can be used to “catch-up” on training provided.

5. DATA ENTRY

Q: I really like using the "Goals vs. Actual" tab. We use it in weekly staff meetings, but the percentage of Female participants is not accurately computing in that tab for me. Can that be fixed?

A: Unable to replicate this issue. Confirmed that the percent female calculation is working.

Q: Sometimes we can exit someone, they can end up needing more services, and we can delete the exit date and provide the services. However, the TAG says we can only get credit for employment once per participant and that seems to not work if you have already submitted a quarterly report and then within 90 days the client needs more services. Is there anything that can be done to resolve this issue?

A: Grantees can delete the placement - that has always been an option if they are re-enrolling during the same program year.

Q: I find it confusing that the TPS asks for last quarter provided services, as services are often ongoing during the grant year. Are we supposed to update data as we go along or wait until services are ended?

A: The expectation is that the report is updated each quarter prior to submission to reflect activity in the most recent quarter.

Q: Some clients do not identify as male or female can we expand the option or is the expectation that we use the gender they indicated while serving?

A: The field can be left empty if neither response option applies. This will not prevent proceeding with the form.

Q: Regarding Planned Goals for the FOA, previously the spaces under financials for Q5-Q8 are grayed out but this time not. Are we to enter amounts there as well?

A: Only enter amounts for actual expenditures.

Q: What about age of enlistment being under the age of 18?

A: Data entry not prevented if the participant was 17.5 or younger. You will see a flag, but that will not prevent proceeding with the form.

Q: How will we know what clients are needing follow up because it does not have a separate section like the previous TPR?

A: Sorting by Column M, Service End Date, will show all participants who have exited and are eligible for follow up.

Q: Can we add an option of multi-racial without having to select specific ones. Some clients do not identify their race under specific races. They identify as multi-racial.

A: The field can be left empty if no available response options apply. This will not prevent proceeding with the form.

Q: What about the new TAG? I was under the impression it was going to be released last quarter.

A: The TAG will be updated and informed by grantee questions and feedback through the Listening Sessions. Stay tuned for a release date.

6. GENERAL FEEDBACK

Q: Please do not give us a new TPR in the middle of a grant. It's very difficult to transfer 7 quarters of information and I've had to do it several times.

A: This issue is understood and VETS will work to prevent it in the future.

Q: I appreciate the old TPR's format for follow-up. It's an easy to see which veterans have reported follow-up as opposed to having to look in "form view" for each veteran.

A: Sorting by Column M, Service End Date, will show all participants who have exited and are eligible for follow up.

Q: For me, the drop down "Yes"/ "No" option that we had on previous TPRs seemed easier to enter. The 1=Yes and 0 = No is awkward when it's easier to just say yes or no. Thanks for taking our feedback

A: This issue is understood and VETS is looking at the feasibility of making this change.

Q: I think that getting these sessions a month before the TPR is due would be helpful. If there are changes, it would also be helpful to get a mass email to HVRP grant recipients so that we know to download the new TPR and transfer information over to the new one.

A: Thank you for your input on meeting dates/times as well as preferred communications.