

INTRODUCTION TO NVTAC AND HVRP

National Post Award Conference
August 11, 2020



Agenda

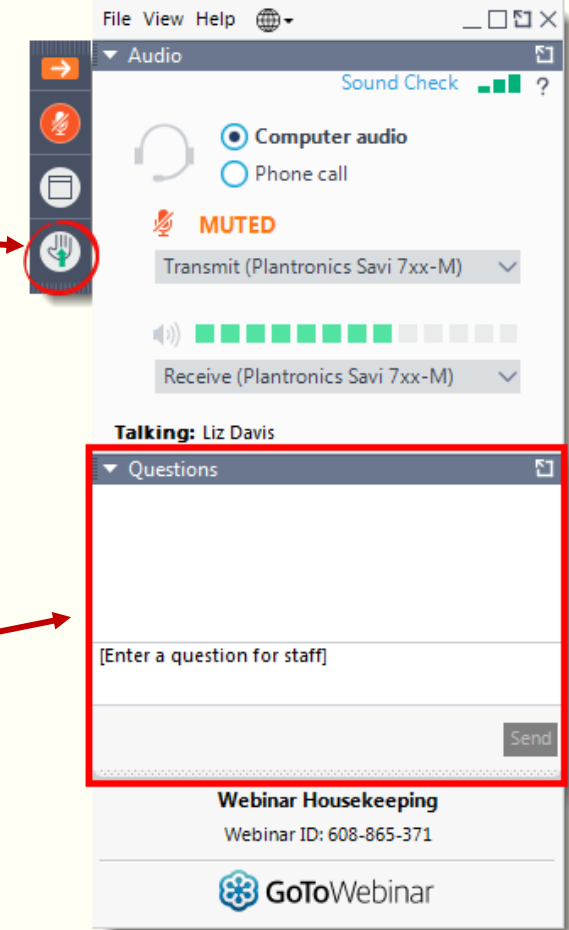
- Introducing your NVTAC Team
- NVTAC Services and Resources
- HVRP: Where Does it Fit?
- Starting the Program Year:
 - Grant Application
 - Processes
 - Staff
 - Partnerships



We want to hear from you!

If you have a question, and want to speak, **raise your hand** we can keep a queue.

If you don't want to speak, use **the question box** to respond or ask a question.



Meet Your NVTAC Team

Nicole LaCorte-Klein, MA, CRC



Training Consultant at Atlas Research, Nicole brings years of experience providing job placement, vocational case management and direct service to individuals who are homeless. Nicole has provided technical assistance to HVRP, SSVF and other Veterans Administration staff for years, offering her experience as both direct service provider and trainer.



Meet Your NVTAC Team

Cindy Borden



As the Director of Technical Assistance and Training for the National Coalition for Homeless Veterans (NCHV), Cindy conducts training, develops resources, and provides intensive coaching in program design and implementation to veteran service organizations. Cindy brings more than 20 years of experience in both direct service and technical assistance to help organizations increase capacity and improve services.



Meet Your NVTAC Team

Cori Di Biase



NVTAC Project Director at the Manhattan Strategy Group, Cori has provided services and consultation to support veterans and civilians in employment for more than twenty years. Cori prides himself on serving the staff and leaders who have dedicated themselves to serving our country.

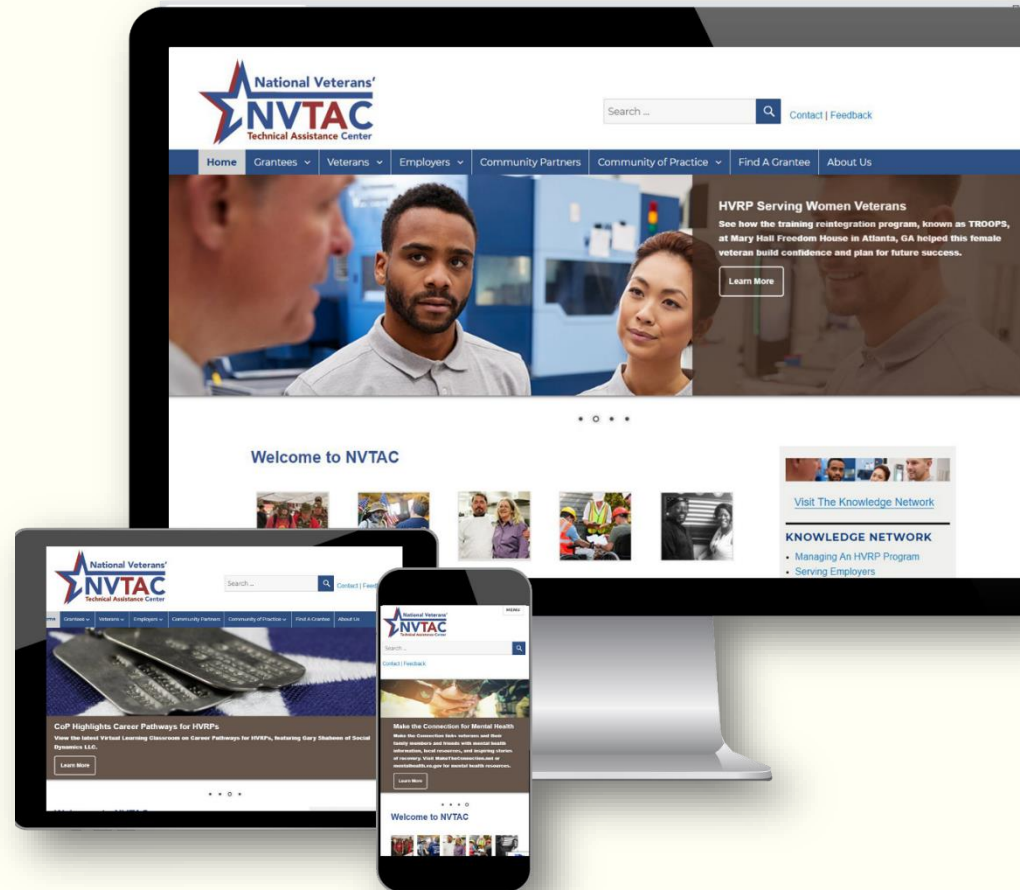


NVTAC Services

- In Person and Virtual Training & Technical Assistance
- Monthly Communities of Practice and the 'Knowledge Network' Interactive Forum
- Occasional Webinars
- Documentation of Best Practices
- Monthly Newsletters and Bulletins As Needed
- NVTAC.org



NVTAC.org



Contact Information

Cori Di Biase - **Dallas Region**
Manhattan Strategy Group
cdibiase@manhattanstrategy.com

Cindy Borden - **Atlanta, San Francisco and Philadelphia Regions**
NCHV
cborden@nchv.org

Nicole LaCorte-Klein - **Boston and Chicago Regions**
Atlas Research
nlacorteklein@atlasresearch.us





INTRODUCTION TO HVRP

What is HVRP?

- The Homeless Veterans' Reintegration Program (HVRP), The Homeless Female Veterans' and Homeless Veterans' with Families Program (HFVWWF), and The Incarcerated Veterans' Transition Program (IVTP)
- Competitive grant administered by the Department of Labor, Veterans' Employment and Training Service (DOL-VETS)
- Authorized under 38 U.S.C Sections 2021, 2021(a) and 2023



HVRP Objectives

The purpose of the Program is:

- To provide services to reintegrate homeless veterans into the labor force by placing them into *family-sustaining employment* and:
- To stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans.

Family-sustaining employment is defined as paid employment, in line with the homeless veteran's aspirations, talents, and abilities that ideally provides at least the minimum income necessary for a worker to meet his or her basic financial needs.

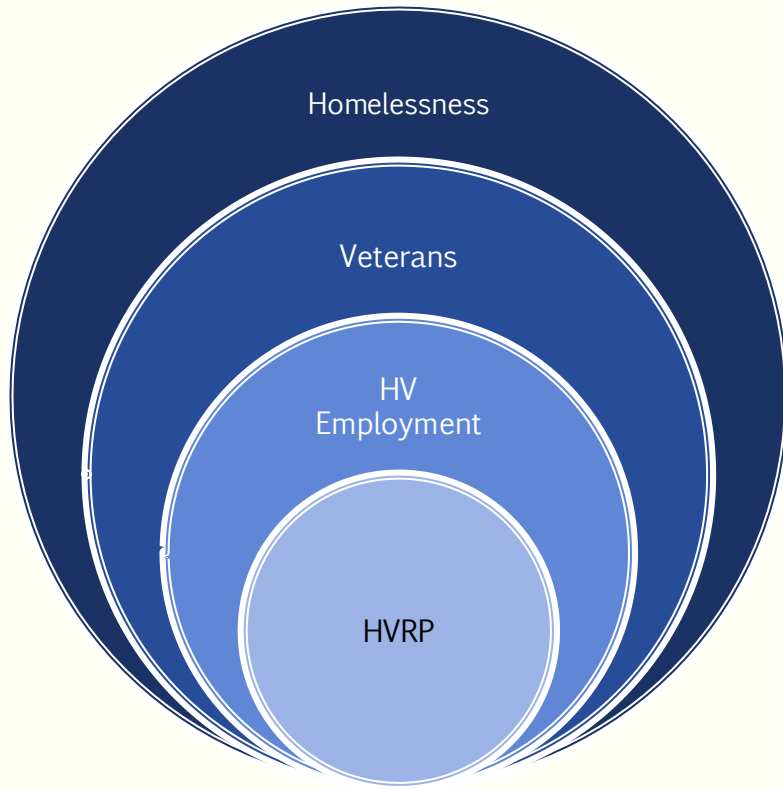


HVRP

- HVRP authorization for FY 2020 \$55 million;
 - includes HVRP, Stand Down, and funding for NVTAC
- HVRP is the only competitive federal grant program focused exclusively on employment for veterans at-risk of or experiencing homelessness
- HVRP is a piece of 2 much larger systems:
 - Homelessness
 - Workforce



HVRP and Homelessness



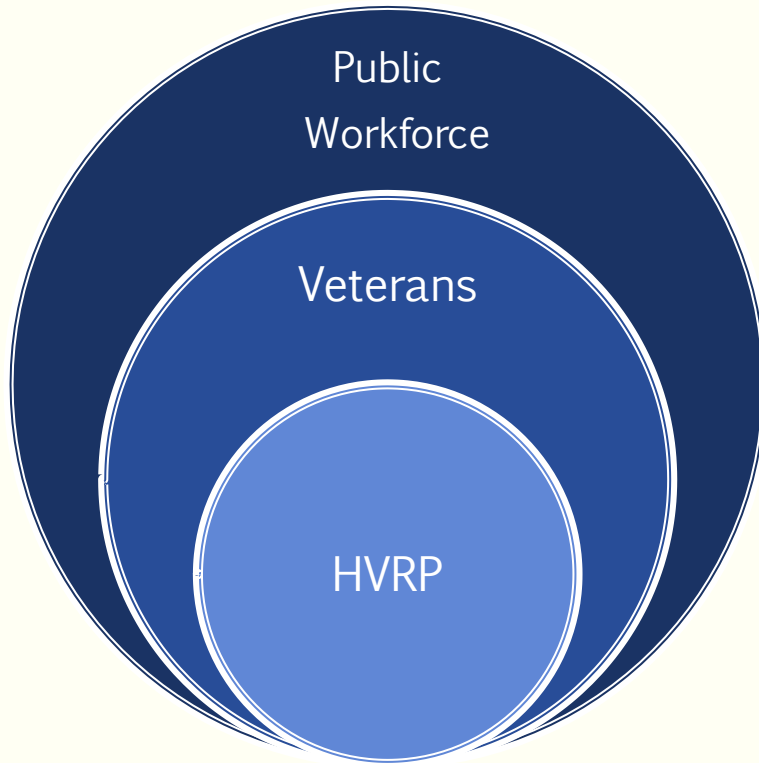
Homeless System*:

Homeless System	HUD CoCs	\$2.283 billion
Veteran-Specific	SSVF, GPD, HUD-VASH	\$566 million
Homeless Veteran Employment**	VHA Employment (HVCES, CWT)	\$75.2million
HVRP	HVRP	\$50 million

*approximate funding for FY2019

**does not include funding for VBA programs

HVRP and Employment



Workforce System*:

Workforce System	WIOA, Job Corps, SCSEP	\$5.5 billion
VETS**	JVSG, TAP, Chs 41-43, Hire Vets	\$250 million
HVRP	HVRP	\$50 million

*approximate funding for FY2019

**excludes HVRP



STARTING A NEW GRANT/ NEW PROGRAM YEAR

Getting off to a Strong Start

- Know Your Grant
- Develop/Revise Processes
- Hire, Train, and Retain Staff
- Connect to Partners and the Community

Remember: Reach out to NVTAC and your GOTR for technical assistance



Know Your Grant

- Read you grant application and/or Notice of Award
 - You are responsible for delivering on what is stated in the application.
 - You can't implement something if you don't know what it says.
- Key items to note:
 - Program goals by quarter, year, and period of performance
 - Budget
 - Staffing
 - Participant services – what is/is not included



Develop or Review/Revise Processes

- Standard Operating Procedures (SoPs)
- Create/revise necessary forms and templates
- System for managing case files
 - Follow DOL policy for PII and record retention
- COVID-19 conscious



Standard Operating Procedures (SOPs)

- Provide a framework for managing program operations (administrative, financial, programmatic)
- Benefits of SOPs
 - Efficiency
 - Equity
 - Compliance
 - Transparency
 - Sustainability
- Required by the FOA for some expenses (new awards)



Standard Operating Procedures

- Spending for participant services
- Case management/Documentation
- Enrolling/Exiting decisions
- Boundaries
- Review/Revise in response to COVID-19

Do you have a procedure for one of these topics you' like to share?

Are you having trouble developing an effective procedure?

Type your answer in the public Chat box and press "enter" to send or raise your hand to talk



SOP Examples

Example 1:

- Back to Work program funds may be used to repair a participant's vehicle under the following conditions:
 - Participant has a written employment offer and
 - Repair costs do not exceed \$250

Example 2:

- Back to Work program staff are prohibited from using their personal vehicles to transport participants.



Hiring Staff: Thinking about the needs of your HVRP

- What are the program goals and what will it take to meet the expected outcomes?
- What are the roles and responsibilities of current staff (if you already operate an HVRP) and what are we looking for to complement our existing staff?
- What are the expectations for this staff person? Roles and responsibilities?
- What experience is required?



Hiring Staff Next Steps...

- Create a compelling Job Description that summarizes the essential responsibilities, qualifications and skills needed for the position
- Assess resumes, conduct interviews, check references
- Be flexible...and ensure that your new hire understands that HVRP requires flexibility
- Has this individual worked with this population? Is he/she a Veteran themselves?



Retaining Staff

Questions:

For HVRP programs that have been operating for a while, what are some strategies you can recommend to new programs to retain good staff?

Turnover tends to be high in HVRPs....what do you need to put in place in order to retain staff? What are some reasons staff leave your HVRPs?

Training Resources for Staff

- NVTAC: www.nvtac.org
- National Veterans' Training Institute (NVTI): www.nvti.org
- SSVF University: <https://www.va.gov/homeless/ssvf/>

Other useful sites:

- National Alliance to End Homelessness (NAEH): www.endhomelessness.org
- National Healthcare for the Homeless Council: <https://nhchc.org/clinical-practice/homeless-services/core-competencies-curriculum/>
- USICH: www.usich.gov
- HUD: www.hud.gov



What is Self-Care?

- Activities that reduce stress from work and help to promote a health and wellness
- Goals:
 - Taking care of physical and psychological health
 - Managing and reducing stress
 - Honoring emotional and spiritual needs
 - Fostering and sustaining relationships
 - Finding equilibrium between work and personal life

University at Buffalo School of Social Work, 2017



Types of Self-Care

Creating a Welcoming Work Space:

- Not eating lunch at your desk
- Social exchanges
- Calming music
- Caring for a plant

Skovholt, Grier, & Hanson, 2001

- Seek personal therapy
- Receiving support from mentors or a peer group
- Relaxation practices
- Non-professional activities

Smullens, 2012



Self-Care and Avoiding Burnout

- High level of burnout amongst healthcare professionals
- Promoting self-care and wellness creates a healthier staff and working environment
- Healthier/Happier staff provide better care (Paller, D.D. & Perkins, E., 2004)
- Promotes longevity in the field





DEVELOPING PARTNERSHIPS

What Types of Partnerships Already Exist?

- Take a Minute to Type in the Chat Box the Partnerships you already have in place....
- Now think about how those partnerships came about? Did your agency already have them? Is it with an agency or program? Specific individual?



Partnerships Will Likely Include...

- AJCs
- SSVF
- Community Employment Coordinators (CEC)
- Continuum of Care (CoCs)
- Community Providers working with Veterans
- HUD-VASH, GPD and CWT Staff
- Veteran Service Outreach Staff



Partnerships are Important

- Be a good partner who is part of the larger community's efforts to end veteran homelessness:
 - Work with local Continuum of Care (CoC)/Coordinated Entry system
 - Participate in the [By-Name list](#)
 - Connect with housing providers
- Be visible and present (HVRP program and agency)
 - Educate the public, community partners, and veterans
 - Participate in community and stakeholder meetings



Collaboration Connections: Outreach Objectives

- Immediate objectives:
 - Promote awareness of the HVRP program to the community
 - Help the HVRP learn about supportive services in the community
- Longer term objectives:
 - Create a process of reciprocal referrals with community partners
 - Increase service options for enrolled veterans
 - Enhance placement and retention



Collaboration Connections: Employers

Cultivate an Employer Network:

- Based on who you know. Involve program and agency staff, including leadership.

Leverage Connections:

- As a gateway into the local employer community.

Agency-wide Commitment:

- Everyone in the agency can speak about HVRP with potential employers.

Take Your Time:

- Asking for too much too soon can turn off a potential partner.

Understand your Value Add:

- HVRP can help employers with their biggest challenge – hiring keeping staff!



Collaboration Connections: Training

- Individualized Approach
- Career Pathways
- Leveraging Resources through Partnerships
- Work with the AJCs
- Job Driven Training (e.g. classroom or on the job)



Collaboration Connections: Multiple Grantees

- Effective, Open Communication
- Mutual Trust
- Clear Roles
- Shared Goals

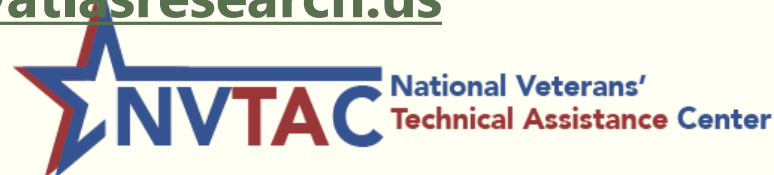


Contact Information

Cori Di Biase - **Dallas Region**
Manhattan Strategy Group
cdibiase@manhattanstrategy.com

Cindy Borden - **Atlanta, San Francisco and Philadelphia Regions**
NCHV
cborden@nchv.org

Nicole LaCorte-Klein - **Boston and Chicago Regions**
Atlas Research
nlacorteklein@atlasresearch.us



FOA: Standard Operating Procedures

Use of Grant Funds for Participant Wages

- HVRP grant funds may only be used for participant wages in the following manner... **A successful application will be required to have a standard operating procedure to ensure this benefit is implemented and executed consistently and equitably.**

Other Administrative Standards and Provisions

- A successful applicant will be required to maintain Standard Operating Procedures (SOP) for the use of funds that support a successful job placement for an eligible participant. These SOP may apply to costs that include, but are not limited to, the purchasing of light refreshments, transportation passes, vehicle repairs, day-care services for eligible participants, work tools and clothing, subsidizing wages, and use of funds for housing for eligible participants.

Linkages and Support Services

- While HVRP funds cannot be used for housing directly, except in the case of eligible IVTP participants... **A successful application will be required to have a standard operating procedure to ensure this benefit is implemented and executed consistently and equitably.**

[Go back](#)

