

April 7, 2021 HVRP Quarterly Performance Reporting Listening Session Q & A

1. TECHNICAL ISSUES & LAYOUT

There were no questions submitted in this category.

2. TRACKING

Q: If a veteran is employed one quarter and loses their job next quarter, are we required to follow the veteran for the rest of the year?

A: The short answer is yes, provided the grantee award's period of performance (PoP) is still ongoing. The [follow-up guidelines](#) are aligned with the Workforce Innovation and Opportunity Act (WIOA), with the expectation that follow-up is conducted for four quarters after exit. If, during follow-up, it is determined that the exited participant needs additional services beyond follow-up, the grantee should re-enroll that participant, provided the participant is willing to receive those services. If less than 90 days of follow-up have passed, the participant does not have to meet enrollment eligibility. However, if 90 days or more have passed, the participant needs to meet Homeless Veterans' Reintegration Program (HVRP) enrollment eligibility.

Grantees receiving a new award establishing a new PoP are not required to submit follow-up tracking data on a PoP award that has ended. In addition, participants cannot be carried over from PoP to PoP. Grantees must exit all of their participants at the end of their PoP, even if they are receiving a new award establishing a new PoP. For example, if a grantee is awarded in Program Year (PY) 2020, their PoP ends June 30, 2023. If this same grantee receives a new award on July 1, 2023, they would not be required to submit follow-up data on those participants enrolled during the PoP that ended on June 30, 2023, nor can they carry over participants to the new award starting July 1, 2023.

Q: Can we close the file once the veteran is employed?

A: This depends on the definition of "close the file." If this implies that the participant no longer needs to be tracked once employed, the answer is no. (See the previous answer regarding follow-up.) If "close" was intended as exit, a participant only exits when the participant has not received services other than follow-up for more than 90 days. The date of exit and the last non-follow-up service date are the same date. (See [20 CFR 677.150\(c\)](#) and [Training and Employment Guidance Letter \(TEGL\) 14-18](#), p. 9.)

Q: Must we exit a veteran right after employment is gained even though they still need services?

A: If a participant finds employment that is part time or under the average earnings, the grantee can continue providing services to the participant. Once the participant is placed in full employment, the grantee can only provide follow-up services, which may include gift cards. In the event the participant receives an additional grant service (or unplanned future service) within 90 days after the date of exit, the record for the participant should be reopened by deleting the quarter of exit and deleting the earlier recorded placement and hourly wage outcomes.

3. ENROLLMENT/CO-ENROLLMENT

Q: How do you capture an enrollee who is underemployed without having to enter a service end date?

A: The grantee can continue to work with a participant if that participant needs training and/or support or a better paid position to be fully employed. However, they cannot take both a credit for placement and continue to provide services to the participant.

Q: What if an American Job Center (AJC) enrollment service start date comes before HVRP enrollment?

A: Provided that the AJC program enrollment is ongoing/concurrent with the HVRP enrollment, it is allowable to enter the AJC service start date. The current Technical Performance Report (TPR) validation rules allow you to enter an earlier AJC enrollment date before Veterans' Employment and Training Service (VETS) program enrollment within the same PoP award year. The grantee needs to ensure that the enrollment in the AJC includes the grant number as part of the participant's AJC file.

Q: What if it is outside the contract year?

A: Provided the AJC and HVRP enrollments are concurrent, it is *programmatically* allowable to have an AJC service start date outside the contract, but the current TPR validation rules will prevent entering co-enrollment service dates outside the current contract timeframe.

Q: When a participant is placed into employment and it is discovered during a follow-up quarter that they lost their initial employment, do we re-enroll into HVRP as a new participant or continue to follow them and assist with new placement?

A: Grantees may determine whether additional services are appropriate for the participant to become reemployed. If a participant loses their initial employment and then becomes employed by a different employer within the first 90 days after exit, the services provided during that quarter may be considered retention services.

If the participant has wages in the second and third quarter after exit, the grantee records employment retention for this participant. If the participant returns for additional services after 90 days of exit, the grantee may enroll the individual and restart the process. And lastly, if the participant is not interested in receiving additional services, then the grantee reports that the participant exited the program but did not retain employment.

In all instances, continued HVRP program eligibility must be assessed to determine which program is best suited to provide services. Services may be performed by HVRP, WIOA, Wagner-Peyser, or Jobs for Veterans State Grant (JVSG) programs. In the event the participant receives an additional HVRP grant service (or unplanned future service) within 90 days after the date of exit, the record for the participant should be reopened by deleting the quarter of exit and the earlier recorded placement and hourly wage outcomes.

Q: If we have a veteran who does not qualify for Disabled Veterans' Outreach Program (DVOP) assistance, how does the co-enrollment between HVRP and AJC proceed?

A: Referral to DVOP is required, but a DVOP enrollment is not the only program that satisfies the co-enrollment requirement. [Veterans' Program Letter \(VPL\) 03-16](#), Enrollment of Homeless Veterans Program Participants into a WIOA Workforce Program at an AJC, requires grantees to enroll all HVRP participants in the public workforce system through the local AJC. AJC co-enrollment includes enrollment in Wagner-Peyser, JVSG DVOP, or WIOA Title I services for adults and dislocated workers. All homeless veterans meet the criterion of having a “significant barrier to employment” and must immediately be referred to a DVOP specialist.

4. TRAINING

Q: What if a participant still needs training services after entering employment?

A: If the participant is still eligible and needs services, then maintain enrollment.

5. DATA ENTRY

Q: How can we delete participant records without messing up other documents?

A: Deleting records in the 701B can be completed in the form view or in the spreadsheet. The easiest approach and one that we recommend is to right click the participant’s row on the spreadsheet and select “Delete.”

Q: Are there plans to add comments in form view, the same as hovering over the participant tab’s header?

A: Currently, comments and hovering functionality cannot be added to the form view. VETS will continue to research and explore this functionality in future versions.

Q: Earned wages in the second quarter after exit makes Hours and Average Wage columns red when the answer is No or Zero. Are we supposed to put data in those boxes?

A: The validation rule should only flag those associated fields when the Earned Wages is “1” (Yes). VETS will fix this in the next version of the TPR. For now, it is recommended that if the participant is not employed, the fields are left blank, rather than set to “0.”

Q: Is it possible to view the form view while still utilizing the definitions on the Excel workbook?

A: View all the notes by selecting “Show all Notes” from the Review ribbon tab prior to opening the form. This allows users to view the notes and use the form simultaneously.

Q: I asked previously about a veteran who passed away while in retention. Is there a way to keep that from counting against our retention numbers on the TPR?

A: WIOA provides for [exit exclusions](#) in several cases, including if the participant is deceased. Those participants experiencing a gap in service of 90 days or more due to a delay before the beginning of training, a serious health/medical condition, and/or temporary departure from the area such as for National Guard/Reserve duty may be temporarily exempted from being exited for a portion of the grantee’s PoP. If the

participant passes, the participant should be exited, using the last date of service as the exit date. Contact your Grant Officer Technical Representative (GOTR) if you are unsure how to record a participant who is deceased or should be considered temporarily excluded.

Q: Is there a way to get credit for a veteran who obtained employment one quarter, and lost their job another quarter?

A: Employments in a specific quarter will count toward that quarter's outcomes. Outcomes are related to each quarter when they occur. Tracking employment and wages for each of the follow-up quarters is required and will count toward the applicable quarter.

Q: Using a Status Query and Response Exchange System (SQUARES) document instead of a Certificate of Release or Discharge from Active Duty via DD Form 214 only allows you to see the veteran's discharge year. If the veteran does not know their exact enlistment date or discharge date from the military, what should we enter in the TPR?

A: The [Department of Veterans Affairs](#) and the [National Archives](#) have online resources available for veterans to obtain their DD-214. An estimate can be used until the DD-214 arrives.

Q: The form view usually removes "No" selections when it validates data. Are we required to keep the blank data, or is DOL VETS looking for the "No" answer?

A: VETS was not able to replicate this issue. Please provide additional information on the cells where the problem is occurring via the HVRP@dol.gov email account.

Q: Is E-benefits verification a valid alternative to the DD-214, Hospital Inquiry (HINQ), and SQUARES?

A: E-benefits has not officially been identified as a valid alternative to the DD-214. VETS will accept two alternative source documents to establish veteran eligibility for HVRP in situations when the DD-214 is not readily available (HINQ and SQUARES). Please refer to [Grant Officer's Memorandum \(GO Memo\) 01-21](#), HINQ and SQUARES Alternate Source Documents to Establish HVRP Eligibility, and [VPL 01-21](#), HVRP Participant Eligibility, for more information.

Q: Are SQUARES and HINQ still acceptable instead of DD-214 through June 2021? Will this be extended as a permanent option to verification of service?

A: The HINQ or SQUARES report will be accepted in lieu of the DD-214 until June 30, 2021. At that time, VETS will reassess and determine if this exception will continue. Please refer to [GO Memo 01-21](#), HINQ and SQUARES Alternate Source Documents to Establish HVRP Eligibility.

Contact your GOTR if you have more questions about SQUARES or HINQ.

6. GENERAL FEEDBACK

Q: Many veterans are being evicted due to COVID-19. Is it possible to open the grant to those at risk of being homeless?

A: [VPL 01-21](#), HVRP Participant Eligibility, allows for eligibility based on a veteran being at risk of homelessness within 60 days. However, if more than 10% of participants are at risk, eligibility must be approved by the GOTR. Grantees experiencing these higher numbers should be in communication with the GOTR/Director for Veterans' Employment and Training (DVET).