

HVRP Quarterly Performance Reporting Listening Session
June 30, 2021
Q&A

GUIDANCE

Q: Is there a release date for the new Technical Performance Report (TPR) Technical Assistance Guide (TAG)?

A: Unfortunately, no. VETS has not set a release date to ensure that the new TAG reflects all revisions to be made to the TPR form.

TECHNICAL ISSUES & LAYOUT

Q: When I received the TPR for my grantee, I could not open the participant information block using the space bar. Is there an issue with Microsoft Excel or is there a fix?

A: There may be a few issues causing the problem, including differing versions of Excel and/or security settings. As a first step, ensure you enable macros when given that option when opening the file. If the problem persists, please send an example of a workbook where this occurred to HVRP@dol.gov so we can further troubleshoot the issue.

Q: When opening the 702 Form (Technical Performance Narrative), it states “Please wait...” To open the file, we must open and close the program several times before it opens. We have an updated and paid Adobe subscription. What is causing this issue?

A: The Technical Performance Narrative (TPN) form may not open in the browser every time. You may have to download the file and open it in the Adobe software (e.g., Adobe Acrobat Reader). When you access the form in your browser, use the “Save As” option and open it directly in the Adobe software.

ENROLLMENT/CO-ENROLLMENT

Q: When enrolling someone who was referred from an American Job Center (AJC), is there a need for a homeless verification if the AJC verified it before sending them to Homeless Veterans’ Reintegration Program (HVRP)?

A: HVRP grantees should get their own documentation of participant eligibility and include that documentation in their case files. The AJC may not use the same attestation forms as required for HVRP, so do not rely on the AJC’s documentation. ([Veterans’ Program Letter \(VPL\) 01-21](#) establishes HVRP participant eligibility.) In addition to ensuring that the participant meets eligibility for HVRP, the grantee needs to ensure that the AJC has recorded their HVRP grant number in their system. Note that Disabled Veterans’ Outreach Program (DVOP) specialists are held to different eligibility requirements than HVRP grantees.

Q: Could you address the importance of dual enrollment with regard to Participant Individual Record Layout (PIRL) 309 and 310 and how that impacts the period of performance?

A: PIRL 309 and 310 relate to a participant's AJC co-enrollment and records which HVRP grantee they are receiving services from and under which grant number. When co-enrolling with the AJC, it is important to coordinate with them closely to ensure they have the correct five-digit identifier for the HVRP grant; otherwise their reporting data will not correlate to a corresponding enrollment, nor will the outcome match when we try to pull that data after the fact. When we pull the report for Congress at the end of each year and match those employment outcomes with what the grantees are telling us without that five-digit number in 310, we will not be able to confirm the HVRP enrollment or cross-match the AJC data to the data in the TPR. [Training and Employment Guidance Letter \(TEGL\) 4-16](#), Enrollment of Homeless Veterans Program Participants into a Workforce Innovation and Opportunity Act Workforce Program (WIOA) at an American Job Center, provides that if HVRP participants receive WIOA services, then we can capture that without losing momentum with regard to the outcome of the Veteran being served. We should be making sure grantees understand that co-enrollment is mandatory and benefits the participant to receive the additional leveraged funds and services that are provided by WIOA partners, including training, shoes, gas cards, and food stamps. Grantees want to ensure that if they are "carrying over" participants and have a new five-digit grant number, they provide that new number to the AJC.

TRACKING

Q: If we have clients we are carrying over into the next program year who were at risk for homelessness, do they still count toward our at-risk total in the new program year?

A: They do. Unless the participant's circumstances change from at-risk to actual homelessness, the count stays the same.

Q: If we have more than one quarter's worth of carry-over clients, which would serve as new enrollments for the new program year, can we carry them over to the next program year without issue? It seems that the TPR looks at cumulative rather than quarterly numbers when evaluating critical performance indicators. Is this intentional on the part of the TPR?

A: HVRP grantees can carry over participants from one year to the next, but carry-over participants do not count toward a grantee's planned enrollment goal. If a grantee enrolled 100 participants in the first year, carried over 50, and then enrolled 50 more in the second year, the total enrolled for the first two years would be 150, not 200. Carry-over participants do not count toward a new program year's enrollment numbers; therefore, the grantee would still need to enroll 100 participants in the second year. For further clarification, grantees need to ensure they are still **actively working** with participants being carried over as VETS will review them during onsite reviews.

Q: Why do you get a red line in reporting when you provide on-the-job training after exit?

A: An HVRP grantee cannot pay for subsidized employment after the grantee takes a placement for a participant (i.e., participant exits). Any subsidized employment, including on-the-job training, must be provided prior to exit. If a participant is hired in unsubsidized employment consistent with the service plan for the participant, then the grantee should take the placement (i.e., participant exits). The caveat is **IF** the grantee and the participant are ready to take the placement (i.e., exit). If a participant is hired into unsubsidized employment, but still in training

or looking for higher wages, the grantee does not have to take the placement and can continue to work with the participant and provide supportive services.

Q: What if a participant's on-the-job training is paid by another entity, and they then get hired?

A: If the employment is subsidized, even if paid for by another entity, an HVRP grantee cannot take that placement. The grantee must wait until the participant is hired without being subsidized to take the placement because there is no guarantee the on-the-job training will turn into permanent employment.

Q: What is a best practice for veterans working Uber/Door Dash and the like, and being paid on an "as works" basis via an app? Can we take that as a permanent employment placement?

A: There is a difference between temporary or gig work and an actual permanent placement that supports the participant's financial needs. If the original employment goal of the service plan was simply gig work, then Uber or other gig work can be counted as an employment outcome. When verifying gig employment, the HVRP grantee can use screenshots of the days they worked to have something available in the case files to show when they worked and what they were paid. If considering gig employment as the long-term employment goal, HVRP grantees can take whatever pay records are available and exit the participant. However, that may result in low reported hourly earnings. In most cases, gig employment will only be a stop-gap solution, so should not be counted as a placement. HVRP grantees should continue working with the participant to secure a stable, high-quality placement, which would then result in an exit and a positive employment outcome.

Q: How do you handle clients who work by the job and not by the hour? In the case of truck driving, we divided the job paid for a 24-hour period by the number of hours it took for the job.

A: That is an excellent way to calculate an hourly rate. HVRP grantees just need to document those calculations and any assumptions.

Q: How do you report a participant who listed their employment as self-employed? How do we calculate their wages and/or salary?

A: The participant will file a 1099 with the IRS to report those earnings. The participant can share with the grantee whatever documentation they used to report earnings to the IRS or to maintain that information. The grantee has the choice to take the placement or continue to work with the participant on something that may offer more stability.

Q: How is temporary employment for a three-to-five-month basis handled?

A: If the grantee is temporarily placing someone and they want to take the placement credit, they can exit the participant. However, the participant must fit the definition of a Veteran at risk for homelessness or experiencing homelessness to be re-enrolled into the program if they need full HVRP services in the future. If the participant lost their job during retention, the grantee can help them get placed, and they can count the retention and wages. If the grantee knows that the participant is temporarily taking employment and they are still going to work with them and find them something permanent and stable, then the grantee will not exit them and there is no reason to track the wages until the grantee exits the participant. In that case, the grantee should make note in the case file regarding the temporary employment and the ultimate goal of the participant.

Q: We do not provide any services after exit. Our grant says follow-along supports and some language about after-support. Is that not correct?

A: HVRP grantees provide follow-up services to participants after they have met their employment goal to support a successful placement. Grantees should only be providing services that will ensure employment retention after exit. Grantees may help participants who have exited with connections to services and supports, such as transportation or childcare assistance. One easy rule of thumb: Support services during training or other job seeking/support services are “support,” whereas support-like services provided to a participant after they have met their employment/service plan goals are called “follow-up.” The services may be identical (e.g., transportation assistance) but are provided for different reasons, such as to ensure successful training completion versus ensure successful employment retention.

Q: We had an issue where one of the clients was placed into employment, but his wages were not enough to sustain his living. If their wages cannot sustain them, can we place them into training to further their career? How would we report that on the TPR without it going red?

A: If an HVRP grantee has a participant who is not making enough money and they want to put them in training, the grantee cannot take the placement. A grantee cannot have an exit for placement and still have that participant in training or subsidized employment. Grantees do have the option to determine whether they want to continue to work with that participant if they are active in the program or participating in training (including on-the-job training). If a grantee has enrolled a participant, is working with them, and has not exited them, the grantee’s placement rate is not negatively affected.

Q: I have language in my grant that there are services provided after exit. How does it work if we pay for training after employment?

A: If an HVRP grantee exits a participant after placement, the grantee would no longer be paying for training. The program is designed to provide follow-up services after placement and exit to increase the success of the employment. Follow-up services may include:

- Additional career planning,
- Contacting the employer,
- Assisting with work-related problems,
- Peer support groups,
- Informational mailings,
- Co-enrolled partner services extending beyond the end of the active period of performance for the competitive grant award,
- Follow-up tracking services, and
- Provision of post-exit supportive services for job retention.

If a grantee knows that a job is just to get the participant working and earning an income, then the grantee may not want to claim the placement. This would allow the grantee to continue providing services to the participant, including training needed to achieve a desired job or entry into a specific career. If the grantee does exit the participant and takes the placement, the participant has 90 days to return to the HVRP program for additional services without having to meet the eligibility criteria anew. If more than 90 days has passed, the participant must once again meet HVRP eligibility criteria to receive full services.

Q: Could you clarify if a Veteran gets employed and needs to purchase boots, and they exit, lose their job, get another job, and need employment items such as clothes, can we purchase them?

A: This is considered an allowable follow-up service that will increase the likelihood that the participant will retain their employment. The grantee should have a standard operating procedure on how follow-up services/goods are going to be provided.

Q: Sometimes participants say they are taking a transitional job in the third quarter, but once they start working, they have no time to be actively engaged in employment services. Should we take the employment, and if so, what quarter are we exiting in?

A: It depends on what the grantee wants as an outcome. If the participant is satisfied, isn't going to do anymore, and the grantee will just do follow-up, the grantee takes the placement, exits them, and follows up. If the grantee is still working with the participant, the participant is still actively engaged, and the employment is just temporary, the grantee does not have to take the placement. If a participant does not have enough to live on with the job they are working, but they are satisfied and are not going to do anything more, the grantee should take the placement and exit them.

Q: What if the training was paid for prior to their gaining employment and they catch a job that does not interfere with the remaining training that has already been paid for? For example, the client wants to upgrade their Class B Commercial Driver's License (CDL) to a Class A and is going to school to gain a job hauling gravel to get extra money while they complete school. The gravel job exits them from the program. The Class A CDL training may have two more weeks and then the participant moves into a new job using the Class A CDL. The TPR forces an exit when they get the gravel job, and the training pops up red when we input the completion date that is post-date of the gravel job, and services for the work clothes and tools would occur during the gravel job because that is when they need to exit. What do we do?

A: The grantee needs to know the participant's ultimate goal. The grantee does not have to take a placement for a participant who gets a job to help cover their basic needs. If the participant's ultimate goal is to be a Class A CDL driver, and they get that job after they finish their training, then the grantee should take the placement at that time. VETS understands that there are times when a participant will get a job, but that is not the job that they want. The grantee can continue to work with the participant (not taking the placement), but they need to document in the case file what is going on, and it should be a best practice that the grantee gets the participant to sign that documentation.

Q: When the TPR asks if a participant earned wages in the first to third quarter after exit, can you explain what that means? Is it simply asking if the participant had income in the reporting quarter?

A: That is correct. Each quarter first asks the yes/no question: "Earned wages X qtr?" If yes, the second, third, and fourth quarter wage and hour sections must be completed with positive values.

Q: Do we wait to put in wages until the second quarter?

A: No, grantees are asked to enter the Hourly Wage at Placement (column O), which counts as the first quarter wages. There are separate sections to capture wage amounts for the second, third, and fourth quarters (columns BM, BP, BS).

Q: One of our grants is ending. Is it best practice to exit the participants and start a new case even for the clients recently enrolled or should we keep the same participant identifier and not mark this in the client's case record? Would the Veteran still be HVRP eligible?

A: If your grant is ending, meaning that your Period of Performance (PoP) is complete (i.e., grantee has had their initial plus two years of additional funding), then all participants have to be exited from the program. Grantees cannot carry over participants from a different PoP. Carryover is only applicable during a grantee's current PoP. If the grantee is in their initial year and they have participants from a previous grant that just ended on June 30, they have to carry them over if they did not exit them from the program, ensuring that the participant has the same ID number. Participants that are carried over into the new grantee program will receive a new ID number.

Q: Does retention reporting begin the quarter the client gets the job or is it the first time you mark "earned wages in first quarter after exit," truly the next quarter after they got the job?

A: All employment information collected after placement can be considered retention reporting, including all the follow-up employment fields in columns BJ-BS for the first, second, third, and fourth quarters after exit.

Q: Can you identify what counts as training for the different TPR tabs? Some of them sound the same and do not have specific definitions.

A: Each training service includes a definition in the VETS-701B Participant Info sheet. If you hover over the service's column title, it will provide details on the service. For instance, "Date Last Provided Customized Training" provides this explanation: "Enter the date the individual last participated in customized training. This type of training is designed to meet the specific requirements of an employer (including a group of employers); is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for which the employer pays a significant portion of the cost of training."