

Homeless Veterans' Reintegration Program (HVRP) Performance 101 Training Session
July 22, 2021
Frequently Asked Questions

GUIDANCE

Q: Who is my Grant Officer's Technical Representative (GOTR)?

A: A grantee's GOTR is listed in the terms and conditions of the grant award on page three, section four.

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

A: Unfortunately, no. To ensure that the new TAG reflects all revisions to be made to the TPR and Technical Performance Narrative (TPN) forms, VETS has not set a release date. In the meantime, please rely on the comments included in the TPR that provide definitions and related information for data fields.

Q: Where can we find definitions of fields in the TPR?

A: Hover over red triangles (i.e., notes) in individual cells for definitions and more information. If entering participant information in the form view, keep a separate version of the TPR open in spreadsheet view to see definitions; from the Review ribbon, under Notes, select Show All Notes.

Q: Does the new TPR have comments in form view like the header row of the participants tab?

A: Unfortunately, no. The code used to create the form view does not provide that feature. A workaround is to have a separate blank version of this document open and select the option Show All Notes from the Review ribbon while in spreadsheet view to see the notes.

CRITICAL PERFORMANCE INDICATORS

Q: How is the placement rate calculated? Is it 90 days after exit?

A: The placement rate is calculated for all exiters, and exit occurs once 90 days have passed since the last (non-follow-up) service. This means the exit date is calculated once 90 days have passed since the last date of service, rather than the exit date being the date 90 days after the last service. If the last service was on 8/1/2021, the exit date cannot be determined until 11/1/2021. On 11/1/2021, if no further non-follow-up services were provided, then the exit date will be set to 8/1/2021. An easy shortcut is to simply think of the exit date = last service date. Of all exiters in a given quarter, the placement rate is the number of those placed into employment out of all of those exiting. Attachment B to the [HVRP Fiscal Year 2021 Funding Opportunity Announcement](#) includes the definitions for all seven critical performance indicators.

Q: Is a corrective action plan (CAP) required for less than 85 percent of all seven critical performance indicators, or just the first four?

A: A grantee can be placed on a CAP for failing any one of the seven critical performance indicators. A grantee can also be placed on a CAP for other actions, including late reporting, inaccurate reporting, or providing inaccurate information.

Q: Can positive performance roll over from quarter to quarter?

A: No. Performance is calculated for each quarter based on the grantee's performance on each of the seven critical indicators during that quarter.

Q: Can you get credit for placing a Veteran in training?

A: A grantee will get credit for enrolling an eligible participant in HVRP. Beyond that, upon exit, a grantee will get credit for placement into employment. Training alone is not considered a positive outcome.

Q: What creates a yellow exclamation point or a red x in the VETS-701 Tech Perf Report tab?

A: Performance of 85 to 90 percent of the grantee's target on any given measure creates a yellow exclamation point in the VETS-701 tab. Performance below 85 percent of the grantee's target on any given measure creates a red x in the VETS-701 tab.

Q: The TPN form says a CAP is required for reds in rows 17-44. That excludes the last three retention critical performance indicators, but we were told those require a CAP, too.

A: A grantee would be subject to a CAP for performance of less than 85 percent on any of the seven critical performance indicators. The TPN form needs to be updated, and that update is in progress.

DATA ENTRY

Q: Which TPR version should I be using?

A: For program year (PY) 2021 grants, use the PY 2021 VETS-701 Version 1.0. For PY 2020 grants, use the PY 2020 VETS-701 Version 1.3. Always check the [HVRP homepage](#) to ensure you are using the latest version.

Q: Can the TPR report populate to our organization's software or vice versa?

A: Unfortunately, that functionality is not available.

Q: Who locks the Planned Goals (VETS-700) tab of the TPR?

A: The grantee will lock the tab after confirming with the GOTR that all fields have been completed and are consistent with the grant application and award. The GOTR can provide assistance if the grantee discovers that any fields were completed incorrectly.

Q: Why doesn't the data look right in the VETS-701 Tech Perf Report tab?

A: Be sure to select the current reporting period quarter in cell D12 of the VETS-701 tab.

Q: When we check boxes while in Form View, they translate to "1" (yes) in the spreadsheet. For any boxes that are left unchecked, will those translate to "0" (no) in the spreadsheet, or will they stay blank?

A: Cells for unchecked items in the TPR will stay blank. Grantees do not need to have zeros in those cells.

Q: What happened to the edits I made to a participant record while in the VETS-701B Participant Info Form View?

A: When edits are complete, remember to select "Submit." Then select "Yes" on the Confirm Participant Update message to save the edits.

Q: In the VETS-701B Participant Info tab, can a participant be both "Homeless" and "At Risk for Homelessness"?

A: An individual may be either homeless or at risk for homelessness, but not both at once. An individual is at risk for homelessness when the individual lacks the resources and support networks needed to obtain housing. The risk must be real and imminent (within 60 days). In some sense, anyone living below the poverty level may be at risk of experiencing homelessness.

Q: On the date last trained, should we wait until the very last date the person will receive training or put the date they last received training, even though the training will go into the next quarter?

A: Each quarter, the grantee should enter the most current training information in the VETS-701B Participant Info tab. In subsequent quarters, the grantee should update that information accordingly. The grantee can leave the training end date blank for participants who are still actively engaged in training, even though the TPR will flag that as a possible error.

Q: What should we do if we are having trouble downloading the TPN form from the VETS website?

A: The TPN form may not open in the browser. 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.

Q: Why are the indicators for rows 46, 47, and 49 not showing in the TPN Action column in the VETS-701 Tech Perf Report tab?

A: Since these measures deal with outcomes in the second and fourth quarters after exit, the earliest these indicators will appear in the TPR is in the third quarter (i.e., a participant who exits in the first quarter of the program year will not have results for the second quarter after exit until the third quarter of the program year). This why the follow-up reporting goes through the eighth quarter.

Q: Why is the TPN not showing an item for addressing yellow “!” or red “X” indicators for rows 45-49 of the TPN Action column on the VETS-701 Tech Perf Report tab?

A: The TPN indicators for rows 45-49 appear/disappear based on what quarter you select on page one of the TPN form. If you select the fifth through eighth quarters, the item will appear.

Q: Should grantees make these notes about errors on their TPN or a specific area?

A: As long as an error flagged in the VETS-701B Participant Info tab is not triggering a yellow exclamation point or red “X” in the VETS-701 Tech Perf Report tab, then the grantee does not need to address the item in the TPN.

Q: Are there limits on the percentages that can be entered for percent of staff time charged to HVRP on Item #4 of the TPN?

A: The TPN will calculate a percentage as small as one percent. Enter the percentage as a decimal in the “% of Time Charged to HVRP” column. For example, enter 0.1 for 10 percent or 0.05 for 5 percent.

Q: Will we get a new TPN form? Or do we use the same one we use now?

A: A new version of the TPN is under development. In the meantime, use the version available on the [HVRP website](#).

TRACKING

Q: Do carryover participants count toward the next year’s enrollments?

A: Carryover participants are not considered new enrollments and will not count toward the next year’s enrollment goals. They will, however, count toward performance. The “# of Participants Enrolled” field in the VETS-700 Planned Goals tab must be fulfilled through new enrollments. Carryover participants only count toward the planned goals for the program year in which they were first enrolled.

As defined in Attachment B to the [HVRP Fiscal Year 2021 Funding Opportunity Announcement](#), a Carryover Participant is “an HVRP participant who was in the grantee’s program during one program year whose participation continued into the following program year. Any individual who is showing as not exiting the grantee’s program by the last day of the program year must continue to receive services to be (1) carried over to the next program year should the grantee receive continuation funding; or (2) exited from the grantee’s program. Carryover participants retain the same participant identification number and name in the Technical Performance Report as assigned in the earlier year.”

Note: The current versions of the TPR (i.e., PY20 v.1.3 and PY21 v.1.0) incorrectly calculate carryovers as new enrollments in the first quarter of the subsequent year. That will be corrected in PY21 v.1.1.

Q: Why do I get a validation error when entering training for a carryover participant for any Training Date FIRST or LAST provided prior to July 1 of the current program year?

A: For carryover participants, the red strikethrough is not an error. It displays as an error only because the TPR has not been coded to ignore the current program year date range limitation on carryover participant records.

Q: How do I document services to carryover participants?

A: For Enabling Support Services Provided: If a grantee placed a carryover participant in Transitional/Permanent Housing at any point in the prior program year, the grantee should enter the Quarter FIRST Placed in Transitional/Permanent Housing for the first quarter of the carryover year. For Quarter LAST Provided Services: The grantee should not re-enter services from the prior program year for carryover participants since those were already counted in the PY20 TPR. Entries should only reflect services provided in the current PY.

Q: Can we provide training to a participant who has gotten a job?

A: Once a grantee exits a participant (i.e., takes the placement), the grantee can only provide follow-up services. If the grantee knows that a job is just to get the participant working and earning an income, then the grantee will not want to take the placement. This will allow the grantee to continue providing services to the participant, including training needed to achieve a desired job or entry into a specific career.

Q: Can we provide services to a participant once they have been successfully placed in a job?

A: Services that may be provided following placement include Employment Adjustment Services, which consist of services designed to help a newly employed Veteran adjust to their new job and are considered part of the Veteran employment plan. These services are typically provided by a career counselor or job coach during the first month or so of employment. A counselor or coach offers guidance on any issues the newly employed individual encounters, including areas like:

- Counseling to help the newly hired Veteran adjust to new routines, schedules, and work environments;
- Building relationships with co-workers;
- Enhancing customer service skills;
- Understanding and adapting to the company's culture; and
- Counseling to help the newly employed Veteran work through the job situations they find most troublesome.

Q: What do we do if a participant has exited to employment, but then loses the job and comes back needing full services?

A: If the individual exits the program with a job and loses that job within 90 days of the last day of service (i.e., date of exit), the grantee may re-open the case within that 90-day window to provide additional employment and training services. If the grantee does re-open the case, the grantee must remove the placement credit taken in the Exit & Follow-Up section of the VETS-701B Participant Info tab. If more than 90 days have passed since the last day of service (i.e., date of exit), the grantee will need to re-determine eligibility before re-enrolling the participant and providing full employment and training services. In this case, the grantee will retain the

placement credit already taken. If the grantee places the re-enrolled participant in another job, that placement will not count because the grantee can only take credit for one placement per participant per program year. Whether the grantee re-opens a participant's case within 90 days or re-enrolls the participant after 90 days, they must use the same participant identification number.

Q: Can you take credit for placement if a participant is in on-the-job training?

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 on-the-job training will turn into permanent employment.

Q: Sometimes when a participant gives us late information, we will get dinged for entering Q3 information for training when we did not find out about it until Q4.

A: If there is an issue with late-breaking information, talk to your GOTR, and it might be something you need to explain in the TPN.