

HVRP Quarterly Performance Reporting Listening Session
January 19, 2022
Q&A

PERFORMANCE INDICATORS

Q: You mentioned 85 percent of a performance indicator target percentage and then mentioned a 65 percent target. That was a bit confusing.

A: At application (or most recent grant modification), grantees set targets for the grant's performance indicators for the period of performance. VETS understands there may be reasons why a grantee cannot make 100 percent of their targets for each performance indicator. To allow for a margin of error, VETS considers meeting the goal for a performance indicator as achieving 85 percent of the goal the grantee set. If a grantee sets the placement rate target at 65 percent of all exiters, 85 percent of that target (i.e., 55.3 percent of exiters) would be considered meeting the target. Exceeding the target would be more than 100 percent of your target, or more than 65 percent of exiters.

Q: When calculating the 85 percent of the target, do the results round up?

A: The form is set to round to the nearest tenth for percentages, or to the nearest cent for wages.

GUIDANCE

Q: Should we be using the new Technical Performance Report (TPR) and Technical Performance Narrative (TPN) forms on the [HVRP website](#), if we are in our second or third year of our period of performance?

A: Yes. All grantees should use the new forms for participants they serve during this program year (PY 2021), including carryover participants. Grantees in their second or third year of their three-year period of performance should continue to use the previous program year's (PY 2020) forms to track post-exit employment and earnings of participants who exited in PY 2020 in the fifth through eighth quarters.

Q: So we can't help underemployed veterans?

A: Grantees can help underemployed veterans, but once a grantee takes a placement for that employment outcome, they enter the follow-up phase of service delivery. If underemployment means the participant has entered employment that does not meet their needs or goals, then the grantee would not take the placement so they can continue to offer them the full array of HVRP services.

Q: Is there a requirement for a participant who's been placed to have on-the-job training (OJT) or other training?

A: Each individual participant's employment and job-training plan should determine the training and services an individual participant receives. There is no requirement for individual participants to have received training before being placed. There is a requirement that, overall,

the grantee must ensure the total number of participants placed *without* training does not exceed 20 percent of their overall participants.

Source: FY21 Funding Opportunity Announcement (FOA), Section IV.B.3.c.iii. (Employment and Job Training):

Please note that a minimum of 80 percent of your participants must receive one or more job training services, through referral or the grantee's direct services. Some examples of job training that may be provided to participants are on-the-job training (OJT), apprenticeships, customized job training, upgrading or retraining, or other work-based learning, and occupational skills training provided by the applicant or a third-party training provider. Life-skills and financial management do not count towards the 80 percent job-training requirement. Employment and training programs must target in-demand occupations indicated in the Labor Market Information provided in the Statement of Need. Please note that placement into an unsubsidized apprenticeship is considered placement into employment.

Q: If a veteran gets a job and is exited, can you buy him tools or boots for his job?

A: In general, grantees may purchase tools, work clothing, boots, etc. to support individuals participating in a grant-funded training program or to support individuals placed into unsubsidized employment.

Source: Competitive Grants Technical Performance Report Technical Assistance Guide (TAG), p. 24, [HVRP website](#):

Tools/fees/specific work clothing/boots: Supportive services may include, when necessary for an individual to participate in a training program funded under the grant, such expenditures as the purchase of tools, work clothing, uniforms, and boots, and payment of licensing fees.

However, if there is any question, the grantee should consult their Grant Officer's Technical Representative (GOTR).

Q: Can you just provide non-intensive employment services, job leads, as part of follow-up?

A: Follow-up services could include a referral to the local American Job Center (AJC) for job search assistance. If a grantee has any questions about specific follow-up services, they should consult their GOTR.

TRACKING

Q: Is it correct to exit a participant after placement?

A: Placement into unsubsidized employment constitutes an exit, after which the grantee may provide the participant with follow-up services.

Source: FY21 FOA, Attachment B Definitions and Terms, "Placement Into Employment":

Grantees are allowed to report and take credit for one placement per enrolled eligible participant during the course of the competitive grant award active period of performance for services. Please note that each placed participant must also be exited in order to obtain credit when computing performance on the placement rate indicator. Also, while each grantee may report only one countable placement per enrolled eligible participant within the official reporting tools, you may track and report total placement transactions (when a participant is placed into employment multiple times) within your narrative reports.

Follow-up services include the following:

- *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*
- *Referral to supportive services.*

(Source: FY21 FOA, Attachment B Definitions and Terms, “Exiter”)

Q: Does the re-enrollment after 90 days include participants who exited without a placement?

A: Regardless of the reason for exit (e.g., placement into unsubsidized employment, refusal to continue participating), if a participant returns more than 90 days after exit, the grantee can choose to re-enroll the participant in order to provide the full range of HVRP services. The grantee may only re-enroll the participant if they still meet the HVRP eligibility criteria.

Q: When you re-enroll a participant, do they count as a new placement and qualify for new employment supplies?

A: Re-enrolled participants should receive the same services as brand-new enrollments—whatever supports and services participants qualify for under HVRP will be available for re-enrolled participants, provided they meet the HVRP eligibility criteria. However, the grantee should not count a re-enrolled participant’s placement; the grantee will retain the placement credit from the re-enrolled participant’s first enrollment record, not the second.

Source: Competitive Grants Technical Performance Report Technical Assistance Guide (TAG), p. 5, Number of Placements, [HVRP website](#):

In the event an individual exits the program with a job and loses this job beyond 90 days after the date of exit, the program operator may start a new enrollment transaction for the individual. The new enrollment should be assigned the same unique participant identifier.

Q: If after 90 days have passed and we want to re-enroll the participant in the program and need to delete the previous placement in the previous enrollment, the previous enrollment becomes a negative exit, correct?

A: That is correct. The grantee will have two different enrollments for the one individual, and one of those will be a negative outcome because the grantee will have removed the placement

from that record. Grantees should be working with that participant to make the judgement call to determine if re-enrolling is what will best serve the veteran. The 85 percent threshold for meeting a performance indicator target allows for such unexpected outcomes.

Q: If you delete a previous placement, wouldn't that change the performance that was documented during that quarter?

A: Yes. There are situations when the performance that a grantee reported in a previous quarter could change based on the removal of a previously reported placement. If grantees have any questions about how to handle those situations, they should consult their GOTR.

Q: Do we handle businesses closing and a veteran losing their job the same? We had a lot of issues with this in Washington State.

A: No matter the reason for separation, if the participant comes back to the program seeking help in finding another job after placement, the grantee's approach depends upon how much time has passed since the placement. If no more than 90 days have passed, the grantee may re-open the case to provide full employment and training services to the participant. If more than 90 days have passed, then the grantee can choose to re-enroll the participant if they still meet the HVRP eligibility criteria.

Q: If a participant loses their placement, do we still need to find them a second job to meet the retention performance indicators?

A: The grantee will need to remove the placement if they intend to provide the participant with HVRP's full range of employment and training services in order to secure a new job. If no more than 90 days have passed, the grantee may re-open the case. If more than 90 days have passed, then the grantee can choose to re-enroll the participant if they still meet the HVRP eligibility criteria.

Q: How do we handle clients working for temp services? I think as long as the business is still providing jobs, it would be one job?

A: So long as the employer of record is the temporary employment agency, then the placement would be considered one job for reporting purposes.

COMMUNICATION

Q: How can I get on the mailing list for these meetings?

A: Please send your contact information, including your grant number (if a current recipient) and/or organization, to HVRP@dol.gov, requesting to be added to the HVRP email list.