



National Veterans' Technical Assistance Center
2022 Homeless Veterans' Reintegration Program Community of Practice Session
Wednesday, March 30, 2022, 3:00–4:30 p.m. ET

NVTAC Staff

Jessica Vendegnia, Project Manager
Julie Montoya, Project Manager
Jennifer Steigerwald, Coach
Jonel Garcia, Coach
Steve Dudasik, Coach

Key Speakers:

Jennifer Steigerwald, Coach
Jonel Garcia, Coach

Key Points:

- **NVTAC Team**
 - Jennifer Steigerwald, a technical assistance coach (coach) with the National Veterans' Technical Assistance Center (NVTAC), welcomed everyone to the March Community of Practice Listening Session. This session provided an opportunity for grantees to meet the new technical assistance coaches, and for the coaches to obtain grantees' input for future events, technical assistance topics, and website improvements. The NVTAC coaches will be available to provide technical assistance to every Homeless Veterans' Reintegration Program (HVRP) grantee across the country.
 - The three coaches introduced themselves and provided a brief summary of their backgrounds:
 - Jennifer Steigerwald
 - Prior to starting as a coach, Jennifer was the Coordinated Entry Manager for the Cincinnati Hamilton County Continuum of Care (CoC). Working with the lead agency for the CoC, she had the opportunity to be involved with many projects and initiatives regarding individuals experiencing homelessness.
 - Jonel Garcia
 - Jonel previously served as a coach specializing in Adult and Dislocated Worker programs under the Workforce Innovation and Opportunity Act. He has a background in project management and is also a veteran.
 - Steve Dudasik
 - Steve has a background rehabilitation counseling, and has over thirty years' experience in clinical work, specifically in non-profit program development and leadership. He has previously consulted on Veterans Affairs (VA) projects, working with leadership and veterans experiencing homelessness as they seek employment.
- **Poll Questions**
 - How long have you been providing employment/workforce development services to veterans experiencing homelessness?
 - Received 67 responses, with the majority of respondents falling into the 1-3-year range, but with many in the 7+ year range.
 - Have you ever used NVTAC services before?
 - Forty-nine respondents indicated "Yes" out of a total of 70 responses, while 21 responded "No" or "Unsure."
- **NVTAC Role**
 - Jonel provided an overview of NVTAC's role in providing technical assistance to grantees who are committed to helping veterans experiencing homelessness to find meaningful employment:



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- Provide technical assistance designed to increase grantees' ability to establish and operate successful HVRP grants.
 - Support HVRP grantees throughout their period of performance to ensure challenges are resolved quickly.
 - Provide effective training and peer-to-peer learning opportunities that result in increased knowledge and adoption of innovative practices among HVRP programs nationwide.
 - Provide technical expertise to Federal staff to assist in policy development in support of program oversight and strategic planning for the future of HVRP.
 - Quantify grantees' customer satisfaction, and share promising practices and lessons learned.
- **Community of Practice**
 - Jonel described the monthly Community of Practice (CoP) forums as an opportunity for HVRP grantees to connect and collaborate with each other on pertinent topics.
 - To increase the value of the CoP sessions, he asked grantees to come prepared with questions, ideas, and best practices on the respective monthly topic.
 - If grantees are unable to attend the live CoP presentation, recordings and slide decks will be posted on the [Community of Practice section of the NVTAC website](#) each month.
 - **NVTAC Website**
 - Jonel shared several snapshots of content on the NVTAC website. He informed the group that the website is going through a redesign, part of which will be informed through feedback from this listening session. Although the look may change, the content and additional resources based on grantees' input will be included as website improvements are implemented.
 - Training and Webinars
 - Self-paced training courses were developed for new HVRP grantee staff as an introduction to HVRP's core components. These virtual resources benefit new grantees seek information on programs or long-term grantees that want to continue to develop their programs.
 - Technical Assistance
 - NVTAC can provide grantees with practical, hands-on training to address challenges that may arise. TA can include one-on-one customized consultation, training, sharing best practices, and/or facilitating peer learning opportunities through various modalities, including CoP events.
 - Quarterly Performance Reporting Listening Sessions
 - Quarterly Performance Reporting Listening Sessions are provided by the U.S. Department of Labor, Veterans' Employment and Training Service (DOL-VETS). These sessions are designed to support HVRP grantees to complete their quarterly performance reporting accurately and effectively. NVTAC does not host these sessions, but the recordings, Q&A documents, and slide decks are all posted on the [Quarterly Performance Reporting Listening Sessions section of the NVTAC website](#) for future reference. Grantees' participation, questions, and feedback make these sessions an invaluable tool for completing quarterly performance reporting.
 - **Discussion Questions**
 - What does training and technical assistance mean to you?
 - Participants indicated training encompasses providing a service to staff or partner grantees to share new, relevant information, and best practices in serving veterans experiencing homelessness. Training creates opportunities for personal and professional growth.



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- Participants indicated technical assistance encompasses specific answers to inquiries, suggestions, and sharing of best practices to strengthen program knowledge and service delivery.
- What is the topic that you feel that HVRP grantees need the most assistance with?
 - An overall understanding of the HVRP program was mentioned as a foundational element to assist veterans experiencing homelessness. Suggestions included definitions of meaningful employment and clarification on activations of Guard and Reserve personnel that qualify for HVRP.
 - Several participants indicated assistance with Technical Performance Reports (TPRs) is needed. A suggestion was received to utilize real-world HVRP cases as examples for TPR training.
 - Participants indicated a need for outreach, sharing of best practices to collaborate, and how to establish effective partnerships with organizations that serve underserved populations, including the VA.
 - Other suggestions included incremental funding applications, reenrollment, co-enrollment, locating veterans, Veterans' Program Letters (VPLs), and understanding the impact of goals versus actual enrollment as areas of most need.
- What is your preferred method of receiving training or technical assistance?
 - Various participants preferred in-person, hands-on training and technical assistance. Specific in-person preferences included one-on-one sessions, smaller group sessions, and peer-to-peer sessions of both large and small groups.
 - Several participants preferred virtual or hybrid approaches. Webinars were an overarching preference for these participants, and some participants indicated on-demand online training resources as valuable.
 - Many participants emphasized the need for training and technical assistance to be written or provided by email.
- Do you have any ideas for improvements to the NVTAC.org website?
 - Suggestions included an overall user-friendly website interface, a live chat feature, a calendar of upcoming training opportunities, certificates for completion of veterans' training modules, and forums/blogs for grantee interaction.
- Did you utilize the Knowledge Portal, or do you have any ideas for how to make it more beneficial?
 - Many participants had not heard about the existing Knowledge Portal.
 - Those that were aware of the Knowledge Portal did not use it.
 - The National Office responded to an inquiry asking if the Knowledge Portal would be coming back, stating the purpose of this discussion question is to determine how to set up a mechanism that is helpful for grantees to collaborate.
- **Conclusion**
 - Jennifer thanked the participants for their input and reminded attendees they can direct all questions or requests for technical assistance to contact@nvtac.org.