

Homeless Veterans' Reintegration Program (HVRP)
Post-Award Conference: IT Systems
July 27, 2022
Questions and Answers

Payment Management System (PMS)

Q: How do I submit the Federal Financial Report (FFR) through PMS?

A: Refer to the Program Support Center's presentation, PMS FFR Demo, for step-by-step instructions on submitting the FFR through PMS. Grantees can also reach out to the [PMS Help Desk](#) directly.

Q: I have access and I am listed as a Project Director and Authorizing Official, but I am not able to make any changes to the SF-425 to submit my report. How do I fix this?

A: Grantee staff responsible for submitting the FFR (SF-425) need to contact the [PMS Help Desk](#) to request access to their FFR (SF-425).

Q: When are FFRs due for new grantees?

A: If you're a brand-new grantee and your first award went active July 1, 2022, they are due 30 days after the end of the quarter. The end of the quarter is September 30, and so the due date is October 30.

Q: One of my HVRP grants ended on June 30, 2022, and I tried to submit the quarterly report. But there was no quarterly report! However, there was an annual report with a due date of September 30, 2022. So, should I skip the Q4 quarterly report and just submit the annual?

A: For the third year of a grant's period of performance, the fourth quarter report is referred to as the annual report in PMS.

GrantSolutions

Q: I am registered in GrantSolutions, but it says I have no grants. How does a user get a grant assigned to them?

A: All grantees will access GrantSolutions via [Login.gov](#). The grantee will then complete and submit a [Grant Recipient User Account Request Form](#), including identifying their grant number(s) on that form. If a user is having any difficulties with their GrantSolutions account, including linking to their grant award(s), they can contact the GrantSolutions Help Desk via email (help@grantsolutions.gov) or by phone ((866) 577-0771).

Q: I am registered in GrantSolutions, but I am receiving an error message: “Please access the system using a different GrantSolutions login mechanism.” What do I do?

A: If a user is having any difficulties with their GrantSolutions account, they can contact the GrantSolutions Help Desk via email (help@grantsolutions.gov) or by phone (866) 577-0771.

Q: How do we add the PD (Program Director)/PI (Principal Investigator)?

A: When completing the [Grantee User Account Request Form](#), you can select the PD/PI option in Role Authority. If a user is having any difficulties with their GrantSolutions account, they can contact the GrantSolutions Help Desk via email (help@grantsolutions.gov) or by phone (866) 577-0771.

Q: There have been some issues with project assignments being incorrect in GrantSolutions. Who has the ability to update project assignments? The GS HelpDesk has told grantees the only person who can update would be the Grants Management Officer (GMO) to change these assignments. Will this be the protocol moving forward or should the GOTR or grantee have the ability to update?

A: For the time being, the GrantSolutions system requires the GMO to make any changes to the grants assigned (i.e., project assignments) to grantees. VETS will certainly look at options to streamline that process in the future.

Q: How do I “certify” the FFR in GrantSolutions?

A: Grantees are able to submit their FFR in PMS, not GrantSolutions. If grantees have any issues with access to PMS or submitting any forms through the system, they should contact the [PMS Help Desk](#).

VETS Grantee Reporting System (VGRS)

Q: When VGRS is initiated, will that require HVRP providers to re-enter all data from their Technical Performance Report spreadsheet into VGRS?

A: The Veterans Employment and Training Service (VETS) will design the transition process to require as little effort from the grantees as possible. Further information will be provided as VETS completes development and plans for the roll-out of VGRS.

Q: Will you be working with Client Data Base systems that grantees currently use to enter data to work between databases?

A: VETS has discussed the potential for that functionality with the contractors who are building the system. VETS’ goal is to make the new system as user-friendly as possible for grantees.