



National Veterans'
Technical Assistance Center

Homeless Veterans' Reintegration Program (HVRP) Post-Award Conference: National Veterans' Technical Assistance Center (NVTAC) 101

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NVTAC Team



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NVTAC Overview

NVTAC Role (1 of 2)



- Provide technical assistance (TA) designed to increase grantees' ability to establish and operate successful HVRP grants
- Support HVRP grantees throughout their period of performance to ensure that 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

NVTAC Role (2 of 2)

- 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
- Share promising practices and lessons learned

- NVTAC provides individualized one-on-one TA, customized training, web-based training, best practices, a robust Community of Practice (CoP), and much more!

Menu of Services (1 of 2)

nvtac.org/grantees/welcome-new-grantees/

NVTAC Menu of Services (PDF)

This Menu of Services provides several examples of training and technical assistance topics available for HVRP grantees.

HVRP Eligibility Changes FAQ

In collaboration with Veterans' Employment and Training Service (VETS), the National Veterans' Technical Assistance Center (NVTAC) has prepared a frequently asked questions (FAQ) document covering HVRP eligibility. This document consolidates the questions received during the VETS listening session held in March 2023, which discussed [Veterans' Program Letter 02-23 HVRP Participant Eligibility](#), and attachments [1](#) and [2](#), and presents a summarized process for determining eligibility for HVRP.

Get Support for Your Ongoing Work with Veterans

Visit our Resource Page to access materials for new and long-standing programs, including operations guides, topic briefs, success stories, discussions about special populations, and more.

Menu of Services (2 of 2)

NVTAC Menu of Services



Department of Labor, Veterans' Employment and Training Services (DOL-VETS) funds the National Veterans' Technical Assistance Center (NVTAC) to provide programmatic support to Homeless Veterans' Reintegration Program (HVRP) grantees at no cost. NVTAC offers an array of services and expertise including one-on-one consultations, customized training, web-based training, best practices, peer-to-peer learning opportunities, and an extensive Community of Practice (CoP).

The following are several examples of training and technical assistance topics available for HVRP grantees:

- Collaboration and partnerships
- Enrollment at the American Job Center
- Intake and assessment
- Job development and placement
- Outreach to veterans, employers, or partners
- Training for new staff
- Knowledge of models for career development and business engagement for veterans experiencing homelessness to reintegrate into the workforce
- Intake, assessment, and case management strategies that may result in veterans experiencing homelessness

Virtual Learning

- Grantees can participate in regularly scheduled webinars, extended online courses, and self-paced training modules on the core components of HVRP.

CoP (1 of 2)



Community of Practice



CoP (2 of 2)

nvtac.org/community-of-practice/

Register for future CoP events:

HVRP Eligibility Refresher

Thursday, August 31, 2023, 3:00 pm ET

[Register Here](#)

Technical Performance Report/Technical Performance Narrative
Refresher

Thursday, September 28, 2023, 3:00 pm ET

[Register Here](#)

Homeless System: HVRP Integration Strategies

Thursday, October 26, 2023, 3:00 pm ET

[Register Here](#)

Case Management Skills

Thursday, November 30, 2023, 3:00 pm ET

Webinars

[Welcome HVRP Grantees](#) > [Welcome New Grantees](#) > Webinars

Webinars



NVTAC understands the struggle to provide comprehensive training while addressing other competing priorities. To help avoid the consequences of inadequate training for new staff — a steep learning curve, a trial and error approach, and poor grant performance — NVTAC has developed multiple training options to support grantee needs.

Virtual Learning Courses



[Welcome HVRP Grantees](#) > [Welcome New Grantees](#) > [Training](#) > Virtual Learning Courses (VLCs)

Virtual Learning Courses (VLCs)

Twice each year, NVTAC offers a series of Virtual Learning Courses (VLCs) to support HVRP staff and leadership to continually improve their services to veterans. The classes are interactive and are designed to increase opportunities for HVRP staff and leaders to share their insights and promising practices, as well as provide a space for collaboration.

Spring 2023 Webinar Sessions

Underserved Populations Overview

[Recording](#) | [Underserved Populations Overview Presentation](#)

Serving Youth and Seniors in HVRP

Topical Webinars

nvtac.org/grantees/welcome-new-grantees/webinars/

Topical Webinars

Throughout the year, NVTAC hosts an occasional series of stand-alone webinars in response to the needs of the field and emerging issues, to support HVRP staff and leadership. In addition to recordings of each session, the slide presentation, and related handouts are available. These webinars provide participants with the latest topical information to increase knowledge of HVRP best practices and provide a resource for improving delivery of services.

Webinars are between an hour and an hour and a half and feature guest speakers or presenters sharing the most recent information on trending topics related to HVRP best practices and management. To receive updates on upcoming webinars and register for an event, please email: contact@nvtac.org.

Current Webinars

Welcome Packet and Program Guide

[Welcome HVRP Grantees](#) > Welcome New Grantees

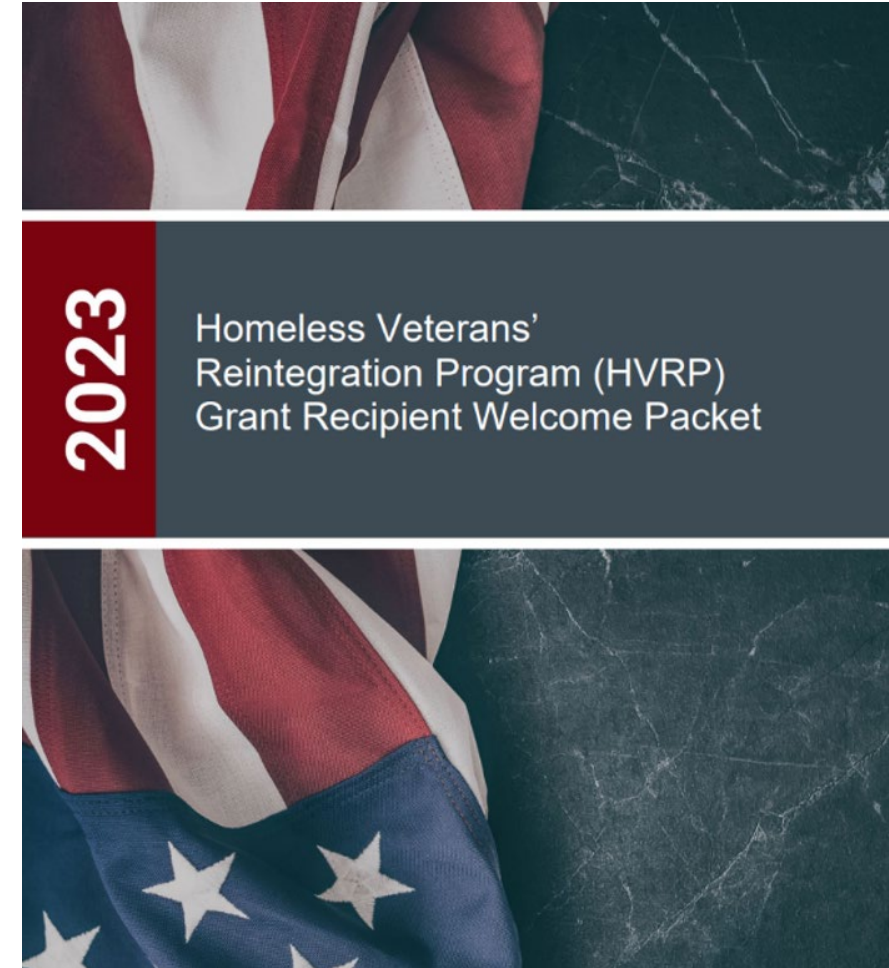
Welcome New Grantees



NVTAC is excited to welcome you to the Homeless Veterans' Reintegration Program (HVRP) grantee community. NVTAC's mission is to provide technical assistance and resources to support HVRP grantees' efforts to cultivate career opportunities for veterans who are experiencing homelessness. This section of the NVTAC website contains materials to support grant start-up activities and your ongoing work with veterans, employers,

Welcome Packet (1 of 2)

- The Welcome Packet will provide the information required to start work on your HVRP grant
 - HVRP Overview
 - Provides a brief introduction to HVRP
 - NVTAC Overview
 - Provides an overview of services provided to HVRP grant recipients
 - HVRP and the American Job Center (AJC)
 - Provides an overview of the intersection of HVRP and the AJC

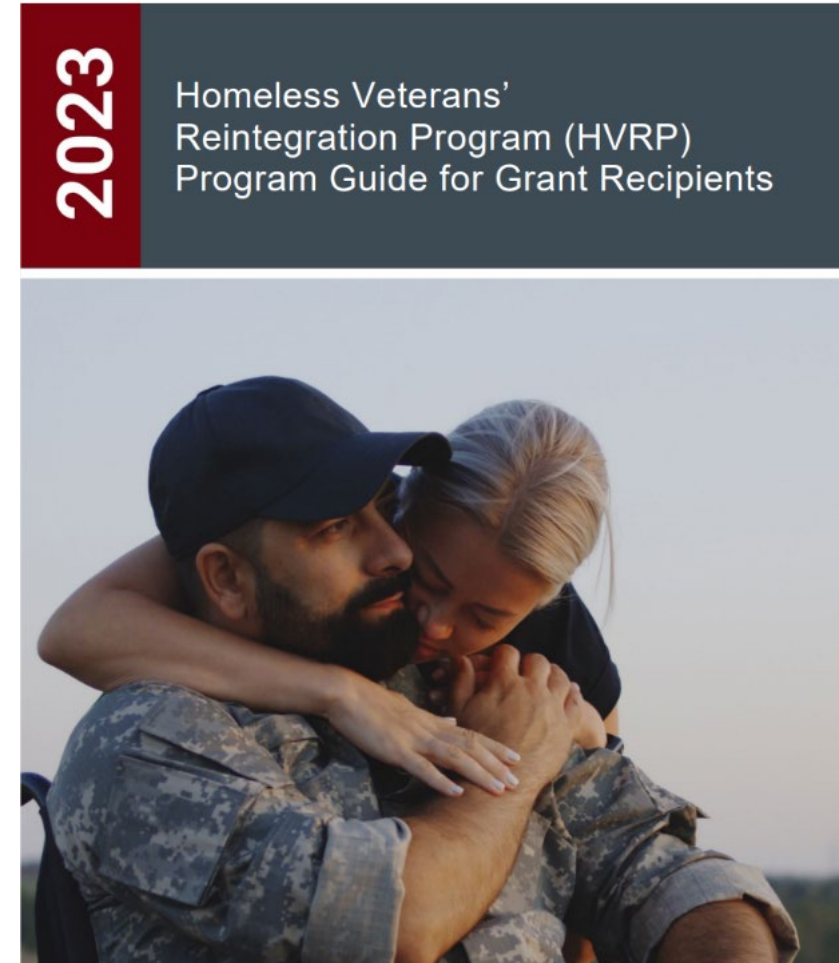


Welcome Packet (2 of 2)

- Connecting to Partners at the Local Level
 - Includes an overview of national programs and initiatives that HVRP partners with at the local level and a quick reference template to record partner contact information
- 30-Day Checklist
 - Provides new grant recipients with a categorized list of actions to complete within the first 30–45 days of their HVRP grant

Program Guide (1 of 3)

- NVTAC developed the Program Guide to serve as a comprehensive resource to support HVRP implementation
 - Introduction
 - How to Use this Guide
 - Accessing Training and TA
 - Program Overview
 - Introduction to HVRP
 - Participant Eligibility



Program Guide (2 of 3)

- Program Implementation
 - Outreach and Engagement
 - Intake, Enrollment, and Assessment
 - Case Management
 - Job-Driven Training (JDT)
 - Partnerships and Supportive Services
 - Placement
 - Engaging Employers
 - Retention and Follow-up

Program Guide (3 of 3)

- Program Performance
 - Performance Outcome Expectations
 - Quarterly Performance Reports

Program Performance

All HVRP recipients outline their performance goals at application through the VETS-704 Planned Goals Chart. DOL-VETS tracks performance throughout the period of performance based on the goals submitted in the application and approved in the grant award documentation. DOL-VETS places a high priority on maximizing successful grant performance and relies on quarterly performance reporting to measure and track a HVRP grant recipients success toward achieving satisfactory outcomes. Each HVRP grant recipient is required report on progress towards its performance indicators on a quarterly basis.

Eligibility

[Welcome HVRP Grantees](#) > [Grant Operations](#) > Eligibility

Eligibility



Documenting eligibility is an essential aspect of HVRP record keeping. Forms available on the HVRP Customizable Forms page allow staff to determine and document eligibility during the Intake process.

HVRP Eligibility Changes FAQ

Eligibility Frequently Asked Questions



Homeless Veterans' Reintegration Program (HVRP) Eligibility Frequently Asked Questions (FAQ)

Background

In February 2023, the Veterans' Employment and Training Service (VETS) issued the Veterans' Program Letter (VPL) 02-23 to update and rescind VPL 01-21. In March 2023, VETS held a listening session on the updated eligibility requirements. This document consolidates the questions received during the VETS listening session and presents a summarized process for determining eligibility for HVRP.¹

Process for Determining HVRP Eligibility

Step 1: Veteran Status

The definition of a veteran is different for other programs (e.g., Supportive Services for Veteran Families [SSVF] and Grant and Per Diem [GPD]), so HVRP grant recipients must verify veteran status first:

“The term ‘veteran’ means a person who served in the United States Army, Navy, Marine Corps, Air Force, Space Force, Coast Guard, or Reserve Component (National Guard and Reserve), who meet the following criteria:

Standard Operating Procedures (SOP) and Continuity of Operations Plan (COOP)

Welcome HVRP Grantees > HVRP Customizable Forms


HVRP Customizable Forms



This section includes a variety of forms that could be used to document HVRP practices. The presentation of these forms does not mean NVTAC or US DOL-VETS endorses any particular form as required, or as an approved form. These forms were collected from service providers and are only intended to help program planners develop forms and tools that will serve the needs of their program.

SOP

1



Standard Operating Procedures (SOP)
What are they, and why do you need them?

2


Tracking federal funds can be prickly

- Creating an SOP to account for the equitable distribution of purchases made by federal funds is easy.

3

What are they, and why do you need them?

- The "What"—2 C.F.R. § 200.302(b)(7) requires grant recipients to have **written procedures** for determining the allowability of costs charged to the federal grants.
- The "Why"—Standard means that they are procured and provided to participants in a manner (methodology) established in accordance with 2 C.F.R. § 200 by the grantee and **is not waived**



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Standard Operating Procedures (SOP)

What are they, and why do you need them?

Click to add notes

COOP



Continuity of Operations Plan (COOP)

A COOP refers to the internal efforts a grantee must take to ensure the capability exists to continue essential functions in response to a broad spectrum of emergencies or operational interruptions. Operational interruptions may include renovation, preventative maintenance, fire, mechanical failure of HVAC or other building systems, inclement weather or other acts of nature, pandemic, threatened or actual attacks, and other events that may interrupt activity and telecommunications due to malfunction or cyber-attack.

A COOP sets forth a concept of operations, identifies essential functions, and outlines four potential phases of operations:

- Readiness and Preparedness
- Activation and Relocation
- Alternate Facility Operations
- Reconstitution

The primary goal of a COOP is to ensure that a viable capability exists to continue essential functions across a wide range of incidents with the potential that the primary facility is rendered inaccessible or unusable.

The objectives of this plan include the following:



Questions?

Thank you!

Email: contact@nvtac.org

Website: nvtac.org