National Veterans'
Technical Assistance Center

Homeless Veterans' Reintegration Program (HVRP) Success Strategies

Virtual Learning Course Series 4, Session 1 of 4

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Interactive Activity

How confident are you currently regarding your knowledge of HVRP success strategies?

NVTAC Overview

NVTAC Role (1 of 2)

➤ 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 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 and share promising practices and lessons learned

Agenda

➢ In this training, you will learn about success strategies for:

    ➢ Conducting outreach

    ➢ Determining eligibility

    ➢ Assessment and intake

    ➢ Job searching and placement

    ➢ Job retention

➢ The best success strategy – hire and retain passionate, dedicated, and skilled case managers

Skills for Outreach

Outreach

➢ Target Audience: Who are you trying to reach?
  - ➢ Community partners
  - ➢ Employers
  - ➢ Program participants
➢ Message: What are you offering?
➢ Timing: When will you conduct outreach activities?
➢ Location: Where will those activities occur?
➢ Methods: How will you find potential participants?

Outreach to Community Partners

➢ Connecting to community partners

  ➢ Veteran-centric agencies

  ➢ Non-veteran-centric agencies

  ➢ Housing resources

  ➢ Other – outside the box – resources

➢ Empower **everyone** within the HVRP team and the agency to feel comfortable speaking about HVRP to community partners, including partnering agencies and employers

Outreach to Employers (1 of 2)

➢ Connecting to employers

    ➢ Attending employment fairs to network with employers

    ➢ Communicating with local American Job Centers (AJC)

    ➢ Researching veteran-friendly employers in your area

        ➢ Locality-Specific Veteran Job Listings

        ➢ Recruit Military

        ➢ Hire Heroes USA

    ➢ Be available for follow-up services – both for the employer and the participant

Outreach to Employers

➢ Connecting to employers (continued)

  ➢ Offer before asking

    ➢ Educate on agency

    ➢ Follow-up services

    ➢ Added value of veterans in the workforce

    ➢ Retention strategies for both the employer and the agency

    ➢ Find out how you can help the employer – not how the employer can help your agency

  ➢ Be consistent with your communications and be available if the employer has issues with any veterans placed within their company

Outreach to Veteran Participants

➢ Connecting to program participants – veterans
  ➢ Go where they are
    ➢ Veteran organizations and events
    ➢ Emergency shelters
    ➢ Grant and Per Diem (GPD) programs
    ➢ Encampments
  ➢ Go where they may also be
    ➢ Community churches
    ➢ Special population groups/resources
    ➢ Coordinate with women's shelters
    ➢ Communicate with State and County U.S. Departments of Veterans Affairs (VA) offices

Skills for Eligibility, Assessment, and Intake

Eligibility, Assessment, and Intake

➢ Determining eligibility
  ➢ As a veteran
  ➢ As experiencing homelessness

➢ Assessing
  ➢ Education background
  ➢ Employment skills and background
  ➢ Barriers to employment
  ➢ Supports
  ➢ Readiness to return to the workforce

➢ Intake
  ➢ What does effective intake look like? When is the right time to enroll?

What is a Qualifying Veteran?

➢ Veteran status
  ➢ Served in the U.S. Army, Navy, Marine Corps, Air Force, Space Force, Coast Guard, or Reserve Component (National Guard and Reserve)
  ➢ At least one day of active duty (excluding basic training or Advanced Individual Training for Reserve or National Guard component)
  ➢ Any period of active duty for training resulting in a service-connected disability resulting from disease or disability incurred or aggravated in line of duty (including basic training or Advanced Individual Training for Reserve or National Guard component)

Determining Veteran Eligibility

➤ Verify veteran status first
  ➤ Ways to determine veteran status:
    ➤ DD-214 that shows a discharge status of anything other than dishonorable
    ➤ VA Summary of Benefits letter to verify service-connected disability (National Guard or Reserve)
    ➤ Provisional Enrollment (other proof required later) using:
      ➤ VA Medical Centers' Hospital Inquiry (HINQ) – now Veterans Benefits Management System (VBMS) verification
      ➤ Status Query and Response Exchange System (SQUARES) to determine VA Eligibility

Determining Homelessness (1 of 2)

➢ Verify homelessness or risk of homelessness
   ➢ Homeless
      ➢ Lacks fixed, regular, adequate nighttime residence
      ➢ Lives in a shelter or a place not meant for human habitation
      ➢ Fleeing or attempting to flee domestic violence
      ➢ Imminent risk (within 14 days) of losing housing
      ➢ Was homeless in the 60-day period before HVRP enrollment and has since found housing
      ➢ Homeless Emergency Assistance and Rapid Transition Housing (HEARTH) Act

Determining Homelessness (2 of 2)

➢ Verify homelessness or risk of homelessness (continued)

   ➢ At risk (Consolidated Appropriations Act expansion)

      ➢ Veterans at risk of homelessness within 60 days of HVRP enrollment date or veterans released from incarceration within the last 12 months who are at risk of homelessness

   ➢ Incarcerated Veterans Transition Program (IVTP)

      ➢ Must be incarcerated or recently released from incarceration and at risk of homelessness.

         ➢ For questions, contact your Grant Officer's Technical Representative (GOTR) or NVTAC (contact@nvtac.org)

Assessment and Intake (1 of 3)

➢ Assessment is the foundation for HVRP's work with program participants

  ➢ Intensive, ongoing process

  ➢ Provides staff with vital information

    ➢ Strengths

    ➢ Challenges

    ➢ History

    ➢ Needs

  ➢ Offers a comprehensive picture of who the veteran is and wants

  ➢ Provides an understanding of expectations and realistic outcome potential

Assessment and Intake (2 of 3)

➢ Abilities, interests, and skills

  ➢ Focus on strengths

➢ Barriers

  ➢ What is preventing the veteran from meeting and retaining employment goals?

    ➢ Skill-based barriers, health-related barriers, situational barriers (transportation or criminal background)

➢ Supports

  ➢ What can HVRP do to assist the veteran in overcoming obstacles?

Assessment and Intake (3 of 3)

➤ Assessment Tools
  ➤ O*NET Interest Profiler
➤ Take your time – enrollment does not have to happen at the first meeting
  ➤ An individual may have more emergent needs that take priority over employment
➤ Information sharing – If multiple agencies are working collaboratively to assist a veteran, a release of information form (ROI) is required in order to share information across agencies

Skills for Job Searching and Placement

Job Searching (1 of 2)

➢ Build relationships with a wide array of employers in varying markets

➢ Resume translation – military jargon to "civilian" language

➢ Military-specific job boards

➢ Job fairs and hiring events

➢ Enrollment and participation at AJCs

➢ Job-Driven Training (JDT)

➢ Soft skills training

➢ Managing the balance between expectations and reality

Job Searching (2 of 2)

➢ Find the right fit - not every veteran will want the same job

➢ Teach your clients how to interview - help them be more comfortable talking about themselves (veterans always talk in terms of team success, not individual success) and how to talk about past barriers (criminal background)

➢ Identify deal-breakers - what might contribute to job loss – quitting, being terminated, or abandoning the position?

➢ Do not rush in - take time to learn about your veteran participants by building rapport and trust. You can learn what an individual's strengths are and be better able to connect that person to the right job when it presents itself

Skills for Retention

Retention (1 of 2)

- A quick placement may help your Technical Performance Report (TPR) look better today, but what about tomorrow?

- Retention can be as challenging as finding a job in the first place

- Retention helps the employer, the veteran, and the HVRP grantee

Retention (2 of 2)

➢ Retention strategies involve the veteran, the employer, and the HVRP case manager – it takes a team

  ➢ If the veteran chooses, barriers may be disclosed up front to the employer

  ➢ This can help set expectations and help the employer establish accommodations

Follow-Up (1 of 4)

➢ Set clear expectations upfront regarding what follow-up will look like

  ➢ These expectations should be established with veterans, employers, HVRP staff, and community partners from day one of case management – this is especially important to understand prior to placement

Follow-Up (2 of 4)

➢ Manage the set expectations

    ➢ The civilian workforce is not the same as the military, and the veteran is not an average worker

    ➢ Expectations from both the employer and the new employee should be managed to prevent job loss or abandonment

Follow-Up (3 of 4)

➢ Discuss potential triggers with the veteran during case management

  ➢ Practice how to overcome these triggers and how to remove or manage stress by establishing and practicing action steps

➢ If a job is not the right fit, it is not the right fit

  ➢ It is okay to take steps to terminate an employer/employee relationship in a healthy and respectful manner if the fit is not ideal

Follow-Up (4 of 4)

➢ Regular check-ins are crucial to ensuring success

    ➢ Case management does not end at the placement of a veteran

    ➢ Maintain constant communication to monitor the participant's progress, identify barriers, and identify opportunities for further support

Interactive Activity

How confident are you post-training regarding your knowledge about HVRP success strategies?

Discussion Questions

What unanswered questions do you have regarding HVRP skills?

What challenges have you experienced coordinating within your HVRP team?

Resources

➢ [HVRP Eligibility Frequently Asked Questions (FAQ)](#)

➢ [NVTAC Menu of Services](#)

➢ Email: contact@nvtac.org

➢ Website: [nvtac.org](#)

Questions?

Thank you!

Email: contact@nvtac.org

Website: nvtac.org