

**National Veterans' Technical Assistance Center (NVTAC)
Homeless Veterans' Reintegration Program (HVRP) Community of Practice (CoP)
National Veterans' Training Institute (NVTI)
Thursday, March 28, 2024, 3 – 4 p.m. ET**

NVTAC Staff

Jenn Steigerwald, Project Manager

Sarah Chung, NVTAC Coach

Chris Taylor, NVTAC Coach

Temitope Fagbemi, NVTAC Coach

Miranda Moffat, Outreach Coach

Key Points

- **Introduction**
 - NVTAC staff introduced the topic and purpose of today's CoP: receiving feedback from HVRP grant recipients that will inform edits to the customizable forms available to them on NVTAC's website.
- **What are Customizable Forms?**
 - Customizable forms serve as an example of forms grant recipients can use in their program. They are a useful guide for information collecting, but grantees are not required to use them.
- **HVRP Grant Recipient Feedback – Eligibility Customizable Form, Veteran Status**
 - *NVTAC's Proposed Additions:* HVRP veteran definition, type of discharge, only when applicable – Department of Veterans Affairs (VA) Summary of Benefits, only when applicable – Veterans Benefits Management System or Status Query and Response Exchange System.
 - *HVRP Grant Recipient Feedback:*
 - Dates of service and era of service
 - For National Guard and Reserve veterans: activated or deployed status
 - VA ID availability
- **HVRP Grant Recipient Feedback – Eligibility Customizable Form, Homeless Status**
 - *NVTAC's Proposed Additions:* Definition of homeless, current housing status including a description for each option, checklist of partner programs that they may be a participant of, when applicable – information on transitioning from incarceration.
 - *HVRP Grant Recipient Feedback:*
 - Definition and questions to identify individuals experiencing episodic homelessness
 - Capture additional forms of homelessness (i.e., couch surfing)
 - Dates of enrollment in housing programs (i.e., U.S. Department of Housing-VA Supportive Housing, Supportive Services for Veteran Families)

- Offer a text field for the veteran to explain their housing situation in their own words
 - Capture information about the family situation (i.e., number of children in the household)
 - Released from incarceration within the last 12 months
- **HVRP Grant Recipient Feedback – Eligibility Customizable Form, At Risk of Homelessness Status**
 - *NVTAC's Proposed Additions:* HVRP criteria for at risk of homelessness, type of documentation on file to verify the at risk of homelessness criteria the individual meets.
 - *HVRP Grant Recipient Feedback:*
 - Timeline of “at risk” status (i.e., When will you not be able to pay rent or make mortgage payments?)
 - Examples of documentation to substantiate a veteran’s “at risk” status
 - Checklist of documents to identify individuals at risk of homelessness (i.e., eviction notice, bank statements, ledger, rental agreements)
- **HVRP Grant Recipient Feedback – Eligibility Customizable Form, Eligibility Determination**
 - *NVTAC's Proposed Additions:*
 - Is the individual eligible for HVRP?
 - Will the individual be enrolled in HVRP?
 - *HVRP Grant Recipient Feedback:*
 - Questions to establish readiness to work including the desire to find employment, and how quickly they would like to begin working
 - Questions to establish the ability to work and barriers to work
 - Length of time employed, unemployed, or underemployed
 - Income level
 - Additional supports available: Social Security income, VA service-connected disability benefits, Supplemental Nutrition Assistance Program (SNAP) benefits, child care
 - Current financial obligations
 - Needs assessment
 - How did the veteran hear about the program?
 - Are they receiving HVRP services from any other programs?
- **HVRP Grant Recipient Feedback – Intake Customizable Form, General Intake**
 - *NVTAC's Proposed Additions:* Name, date of birth, age, sex at birth, gender, race/ethnicity, address/whereabouts, contact information, and emergency contact information.
 - *HVRP Grant Recipient Feedback:*
 - Social Security number
 - Marital status
 - Sexual orientation

- **HVRP Grant Recipient Feedback – Intake Customizable Form, Military Service**
 - *NVTAC's Proposed Additions:* Information about the DD214 (date requested, date received), dates of active-duty service, branch, and discharge type.
 - *HVRP Grant Recipient Feedback:*
 - Military occupational specialty
 - Combat veteran status
 - Era of service
 - Awards received during service
 - VA service-connected disability rating
 - What the veteran liked or disliked about their military service
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Housing Situation**
 - *NVTAC's Proposed Additions:* Are they currently experiencing homelessness? If yes, how long, is it episodic, and do they have primary custody of a child under the age of 18? If no, are they at risk of homelessness in the next 60 days or are they participating in a partner program?
 - *HVRP Grant Recipient Feedback:*
 - Veterans' housing status at time of enrollment
 - Third party verification of housing status (i.e., letters from emergency shelters or pictures of living conditions)
 - Definition of episodic homelessness
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Documents and Identification**
 - *NVTAC's Proposed Additions:* Checking for forms of identification including Social Security card, VA card, and birth certificate, asking if they need assistance with obtaining documents.
 - *HVRP Grant Recipient Feedback:*
 - Driver's license
 - State ID
 - Passport
 - Green card
 - Transportation Worker Identification Credential (TWIC)
 - Forms of identification to use until official forms of ID are available (i.e., library card with picture)
 - Note barriers to obtaining forms of ID
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Transportation**
 - *NVTAC's Proposed Additions:* Forms of transportation available, valid driver's license, vehicle ownership and status (registration), distance willing to travel for work.
 - *HVRP Grant Recipient Feedback:*
 - Identify barriers to obtaining a license (i.e., moving violations, tickets, insurance)
 - Vehicle status – operational, reliability, etc.

- Details on public transportation availability (distance from a bus line, hours of operation)
 - Primary means of transportation
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Employment and Income**
 - *NVTAC's Proposed Additions:* Employment status (type of work, hours per week, current hourly wage), desire for employment, resumé status, other sources of income, disability and physical limitations, disability benefits (type and percentage).
 - *HVRP Grant Recipient Feedback:*
 - Needs assessment: job search assistance, training, etc.
 - Barriers to employment
 - Criminal history and its impact on employment
 - Access to affordable child care
 - Mental health
 - Gaps in work history
 - Identify other agencies providing the veteran employment services
 - Updated resumé
 - Timeline for finding employment (i.e., when do they want to/are able to start looking for work?)
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Legal Background**
 - *NVTAC's Proposed Additions:*
 - Have they pled guilty or no contest or been convicted of a felony?
 - Have they pled guilty or no contest or been convicted of a misdemeanor?
 - If yes to either of the above questions, what are the type and dates of conviction?
 - Are they currently on probation?
 - Are they currently on parole?
 - *HVRP Grant Recipient Feedback:*
 - Pending criminal proceedings
 - Outstanding warrants (in all states)
 - Outstanding child support
 - Driving record and outstanding tickets
 - Restrictions from criminal background
 - If on parole or probation, officer's contact information
 - Sex offender status
- **HVRP Grant Recipient Feedback – Intake Customizable Form, Education and Training**
 - *NVTAC's Proposed Additions:* Highest level of education completed, interest in furthering education (education goals), listed training, certifications, or licenses (current and former).
 - *HVRP Grant Recipient Feedback:*

- For all licenses and certifications: date received, organization received from, state received in, status, expiration date
- Education and training received during military service
- Current enrollment in any education or training programs and timeline for completion
- Access to technology to participate in online training
- G.I. Bill availability

Discussion/Question and Answer (Q&A)

- **Question:** Have grant recipients experienced any challenges getting DD214s?
 - **Responses**
 - Two grantees reported no challenges and quick turnaround.
 - Two grantees reported issues receiving DD214s for Marine Corps veterans only.
- **Question:** What additional questions do you ask during the intake process?
 - **Responses**
 - Are you currently enrolled with an American Job Center?
 - Desired wage and benefits? Least amount of money veteran will accept?
 - Current whereabouts and living wage for that area?
 - Barriers to employment or additional assistance needed to increase chances of gaining employment?
 - Types of work the veteran likes/dislikes, and will not do?
 - Are internal and external supports available to achieve the employment goal?
 - Addiction or substance use disorder?
 - Do they have multiple forms of contact available for potential employers to reach the veteran at (i.e., email, active phone number, voicemail set up)?
 - Capture full work history.
- **Question:** Are there any additional forms or resources that would be helpful for NVTAC to provide grant recipients?
 - **Responses**
 - Examples of financial assistance that is considered allowable and reasonable.

Conclusion

NVTAC provides customizable forms to offer examples of data collection HVRP grant recipients can implement and customize for their programs. NVTAC hosted this CoP session to share their proposed changes to the Eligibility Form and Intake Form and elicit feedback from current HVRP grant recipients on any additional information they would like included in these forms. Grantees shared their perspective on items that should be included to capture the full picture of a participant's veteran status, homeless/at risk of homelessness status, eligibility, general information, military service, housing situation, documentation and identification, transportation, employment and income, legal background, and education and training.

You can review the presentation recording here: [March 2024 Community of Practice](#)