2024 Homeless Veterans' Reintegration Program (HVRP) National Post-Award Conference (PAC) Day 1 Questions and Answers (Q&A)

Introduction

Q: In relation to employment outcomes, would registered on-the-job training (OJT) programs be considered participant training?

A: Registered OJT programs would be considered participant training.

Q: Where can we find our Notice of Award (NoA)?

A: Your NoA is in [GrantSolutions (GS)](). Follow the instructions in the [recipient guide]() to navigate to the screen to view your NoA.

Q: If a leader who was listed on the award leaves the organization, should we update the new leader's information through GS?

A: If the leader is considered "key personnel" in accordance with [Veterans' Program Letter (VPL) 04-24](), your organization must submit an amendment following the instructions of VPL 04-24's [Technical Assistance Guide](), Section B. Administrative Changes.

Key Policy Guidance, Financial and Performance Reporting

Q: What is a VPL?

A: Veterans' Program Letters (VPL) provide policy guidance about Veterans' Employment and Training Service (VETS) programs to grant recipients. VPLs transmit program policy, implementation guidance, procedures, and other information to parties under a grant or contract agreement with VETS.

Q: What steps can I take to expedite access to our Performance Management System (PMS) account if we are experiencing a lockout?

A: This would depend on the reason for the lockout.

If you are locked out due to incorrect account access information, such as the Payee Identification Number (PIN), Payee Account Number (PAN), or PMS Employee Identification Number (EIN), the PMS will direct you to the contact information for the Grants Management Specialist (GMS) listed in the NoA. The PMS cannot provide the PIN, PAN, or PMS EIN as it is part of their validation process.

If you are locked out due to the departure of previous employees with access, you must submit a New User account request to gain access to the PMS.

Submitting a new user access request:

1. Open PMS and go to the PMS Login screen, then select Request Access.
2. Click on the partner system (ID.me).
   - If you have an ID.me account, you will be directed to the new user access request screen.
   - If you do not have an ID.me account, click on the Create an ID.me account button, and ID.me will walk you through the process of creating an account. Once the account is created, you will automatically be directed to the new user access screen, where you will enter the required information to gain access to PMS.

   Note: PMS usernames and passwords will no longer be provided since you will now log in using ID.me. If a new user access request was processed prior to the implementation of this change and you have not logged in for the first time, you must provide the PMS username and password that was emailed to you.

3. For new user access requests, the organization name you enter must be an exact match to the one provided to SAM.gov or PMS. The entry is not case-sensitive. Matching is not required for individual or fellowship accounts. If the organization's name is not an exact match, a validation error message will appear, and you will not be able to submit the request.

The PMS Help Desk can be reached at 877-614-5533.

National Veterans' Training Institute (NVTI)

Q: Are the classes required?

A: NVTI courses are not required for HVRP staff but are highly recommended. Only the Jobs for Veterans State Grants (JVSG) staff have required training.

Q: Will invitations be sent to attendees for courses?

A: Courses are announced via the NVTI email mailing list, and are posted to [the NVTI Class Schedule](#) page.

Q: How do you subscribe to receive updates from NVTI?

A: You can register for the NVTI newsletter at the following link: [Subscribe to the NVTI mailing list](#).

National Veterans' Technical Assistance Center (NVTAC)

Q: Do grant recipients in their third year need to schedule an NVTAC consultation?

A: No, only grant recipients in the first year of their grant need to schedule an NVTAC consultation. However, grant recipients in their second or third year are still encouraged to contact NVTAC for a consultation.

Q: Will we be granted access to pull a benefits summary and request a DD-214?

A: Please check out VPL 02-23 Attachment 2: U.S. Department of Veterans' Affairs (VA) Inquiry Systems and Service Record Links for requesting access to VA systems to retrieve veteran information.

Q: Can the Status Query and Response Exchange System (SQUARES) be used in place of a DD-214?

A: HVRP grant recipients are required to document veteran status with a DD-214 that provides the character of discharge. For National Guard and Reserve members who received a service-connected disability resulting from a disease or injury incurred or aggravated in line of duty and were not issued a DD-214, the grant recipient must obtain a VA Summary of Benefits letter to verify the service-connected disability.

VA Hospital Inquiry (HINQ) or the VA web application SQUARES documentation are acceptable as **provisional** source documents to expedite enrollment; however, a DD-214 (or the VA Summary of Benefits letter for National Guard and Reserve members with a service-connected disability who were not issued a DD-214 as they may not have served on active duty) must be requested within three business days of enrollment and must be included in the participant case file prior to the participant exiting the program. It is the grant recipient's responsibility to follow up on requests for DD-214s (or the VA Summary of Benefits letter, when appropriate). Failure to include this documentation in the participant case file may result in disallowed costs for these participants, and grant recipients must immediately remove these participants from the U.S. Department of Labor (DOL) performance reporting.

Note: Veterans Benefits Management System (VBMS) recently replaced HINQ. However, the term "HINQ" is used in this document to align with VPL 02-23.

Q: What if the DD-214 that was ordered never arrives?

A: In rare circumstances, if the grant recipient has requested the eligibility documentation within three business days of enrollment, followed up on the request, and made reasonable efforts to obtain the documentation, but does not receive the DD-214 by the time the participant exits, the grant recipient should reach out to their Grant Officer's Training Representative (GOTR) to discuss these situations when they arise.

Q: Is there a template for the Individual Employment Plan (IEP), or can we make our own?

A: There is no required IEP form, but there are examples of IEP forms that can be used on the [Customizable Forms](#) page of the NVTAC website.

Q: How often should an IEP be updated and documented?

A: IEPs should be updated any time there are significant changes in the veteran's situation or goals. HVRP staff should adhere to their organization's policies for how often IEPs should be updated in the absence of significant changes.

Q: Do all HVRPs have an employment specialist? Who is supposed to fill out the IEP plan?

A: While not every grant recipient has a position titled "Employment Specialist," all grant recipients have staff working directly with veterans toward employment (i.e., case managers).