2024 Homeless Veterans' Reintegration Program (HVRP) National Post-Award Conference (PAC) Day 3 Questions and Answers (Q&A)

Conditions of Awards (CoA) and Amendments

No questions.

Performance and Reporting

Q: Are all the Veterans' Employment and Training Service (VETS) Grantee Reporting System (VGRS) grant recipient training days in person?

A: No, all VGRS grant recipient training sessions will be conducted virtually. The training sessions will be recorded and accessible on the VGRS webpage.

Q: Will VGRS be available for new grant recipients during quarter (Q) 1?

A: Yes, VETS is scheduled to deploy VGRS for HVRP grant recipients on August 16, 2024.

Q: Will grant recipients use VGRS for Q1 reporting instead of the Technical Performance Report (TPR)?

A: Yes, beginning with program year (PY) 2024 Q1/PY23 Q5, the previous data collection forms (TPR and Technical Performance Narrative [TPN]) will no longer be accepted. All VETS HVRP grant recipients will create, route, and maintain quarterly performance reports within VGRS.

Q: Does VGRS have a search function?

A: VGRS has search functions in relevant locations. You can also use the Ctrl + F option in the browser to search for words displayed on the web page.

Q: How will VGRS impact grant recipients who use their own database to generate the TPR?

A: VGRS will require data entry into the online form. Grant recipients may find that using their own database's generated TPR is helpful for data entry into VGRS, but it cannot replace the online form. Another option may be to use Microsoft Power Automate or similar automated workflow software to take data from an Excel file and enter it into the VGRS form.

Q: I used to save a separate version of the TPR and enter data to see how things would affect our performance. Would this be possible with VGRS?

A: No. VGRS does not support a "sandbox" environment where your changes will not affect the live data. You may experiment by editing your data and recalculating outcomes to see how the changes affect your performance, but you would have to remember to go back and delete those experimental edits. VGRS has vastly improved the outcome and score displays of the TPR. You may find that experimentation is no longer required as VGRS provides the indicator's percentage of cumulative goal achieved along with cumulative totals to date, so the amount needed to get within 85 percent or 100 percent of the goal can be determined without the need for experimental data.

Q: Can we export data from GrantSolutions (GS) to in-house devices?

A: GS works using Microsoft Edge and Google Chrome. Please consult with your grant recipient organization's policies on the acceptable use of GS by your organization.

Q: Will we officially get access to VGRS as soon as we register for the training?

A: No, training is August 13 – 15, and VETS is scheduled to deploy VGRS for HVRP grant recipients on August 16, 2024.

Q: Will grant recipients with grant closeout in 2024 use VGRS?

A: The closeout process for three-year grants ending June 30, 2024, will not require the submission of their Q4 and Q8 performance reports in VGRS.

Q: Does the Grant Officer's Technical Representative (GOTR) or grant recipient request access to VGRS?

A: Grant recipients will be able to request access to VGRS via a Login.gov portal on the [VGRS webpage](). Grant recipients will also identify their organization and grant number(s). Instructions will be provided at the VGRS Grantee Staff training.

Q: If a veteran is placed and is later exited, can they re-enroll 90 days later?

A: A previously exited participant may be re-enrolled in HVRP if:

a) more than 90 days have passed since the participant's last exit date; and
b) the participant still meets the eligibility criteria to receive HVRP services.

This is considered a new enrollment.

Q: For users with color blindness, the difference between the red and orange may not be great enough to distinguish between the two colors. Are there other ways to determine the difference between the two categories?

A: Yes, in addition to the red, yellow, and green color coding, the Outcomes module will also display the Percentage of Cumulative Goal Achieved with the number that corresponds to the coded color (e.g., 85.0 percent to 99.9 percent will be shaded in yellow). The Narrative module will break out the scored measures into Goal Met, Goal Partially Met, and Goal Not Met. The colors used in VGRS meet federal Section 508 color contrast specifications.

Q: Will veterans who have not received services for 90 days be exited from the program?

A: A participant who is placed or dropped during a Q and is not scheduled to receive future homeless veterans program services for the next 90 or more days must be exited.

Q: If a participant received a job in follow-up, can we count the placement?

A: No, grant recipients are allowed to report and take credit for one placement per enrollment and that placement *must have occurred during the period of enrollment* ([Glossary of Terms | U.S. Department of Labor [DOL]](#)). Follow-up only occurs once a participant exits the program. If the job was attained after exit, the grant recipient cannot retroactively take credit for the placement, but you can report the number of hours worked and wages made in the follow-up Qs after exit.

Q: If someone is enrolled but does not receive a service within 90 days and returns the following Q, can we continue working with them?

A: A previously exited participant may be re-enrolled in HVRP if:

a) more than 90 days have passed since the participant's last exit date; and
b) the participant still meets the eligibility criteria to receive HVRP services.

This is considered a new enrollment.

Q: Is it mandatory for all HVRP grant recipients to use ClientTrack to prevent duplication of services?

A: ClientTrack is a third-party software system. It is not required for HVRP grant recipients to use ClientTrack.

Q: Can you exit a participant if they are in school, and you have not heard from them in 90 or more days?

A: For the purposes of VETS' competitive grants, a participant who is placed or dropped during a Q and is not scheduled to receive future homeless veterans program services for

the next 90 or more days must be exited. Participants experiencing a gap in service of 90 days or more due to a condition or circumstance, and/or temporary departure from the area such as for National Guard/Reserve duty, may be temporarily exempted from being exited for a portion of the grant recipient's period of performance (PoP).

Q: Can you take a placement for someone participating in an apprenticeship since they will be working and paid by an employer?

A: An unsubsidized apprenticeship is considered placement into employment. Apprentices earn progressive wages as their skills and productivity increase. Please visit the Apprenticeship Job Finder webpage where you can search for training providers.

Q: Is an offer letter required to place a veteran into employment?

A: Placement occurs by participants who secure or attain unsubsidized employment during the period of enrollment either through direct involvement by the grant recipient, through a robust referral system, or through the participant's own efforts. Offer letters are not approved methods for documenting placement/employment outcomes. The following are: pay stubs, automated employment verification systems, documented contact with employers, employer statement of earnings, as well as supporting documentation of self-employment. Concerning self-employment, please review the Documenting Participant Placement section of the HVRP Quarterly Performance Report Desk Guide for more details.

Q: Since most offer letters are conditional, would we need an additional document to validate one day of work activity before counting the placement aside from the offer letter? If so, what are they? For example, can the case manager obtain a verbal confirmation from an employer and document it in case notes?

A: Offer letters are not approved methods for documenting placement/employment outcomes. The following are: pay stubs, automated employment verification systems, documented contact with employers, employer statement of earnings, as well as supporting documentation of self-employment. For questions regarding self-employment, please review the Documenting Participant Placement section of the HVRP TPR & TPN Desk Guide for more details.

Q: Can we enroll a participant in our HVRP if they are working with another HVRP in the same county?

A: No, participants cannot be enrolled with two HVRP grant recipients simultaneously.

Q: We discovered that other HVRP programs have the same veteran enrolled in their HVRP because they do not use a Homeless Management Information System (HMIS). The grant calls for us to justify how we will not duplicate services. Can you provide guidance on this?

A: Grant recipients should work with their GOTRs to address any duplication of enrollment in HVRP. We recommend asking the individual whether or not they are currently enrolled in another HVRP during the assessment and intake phase.

Q: Can we replicate the average hourly wage at placement calculation without knowing how to put in the relevant weights?

A: Yes, the HVRP Quarterly Performance Reporting Desk Guide will show you the steps to calculate that information.

Q: How do we get the Median Earnings 2nd Quarter After Exit (ME2QAE) goal reduced due to the number of exiters?

A: Section V.A. of Veterans' Program Letter (VPL) 04-24 states that an amendment application is required if a grant recipient proposes a change to their planned goals due to unanticipated circumstances. See the VPL 04-24 HVRP Award Amendments Technical Assistance Guide and HVRP Award Amendment Forms and Documents Desk Guide for additional information.

Q: What documentation is required to prove that a veteran is still employed when tracking retention? Is a verbal "yes" from the veteran enough, or must we have a physical pay stub to prove employment? What if we cannot get ahold of a veteran once they are placed into employment?

A: In instances where the grant recipient is having issues getting ahold of the veteran, the grant recipient should consider documenting contact with their employer or using automated employment verification systems.

Q: What is the proper form of documentation for veterans working for Uber?

A: Uber provides instructions for individuals on how to review and track earnings. Please work with the participant to access reports of earnings.

Q: Can GOTRs require a monthly narrative report with an updated comparison of planned vs. actual?

A: Grant recipients create their Corrective Action Plan (CAP) through the quarterly reporting processes TPN, which will be shortened to simply the "Narrative" in VGRS. Once the GOTR determines that the CAP is acceptable, the GOTR and regional office will accept the quarterly reports, and the GOTR will inform the grant recipient via email

of the requirement to provide progress of the CAP based on the timeline established in the plan, but no less than monthly. Particularly for poor-performance-based CAPs, it may be necessary to demonstrate improvement in your performance indicators to your GOTR to demonstrate progress in the effectiveness of the CAP you established. See the [VPL 03-24: HVRP Performance Management and Reporting](#) and [VPL 03-24 Attachment 1: HVRP CAP Technical Assistance Guide](#) for additional information.