U.S. Department of Labor Veterans' Employment and Training Service (VETS)
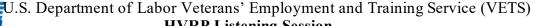**HVRP Listening Session**
Tuesday, October 8, 2024, 1 – 2 p.m. ET

Homeless Veterans' Reintegration Program (HVRP) Listening Session: Questions and Answers

General Questions on [Veterans' Program Letter (VPL) 06-24 HVRP Requirements and Functions](#)

Q. Is this meeting recorded?

A. Yes. It will be posted on this page: [Quarterly Listening Sessions – National Veterans' Technical Assistance Center](#).

Q. When will the PowerPoint be delivered to us?

A. It is posted on the NVTAC Quarterly Listening Session webpage linked above.

Q. What is the effective date for this VPL? What program year (PY) (for at-risk enrollment)?

A. The effective date of VPL 06-24 is September 23, 2024. The "at risk of homelessness" criterion revision is in effect.

Q. Is Homeless Management Information System (HMIS) documentation still acceptable as proof of enrollment in homeless programs?

A. If the HMIS system has documentation or case notes that meet the documentation standards outlined in Table 2 of VPL 06-24, that information may be used for documentation of homelessness status. It can also be used if it shows proof of enrollment in one of the partner programs listed in the VPL that is administered from the Department of Veterans' Affairs (VA).

Q. Can a veteran "self-attest" to being at risk or must there be documents from a third party in addition to this?

A. Examples of at risk of homelessness documentation include eviction notice, income statement, referral from certain VA programs, welfare or public assistance documentation, and other information relevant to the veteran's "at risk of homelessness" situation meeting the criteria outlined in the "at risk of homelessness" definition. If no documentation exists, self-attestation can be used in rare circumstances to document a participant's "at risk of homelessness" status.

Q. If veterans transitioning from certain institutions are only considered eligible if they are at risk, and they are already classified as at risk of homelessness, what is the difference between being categorized as "at risk" in this context versus being classified under the general "at risk of homelessness" category? Can you speak to the nuanced difference between at risk and veteran at risk from an institution?

A. Please see page 30 of the VPL: Transitioning from Certain Institutions. The term "veteran transitioning from certain institutions" means an eligible veteran meeting the following definition per 38 U.S.C. § 2023: A veteran who is a resident of a penal institution or an institution that provides long-term care for mental illness and is at risk of homelessness absent referral and counseling services provided under the program. For HVRP, an at-risk determination for this specific definition involves factors deemed appropriate by the grant recipient; however, a grant recipient is not allowed

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to determine that a veteran is at risk if the veteran is not scheduled to be released from incarceration or an institution within 18 months (at the time of enrollment in HVRP). Please note that individuals qualifying under this category of veterans do not need to meet the "at risk of homelessness" criteria.

Q. It seems an important takeaway is that the person should be scheduled to be released within 18 months. Otherwise, they are not eligible, right?

A. Yes, they need to meet the definition of "veteran," be a resident of a penal institution or an institution that provides long-term care for mental illness (scheduled to be released from incarceration or an institution within 18 months at the time of enrollment in HVRP), and be at risk of homeless absent HVRP services.

Q. Is there a new process for getting a new "NY" (New York) number for Veterans?

A. Nationally, the HVRP does not assign an ID to the participant. The participant ID you are referring to that is assigned from the state workforce system comes from the state workforce system for participation in other programs. For the purposes of participant IDs in HVRP, those are assigned within the VETS' Grantee Reporting System (VGRS).

Q. Is American Job Center (AJC) co-enrollment mandatory?

A. Please see page 16 of VPL 06-24: "Because of the benefits of coordinating with multiple resources and services available to veterans experiencing homelessness, all grant recipients are strongly encouraged to refer participants to services available at a local AJC (see American Job Center Finder | Careeronestop) from the Wagner-Peyser Act-funded Employment Service, a Jobs for Veterans State Grant (JVSG)-funded Disabled Veterans' Outreach Program (DVOP) specialist, or a WIOA Title I-funded program, such as those that provide training services for adults or dislocated workers. Grant recipients and the local AJC should coordinate and learn about the services that are offered to veterans experiencing homelessness, as well as the workforce services that may benefit veterans. Such coordination may include HVRP grant recipient staff making a visit to the local AJC or a virtual meeting facilitated by the grant recipient to learn about services offered. GOTRs are available to facilitate such coordination. Registration alone in the state workforce system does not constitute enrollment. Participants should meet with AJC staff (in-person, virtually, or telephonically) to learn about, and receive, one or more applicable services."

Not all HVRP participants may be eligible for services from a DVOP specialist due to the different definition of veteran used across the programs. HVRP recipients should refer participants to the AJC for proper eligibility screening prior to referral to a DVOP specialist for services.

Q. If a veteran is living on the street, can they use self-attestation?

A. Some circumstances of homelessness, such as a veteran living in a car, park, abandoned building, bus or train station, airport, or campground, will not have documentation to provide; these circumstances must be documented within the participant case file. If no documentation exists, self-attestation can be used in these circumstances to document a participant's homelessness status.

Q. What is considered acceptable documentation for those who are receiving welfare/public assistance? Additionally, are emails from partner service providers that detail a veteran's start date and services received still acceptable for back-up documentation?

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A. Those who are receiving welfare or public assistance may provide proof of payment or enrollment in a federal, state, or local program that provides assistance payments, or confirmation of being a recipient from a program's representative. If no documentation exists, self-attestation can be used in rare circumstances to document a participant's "at risk of homelessness" status.

Questions on VETS' Grantee Reporting System (VGRS)

Q. Can you speak to the VGRS requirement outlined in the VPL with regards to the five-day requirement to enter participants?

A. See the VGRS five-day excerpt from VPL 06-24 below:

> *The veteran is considered enrolled in HVRP once the grant recipient has collected the necessary information to determine that they are eligible for HVRP and the participant record is created in VETS' Grantee Reporting System (VGRS). VETS requires grant recipients to record the VGRS participant and enrollment records within five business days of enrollment; this includes conditional enrollments of veterans for whom the grant recipient is reliant upon alternative source documents listed in Step 1: Identify Veteran Status. To enroll a participant into VGRS, the grant recipient must create a participant record.*

There is another enrollment item that is not specifically stated in the paragraph above that is important to establishing the timeline for the VGRS five-day requirement. To clarify, the veteran is considered enrolled in HVRP once the grant recipient has:
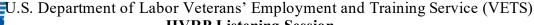
a) Collected the necessary information to determine that the veteran is eligible for HVRP; AND
b) Provided a service to the veteran that is funded by the program (see the definition of "Enrollment" in the HVRP Glossary of Terms); AND
c) Created the participant/enrollment record in VGRS.

The five-day VGRS "clock" starts only <u>after</u> b) the first service was provided to the veteran, as that coincides with the enrollment service start date.

- The Participant record contains participant demographic and military service information, but it does not contain any enrollment data.
- The Enrollment record contains the service start date, eligibility status, and at least one training or service provided that aligns with the service start date.

Example: If a grant recipient determines that a participant is eligible for HVRP services on Tuesday, October 1, and has scheduled the participant for training on Monday, October 7, the grant recipient may create the VGRS Participant record anytime between October 1–7. If the participant receives the training on October 7, the enrollment "clock" starts on October 8. The goal would be to enter the VGRS Enrollment record no later than Monday, October 14, which is five business days from the service start date of October 7.

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Q. How is this five-day turnaround time going to work when you are submitting your report and waiting for responses back?

A. The five-day requirement only applies when the grant recipient is enrolling a participant (see answer above); it does not apply to the Performance Report review and submission process.

Q. If entry is done past the 5 days, (5-10 days) will this require corrective action?

A. Grant recipients that have difficulty meeting this requirement should work with their Grant Officer's Technical Representative (GOTR) to explain the reason(s) for delayed enrollment entries and discuss options for how to mitigate these issues in the future.

Q. What is the ideal situation when it comes to entering the data into VGRS so that when we generate the quarterly report, it will have minimal or no errors?

A. Ideally, enrolled participants are entered into VGRS within five business days of their service start date. In addition, the Budget, Personnel, and Outcomes modules are complete and accurate for the reporting quarter.

Q. How can you tell what date the data is inputted in VGRS if it is past the five days?

A. The five-day data entry standard is a benchmark. VGRS does not record when an enrollment entry is created.

Q. If we enroll them, do we have to enter them in five days or the system will delete the entry?

A. No, failure to create a Participant or Enrollment record within five business days of enrollment will not adversely impact your ability to do so at a later date.

Q. What triggers the five days?

A. See the answer to the first question under this section.

Q. Is it five business days?

A. Yes, the VPL states that enrollment records should be created in VGRS within five business days of the service start date.

Q. Is the VGRS Grant Staff Technical Assistance Listening Session recording from last week available yet?

A. At the time of this HVRP Listening Session, no. As of October 24, 2024, all four October sessions are available on the VGRS DOL website.

Q. Will there be a grace period for reporting this month?

A. No, the quarter ending September 30, 2024, is due to your GOTR no later than October 30, 2024. Remember that you can enter your PY24 enrollment data at any time; you do not have to wait until all of your PY23 data is completed.

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Q. Are we going to have to enter first-year data in order for us to get correct information? The guidance was to input the second year and the current grant year, but our first year is not in there, so it is giving us invalid information. It's giving us red for our quarter when we met the enrollment goal, and I know we met most of our goals in the previous quarter as well.

A. It sounds like you are in your third year of performance, with the "first year" being PY22 and "second year" being PY23. You do not have to enter your PY22 data into VGRS because VETS has set your PY22 goals to zero, so it does not count against your cumulative goals to date. However, the PY22 scores appear red because VGRS color codes all "Percentage of Goal Achieved = 0%" as red (failed) in the Outcomes module regardless of the goal being set to zero. For period of performance (PoP) Year 2 and 3 grants: ignore the red color coding for PY22 Quarters (Q) 1–4 outcomes; it does not negatively impact your PY23/24 scores. The VGRS developers are working to correct the color-coding formulas so that goals set to zero will not appear as red in the PY24 Q2 performance report. Additional details on this issue can be found in the October 23, 2024, email from NVTAC to grant recipients with subject line "VGRS Q&A Updates & Reminders."

Q. Are we going to have to enter that first-year data?

A. You are required to enter all PY23 and PY24 participants served. You must also enter your expenditures into the Budget module The best way to do this is to take your PY23 Q4 Technical Performance Report (TPR) and enter all of the enrollments on the Participant Info tab. For expenditures, you can take the cumulative total of Direct and Indirect costs expended to date from your PY23 Q4 TPR (and PY22 Q8 TPR, if applicable) and enter that into the PY23 Q4 Actuals table.

Q. Is there a timeline to update the goals in VGRS to align with the grant's Notice of Award (NOA)?

A. The goals that are currently in VGRS should align with the grant's most recently approved Planned Goals Chart. If you believe that the goals in VGRS are inaccurate, please notify your GOTR to confirm.