

## 2026 Homeless Veterans' Reintegration Program (HVRP) National Post-Award Conference (PAC) Questions and Answers (Q&A)

### Day One

*Q: What do we do if we haven't gotten a Notice of Award (NoA) yet?*

A: All grant authorized representatives have been provided their NoA for program year (PY) 2026. Please contact your authorized representative for a copy, as neither the Grant Officer's Technical Representative (GOTR) nor the NVTAC coaches are authorized to provide a copy of the NoA.

*Q: If there was something written into the NoA that conflicts with current state regulations, should we contact the Grant Officer or GOTR?*

A: Please contact your GOTR with initial questions or concerns.

*Q: Is there a maximum that grant recipients can spend per participant on training?*

A: A participant support cost must be reasonable and necessary to enable a participant to take part in services and activities related to the employment plan. A participant support cost should not duplicate a service a participant receives from another program (i.e., federal, state, local, etc., programs). Before using HVRP funds for this purpose, grant recipients must first leverage other resources by coordinating with local, state, and national organizations and supportive service and training programs (including job-driven training opportunities and Registered Apprenticeships) to fund participant support costs. Participant support costs may be incurred after the participant exits (placed into employment) the program during the follow-up period (must be within Period of Performance) if the cost is reasonable and necessary to retain employment. For more information, see [Veterans' Program Letter \(VPL\) 02-26](#) Section IX.

*Q: What is VETS' definition of sustainable employment?*

A: Per the [HVRP Glossary of Terms](#), **family-sustaining employment** is employment in line with the homeless veteran's aspirations, talents, and abilities. The employment should provide the minimum income necessary for a worker to meet his or her basic financial needs.

*Q: Is there a specific definition of living wage?*

A: Per the [HVRP Glossary of Terms](#), **living wage** is what one full-time worker must earn on an hourly basis to cover the cost of minimum basic needs where the individual lives, while still being self-sufficient. This is not the same as subsistence, which refers to a biological minimum. These needs include shelter (housing) and other incidentals such as food, childcare, healthcare, and transportation.

*Q: Does the requirement to be homeless or at risk of homelessness also apply to incarcerated/justice-involved veterans, or can participants be one or the other?*

A: Per [VPL 02-26](#) Section V., participants who are transitioning from certain institutions do not need to additionally meet the criteria for at risk of homelessness or homelessness. **Transitioning from certain institutions** means an individual 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. A **penal institution** includes any federal, state, county, local, and city facilities such as prisons, correctional centers, detention centers, reentry centers, penitentiaries, and jails.

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 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: Would individuals currently working with DoorDash qualify as needing employment?*

A: Working for a specific employer or industry is not a qualifier for the HVRP. If the individual is a veteran and either experiencing homelessness or at risk of homelessness or participating in a qualifying partner service, or transitioning from certain institutions, and would benefit from employment services, then they can be enrolled. HVRP is an employment-focused, competitive federal grant program intended to give veterans experiencing or at risk of homelessness the ability to **reach their full employment potential and obtain high-quality career outcomes**. The veteran must need employment services (i.e., unemployed or underemployed seeking meaningful employment earning livable wages); otherwise, they should not be enrolled in HVRP.

*Q: For our new HVRP grant, the award was announced well into August. This is the latest announcement we have experienced. We are concerned that, as in previous years when the announcement was made after July 1, that we will be held responsible for enrollment and placement outcomes for the program year as submitted in our grant. Since we don't have full staffing yet, we believe some accommodation must be made to address the lateness of the award. We have a director selected who could run a barebones program but are interviewing now for new staff. How should we proceed?*

A: Grant recipients are held to the enrollment and placement goals submitted in their approved application/technical proposal for the program year, regardless of when the NoA is issued. Per the [VPL 04-24 HVRP Award Amendments Attachment A – Technical Assistance Guide](#), an amendment application is required if a grant recipient proposes a change to their planned goals due to unanticipated circumstances. HVRP grants are awarded through a competitive process; therefore, grant recipients may not change

cumulative planned goals unless it meets the criteria of an unanticipated circumstance. In rare instances, a grant recipient may face unanticipated circumstances during the implementation of its award that prevent the grant from achieving its planned outcomes. A compelling circumstance beyond the reasonable management control of the grant recipient is defined as an unanticipated event jeopardizing the successful attainment of grant deliverables despite all reasonable efforts to meet planned outcomes. Examples of compelling circumstances that may be beyond the reasonable management control of the grant recipient are:

- A delay of 60 days or more in the receipt of federal funds;
- Acts or omissions of civil authorities resulting in the delay of 60 days or more in obtaining needed licensing or certifications to operate the program;
- Natural or man-made disasters;
- Terrorist attacks, wars, riots, and situations of extreme civil unrest;
- Economic crisis, severe downturn in the economy, and mass layoffs occurring in the current grant project service delivery area;
- Significant delays or interruptions affecting the availability of public services including transportation;
- A technical correction for when the planned goals chart was submitted with an error and was inadvertently approved during the application review process; or
- Existing grant recipients whose service delivery area has been adversely affected by newly awarded HVRP grant recipients if they can directly correlate the reduced outcomes.

Grant recipients must submit written justification, as part of the amendment application, supporting a request to change cumulative planned goals due to unanticipated circumstances. Grant recipients requesting a reduction of planned goals throughout their period of performance may be subject to reduced funding on a case-by-case basis.

Per the [Program Year 2026 VETS Funding Opportunity Announcement \(FOA\)](#) Section IV.C.2., it is highly recommended that applicants consider potential delays in start-up time (e.g., set-up of facilities, hiring of appropriate staff, outreach to networks to establish participant referrals, etc.), which may affect performance in early quarters. **When setting goals, applicants are encouraged not to distribute enrollments and exiters equally across quarters in their first year of performance. Consider setting lower enrollment goals for Program Year 1, Quarter 1, as this will be the start-up phase of your grant. Zero enrollments are acceptable during this period, and you will not be penalized.**

*Q: How do we update our authorized representative?*

A: Per [VPL 04-24 Attachment A](#) Section 1.B.1., changes to key personnel require prior approval. Key personnel for HVRP recipients include the authorized representative and Point of Contact (POC) who are named on the most recent NoA. The request must consist of a Transmittal Memorandum (TM) in the amendment application that:

- Is on organizational letterhead;
- Is signed by the current authorized representative or an individual in a higher position or ranking within the organization;
- Includes the name, title, phone number, and email address of the incoming authorized representative or POC; and
- Identifies the name and title of the individual who is being replaced.

A request to change the authorized representative should not be signed by the new/incoming authorized representative unless there is no higher authority within the organization or unless it is accompanied by a delegation of authority letter by the highest official within the organization. Exceptional circumstances like these should be discussed and cleared in advance with the GOTR and explained in the TM.

An SF-424 is not required as part of this type of amendment application. Requests for administrative changes may be included with other requested changes requiring an amendment application.

*Q: My organization is not in the dropdown box for the VETS Grantee Reporting System (VGRS). Should we contact our GOTR?*

A: All PY26 VGRS grant records were created as of August 19, 2026. If you cannot find your organization in the new user registration dropdown, please email [VGRS@dol.gov](mailto:VGRS@dol.gov) with the date/time of your registration attempt and the name of your employer.

*Q: If you already have a Login.gov account as a veteran, do you need to make another?*

A: Even if you have a [Login.gov](https://login.gov) account through your personal email address, you must sign up for an account under your employing organization's business email address. Please see the [VGRS Grant Recipient Staff User Access Guide](#) on the [VGRS homepage](#) for instructions.

*Q: How do you get a login for the National Veterans' Training Institute (NVTI) website?*

A: From the [National Veterans' Training Institute](#) webpage, click the NVTI Student Central Login button.

*Q: Dallas is not convenient for grant recipients in Fort Worth to attend NVTI classes.*

A: Dallas is a 45-minute drive from Fort Worth. Mileage is reimbursed at the federal per diem mileage rate not to exceed the cost of the lowest federal round-trip airfare. The current approved mileage rate for the use of a personal vehicle can be found at [GSA mileage rates](#).

*Q: Will NVTI be offering the “Engaging with Employers” course again?*

A: NVTI will offer the “Engaging with Employers” course twice in fiscal year (FY) 2027. Please [subscribe to the NVTI Mailing List](#) to be alerted when the FY27 course schedule is released.

*Q: Will there be online NVTI classes offered for those in West Coast time zones?*

A: NVTI offered four courses for West Coast/Hawaii time zone grant recipients in September 2026. NVTI plans to offer more for West Coast/Hawaii time zone in FY27. Please [subscribe to the NVTI Mailing List](#) to be alerted when the FY27 course schedule is released.

*Q: Are there resources for veterans who have a background that has to do with minor-related sexual offenses?*

A: The Career Coaching for Special Populations: Justice-Involved Veterans course will be offered three times in FY27. Please [subscribe to the NVTI Mailing List](#) to be alerted when the FY27 course schedule is released.

## **Day Two**

*Q: We received the NoA on 8/10/26 for a program that started on 7/1/26. I have seen several folks ask about that only to be told to ask our GOTR. We are all in the same boat and it would be nice to have directives from the team, and not deflection.*

A: Each organization may have a unique situation or circumstance that affected when their grant received their NoA.

VETS’ intent to direct the grant recipient to their GOTR is because the GOTR’s role is direct oversight, monitoring, and technical assistance of their assigned grants. The GOTR works with VETS’ National Office of Grants and Training and VETS’ Grant Officer to address inquiries presented by their grant recipients.

*Q: We still have not been provided our contract yet. Is there an estimate on when we will receive this?*

A: VETS awards grants, not contracts. All grant authorized representatives have been provided with their grant NoA for PY26. Please contact your authorized representative for a copy, as neither your GOTR nor the NVTAC coaches are authorized to provide a copy of the NoA.

*Q: What if the 50-mile radius breaks a county line?*

A: Per [Program Year 2026 VETS Funding Opportunity Announcement \(FOA\)](#) Section IV.C.1., the 50-mile radius can contain multiple counties and/or states. For example, Washington, D.C., has a 50 continuous driving-mile radius that includes the District of Columbia and parts of Maryland and Virginia.

*Q: Were applicants provided a copy of their rubric and points received? We would love to review in case there were additional questions or points of clarification to ensure we are meeting all of the required project goals and objectives.*

A: Per [Program Year 2026 VETS Funding Opportunity Announcement \(FOA\)](#) Section VII.B., an applicant may request a written debriefing on the significant weaknesses of their application.

*Q: Can HVRP grant recipients co-enroll with other HVRP grant recipients.*

A: Participants cannot be enrolled in two HVRP's concurrently. Per [VPL 02-26](#) Section VIII.D., HVRP case managers must work closely with other service providers to coordinate services, ensuring services are not duplicated and creating a positive customer experience. Additionally, Section IX. states that a participant support cost should not duplicate a service a participant receives from another program (i.e., federal, state, local, etc., programs).

*Q: Can we have the point system?*

A: The [Program Year 2026 VETS Funding Opportunity Announcement \(FOA\)](#) Section VI.B. provides the maximum points an applicant could score per criterion.

*Q: The point made regarding first quarter placements and enrollments allowed to be lower is difficult for a new grant recipient. We can't hire all staff immediately, and this year's grant award is the latest issued in my experience. Late issuance and still having to hire may set organizations up for a Corrective Action Plan (CAP) from the initial award.*

A: Per the [Program Year 2026 VETS Funding Opportunity Announcement \(FOA\)](#) Section IV.C.2., it is highly recommended that applicants consider potential delays in start-up time (e.g., set-up of facilities, hiring of appropriate staff, outreach to networks to establish participant referrals, etc.), which may affect performance in early quarters. When setting goals, applicants are encouraged not to distribute enrollments and exiters equally across quarters in their first year of performance. Consider setting lower enrollment goals for Program Year 1, Quarter 1, as this will be the start-up phase of your grant. Zero enrollments are acceptable during this period, and you will not be penalized.

*Q: Do the updated Terms & Conditions and Program Compliance Notices (PCN) apply to all grant recipients, regardless of whether we are Year 1, Year 2, or Year 3?*

A: Year 1 (PY26 grant awards) received [Terms & Conditions](#) and PCNs in their NoA. Year 2 (PY25 grant awards) and Year 3 (PY24 grant awards) received Terms & Conditions and PCNs with their Incremental Funding NoA. Terms & Conditions change each year and can be found on the [HVRP Policies and Requirements webpage](#).

*Q: Where can we find VPLs?*

A: All Policy Guidance can be found on the [HVRP Policies and Requirements webpage](#).

*Q: If an organization moves physical locations during the program year, do we notify our GOTR?*

A: Instructions for updating a physical location in the service delivery area are contained in [VPL 02-26](#), Section VI.H.

*Q: Are there less qualifying partner services than years prior?*

A: No, the qualifying partner services are identified in [VPL 02-26](#) Section V.B. as required by 38 U.S.C. § 2021.

*Q: Is there a separate definition of "at risk of homelessness" for IVTP grant recipients?*

A: HVRP, IVTP, and Homeless Women Veterans and Homeless Veterans with Children (HWVHVWC) all use the same definitions of at risk of homelessness. IVTP does not have a separate definition. For more information on the definition of “at risk of homelessness,” please see [VPL 02-26](#) Section V.B. and the Appendix.

### **Day Three**

*Q: If a GOTR certifies a Federal Financial Report (FFR) after the due date, will the grant recipient be penalized?*

A: The entity (grant recipient) submits and certifies the FFR and the GOTR approves it. The GOTR does not certify FFRs. The grant recipient’s submission/certification dates are recorded in the Payment Management System (PMS), so if it was submitted late, it will be recorded there. The GOTR’s actions do not affect the grant recipient submission/certification dates. As per [VPL 02-25](#) HVRP Performance Management and Reporting, a grant recipient may be placed on an administrative and managerial CAP for late or inaccurate reporting. In addition, the organization’s timely submission of required financial reports is a past performance indicator that is scored in the FOA.

*Q: When will new grant recipients receive their Payee Account Number (PAN) to add to their PMS?*

A: A payee account is established for your organization upon issuance of a new grant award, and the entity’s payee account will have an assigned PAN. Once you have access to PMS, you can find the PAN listed on your PMS Dashboard under Payee Accounts. Please contact your GOTR for further assistance if required.

*Q: If a grant recipient submits a Help Desk request for GrantSolutions, what is the minimum amount of information they need to provide related to their award?*

A: If you have a specific issue, whether it is a new application or an amendment, as much information as you can provide would be helpful for the Help Desk. At minimum, include the grant number or a screenshot of the issue, and the Help Desk Team will assist you as best they can.

Should you have any technical difficulties, please contact GrantSolutions Help Desk at [help@grantsolutions.gov](mailto:help@grantsolutions.gov) or phone number 1.866.577.0771. Hours of Operation are Monday through Friday, 7 a.m. – 8 p.m. ET (closed on federal holidays).

*Q: Users of an organization may have had former access to GrantSolutions as a Program Director/Principal Investigator (PI/PD) or Authorizing Designated Official (ADO) role, but how would an individual find their new award once it is issued?*

A: For users who have a PI/PD or ADO role, your GOTR will add you to the project assignment for your grant, which will allow you to see your award.

*Q: We are wondering if the VGRS account we have had previously will have to be recreated or simply updated?*

A: Current VGRS Grantee Staff users with no change to their assigned grant organization may contact their GOTR directly to request access permissions to the organization's grant(s) in VGRS. If you have changed grant organizations from what is currently assigned to you in VGRS, you must update your Login.gov account information and submit a new user registration request for VGRS using the Login.gov email address from your current employer. Please see the [VGRS Grant Recipient Staff User Access Guide](#) on the [VGRS homepage](#) for instructions.

## Day Four

*Q: Who do we contact if our new grant is not loaded in VGRS?*

A: All PY26 VGRS grant records were created as of August 19, 2026. If you cannot find your organization in the new user registration dropdown, please email [VGRS@dol.gov](mailto:VGRS@dol.gov) with the date/time of your registration attempt and the name of your employer.

*Q: Can someone briefly explain what the formula is for cost per placement?*

A: Per the [HVRP Glossary of Terms](#), the **cost per placement (CPP) measure** is calculated by dividing the cumulative expenditures for the reporting period by the cumulative number of participants placed into employment for the reporting period. Examples of how to calculate the CPP's cumulative goals and actuals can be found in the HVRP

Quarterly Performance Report Desk Guide on the [DOL HVRP Recipient Information Resources](#) webpage.

*Q: If a grant is in the red or yellow, what action would you take to bring the number into the green? Is there a dollar amount per veteran to use as a reference point?*

A: HVRP has no set dollar amount per veteran to use as a reference point. HVRP grant recipients are held to the project narrative or technical proposal submitted in their approved grant application, including performance goals and budget. For more information on performance requirements, please see [VPL 02-25](#) and the HVRP Quarterly Performance Reporting Desk Guide on the [DOL HVRP Recipient Information Resources](#) webpage. If your grant has red or yellow indicators, please reach out to [NVTAC@dol.gov](mailto:NVTAC@dol.gov) to receive technical assistance.

*Q: Can childcare be provided for 4 to 5 or 45 days?*

A: The use of grant funds for childcare services (allowable only to participants that meet the definition of a homeless veteran with children) is limited to 45 days, and the amount of assistance must be reasonable considering the average cost of childcare within the local community. For more information, see the Appendix in [VPL 02-26](#).

*Q: Is Status Query and Response Exchange System (SQUARES) still acceptable to utilize in lieu of DD-214 until it is received?*

A: Per [VPL 02-26](#) Section V.B. and the Appendix, SQUARES and Veterans Benefits Management System (VBMS) documentation is only acceptable as provisional source document to expedite enrollment.

*Q: Based on the definitions of Job Search Assistance and Job Placement Assistance, there appears to be some overlap between the two service categories. This can make it challenging for staff to consistently determine the most appropriate category when documenting case notes.*

*Would it be possible to provide a guidance document that clearly defines each service category, including examples of activities that fall under Job Search Assistance versus Job Placement Assistance? Having more detailed definitions and documentation examples would help ensure consistency, accuracy, and compliance when entering case notes.*

A: [VPL 02-26](#), Section VIII. Functions of HVRP Staff, and the [HVRP Glossary of Terms](#) describe and define both Job Search Assistance and Job Placement Assistance.

*Q: A challenge we encounter is when a veteran enrolls in a training program that may take several weeks or months to complete. Due to an immediate need for income, the veteran may secure employment before completing the training. In many cases, after starting the job, the veteran decides they are satisfied with the position and no longer wish to continue pursuing the original training-related career path. As a result, they may choose to remain in the job instead of completing the training.*

A: If the participant is placed into “any job to make ends meet,” this would be considered a Transitional Job. You can record a participant’s transitional job in VGRS under the Services Received section. This will also allow the grant recipient to enter training start/end dates while the participant is employed in the transitional job(s) throughout their enrollment period. VGRS only prohibits the entry of training data (but not services data) after a participant is placed into sustained employment, as recorded in the Exits & Follow-Ups section.

**Services Received**

[See HVRP Glossary of Terms](#) for Service Type definitions.

Add entries for only the most recent date services were received for each service type per report.

| Service Type          | Date Received |
|-----------------------|---------------|
| Job Search Assistance | 10/06/2020    |
| Other Support Service | 10/07/2020    |
| Transitional Job      | mm/dd/yyyy    |

If you are unsure if a transitional job will turn into a placement/exit, you can first record it as a transitional job in VGRS.

If at the end of the reporting period the grant recipient determines the job should be reported as a placement and exit, they may do so by deleting the transitional job entry from the reporting quarter’s Services Received section, recording it as a placement, and exiting the participant.

If the veteran decides that the transitional job is satisfactory and decides to stop their training and exit the program, you can input the following in VGRS:

- Services Received: Delete the transitional job entry.
- Training: Input the number of training hours the participant did complete prior to exit for the applicable quarter(s).
- Record the placement and exit the participant.

*Q: We have situations where a veteran enrolls in a training program during one quarter, but the training extends into the next quarter. If the veteran obtains employment before completing the training, they are typically exited from the program upon placement. Consequently, the training outcome may no longer be captured or counted, even though the veteran was actively participating in the training and may have completed it later. This creates difficulties in accurately tracking and reporting training achievements for veterans who successfully obtain employment before their training concludes.*

A: Please see the answer above.

*Q: Is VETS in communication with the different Military Posts so when a service member transitions out of service, grant recipients can encourage the transition team with our resources as well as the importance of keeping paperwork?*

A: The Transition Assistance Program (TAP) is a cooperative interagency effort among DOL/VETS, the Departments of War, Education, Homeland Security, Veterans Affairs (VA), and the Small Business Administration.

DOL/VETS' portion of TAP provides information, tools, and training aimed at helping transitioning service members establish positive employment outcomes following their military careers. The resources provided by all agencies are available on the [TAP Resources](#) website. The VA presentations all stress the importance of the DD-214.

DOL/VETS presents at the following workshops and provides a [Resource Guide](#) that includes various homeless resources including HVRP:

- Required 1-day course: [Employment Fundamentals for Career Transition \(EFCT\)](#)
- Elective 2-day course: [Department of Labor Employment Workshop \(DOLEW\)](#)
- Elective 2-day course: [Career and Credential Exploration \(C2E\)](#)

Upcoming TAP classes are listed for all service components and locations on the [TAP events](#) website.