



Veterans' Employment
and Training Service

Homeless Veterans' Reintegration Program (HVRP) Post-Award Conference (PAC): Roles and Responsibilities for Program Managers

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Today's Speaker



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Today's Session

Roles and Responsibilities for Program Managers

- HVRP Reminders – An Overview of the Program
- Common Roles and Responsibilities for Program Managers
- Federal Performance and Financial Reporting Requirements
- Implementing Your Program Narrative (PN) and Budget Narrative (BN)
- Policies and Standard Operating Procedures (SOP)
- The Relationship with your Grant Officer's Technical Representative (GOTR) and National Veterans Technical Assistance Center (NVTAC) Coach
- Understanding VETS' HVRP Corrective Action Plans (CAP) High-Risk (HR) Designations
- Oversight and Monitoring of Your Own HVRP

Need to Know



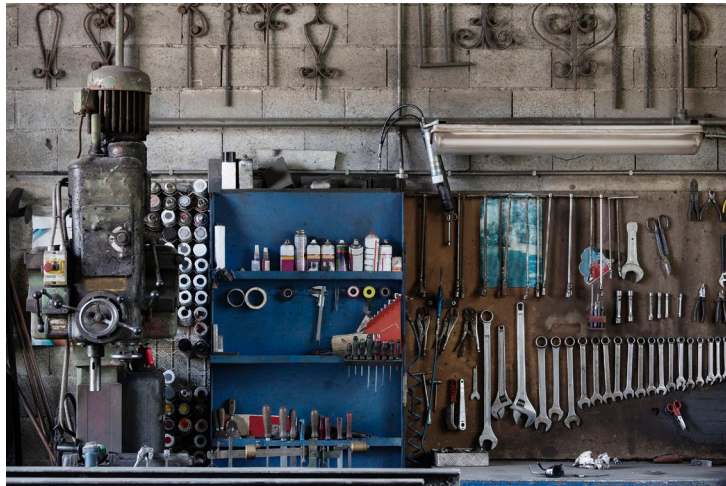
- This session is being recorded
- AI recording or transcription is not authorized
- Mute your microphone
- Place all questions or comments in the chat
- A copy of the questions and answers (Q&A), slide deck, and recording will be posted on www.nvtac.org

HVRP Reminders – An Overview of the Program

Overview of the Program

- Deliver career exploration opportunities, placement, and supportive services to veterans experiencing or at risk of homelessness, empowering them to secure employment in stable, high-demand occupations paying wages consistent with the relevant market.
- Establish strong partnerships with public, private, and nonprofit organizations to assist veterans in overcoming barriers to employment.
- Provide job-driven training (JDT) targeted at in-demand occupations to enable veterans to become employable or seek a higher employment grade.

Overview – Core Services



- Knowledge of Population
- Outreach, Recruitment, and Engagement
- Intake
- Assessment
- Case Management
- JDT
- Placement
- Collaboration
- Retention and Follow-Up

Overview – Period of Performance (PoP)

The HVRP is three program years long funded incrementally.

	PoP Year 1					PoP Year 2					PoP Year 3				Closeout
Program Year & Quarter	Jul-Sep 2026	Oct-Dec 2026	Jan-Mar 2027	Apr-Jun 2027		Jul-Sep 2027	Oct-Dec 2027	Jan-Mar 2028	Apr-Jun 2028		Jul-Sep 2028	Oct-Dec 2028	Jan-Mar 2029	Apr-Jun 2029	Jul-Oct 2029 (120-day period)
FY 2026															
FY 2027															
FY 2028															

Key

 Expenditures

 Funds not available

HVRP Funding Stream Timeline

Overview – Period of Performance, cont.

What Happens Throughout the Period of Performance?

Calendar Year (CY) Month	CY 2026										CY 2027												CY 2028												
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
Federal Fiscal Year (FY)	FY 2026										FY 2027												FY 2028												FY 2029
FY Quarter (Q)	FYQ3			FYQ4			FYQ1			FYQ2			FYQ3			FYQ4			FYQ1			FYQ2			FYQ3			FYQ4			FYQ1				
Program Year (PY)	PY 2025			PY 2026												PY 2027												PY 2028							
PY Quarter	PYQ4			PYQ1			PYQ2			PYQ3			PYQ4			PYQ1			PYQ2			PYQ3			PYQ4			PYQ1			PYQ2				
Follow-Up Tracking Quarter	PYQ8			PYQ5			PYQ6			PYQ7			PYQ8			PYQ5			PYQ6			PYQ7			PYQ8			PYQ5			PYQ6				
Key Actions	• PYQ4 and PYQ8 Reports • Annual FOA Panel			• New 3-Year PoP awards • Year 2 and Year 3 IF awards • PYQ1 and PYQ5 Reports			• Closeout Due Oct 28 • PYQ2 and PYQ6 Reports			• Incremental Funding Amendments Due • Annual FOA Release • PYQ3 and PYQ7 Reports			• PYQ4 and PYQ8 Reports • Annual FOA Panel			• New 3-Year PoP awards • Year 2 and Year 3 IF awards • PYQ1 and PYQ5 Reports			• Closeout Due Oct 28 • PYQ2 and PYQ6 Reports			• Incremental Funding Amendments Due • Annual FOA Release • PY Q3 and Q7 Reports			• PYQ4 Reports • PYQ8 Reports • Annual FOA Panel			• New 3-Year PoP awards • Year 2 and Year 3 IF awards • PYQ1 and Q5 Reports			• Closeout Due Oct 28 • PYQ2 and Q6 Reports				

FOA Release and award subject to the availability of funds

Common Roles and Responsibilities for Program Managers

Common Roles and Responsibilities for Program Managers



- May supervise staff
- Build relationships with external stakeholders
- Manage the budget
- Oversight and enforcement of organization's policies and SOPs
- Administrative support



- Prevent waste, abuse, and fraud
- Data management and reporting
- Collaboration
- Retention and follow-up
- Represent the organization in working with VETS' GOTRs

Federal Performance and Financial Reporting Requirements

Financial and Performance Reporting Requirements – Performance Reports



On a quarterly basis, grant recipients must submit VETS' performance reports, in the [VETS Grantee Reporting System \(VGRS\)](#), which collect program data that compares actual performance to goals. These reports detail key milestones and achievements, challenges encountered, reasons why performance indicators were not met, and strategies to correct poor performance.

Quarter	Quarter End Date	Grant Recipient Submission Due Date	GOTR Review/Certification
1 and 5	September 30	October 30	November 15
2 and 6	December 31	January 30	February 15
3 and 7	March 31	April 30	May 15
4 and 8	June 30	July 30	August 15

Financial and Performance Reporting Requirements – Financial Reports



- On a quarterly basis, grant recipients must report expenditures on an accrual basis using the Federal Financial Report (FFR) SF-425 electronically through the [Payment Management System](#).
- It is highly recommended that grant recipients work with their GOTR for quality checks and technical assistance prior to the due date to ensure reports are submitted accurately and timely.

Quarter	Quarter End Date	Grant Recipient Submission Due Date	GOTR Review/Certification
1	September 30	October 30	November 15
2	December 31	January 30	February 15
3	March 31	April 30	May 15
4	June 30	July 30	August 15

Implementing your Project Narrative and Budget Narrative

Project Narrative

- Read and understand it. Is it practical and achievable given the requirements of the HVRP and your budget?
- Is it how you will carry out the program in compliment to [VPL 02-26](#) HVRP Requirements and Functions?
- Your Project Narrative tells VETS how you will carry out the HVRP. We will evaluate the effectiveness of it by our GOTRs through On-Site Reviews (OSR), TA, and supportive coaching through NVTAC.

Budget Narrative

- The Budget Narrative is the blueprint for how you will financially achieve your organization's goals of the HVRP.
- Understand that there are federal regulations that permit the expenditure of grants funds.
 - Refer to 2026 PAC sessions on HVRP Allowable Costs and Case Management Documentation and KPMG HVRP Audit Results Review and Debrief.
 - Become knowledgeable in VPL 04-24 HVRP Award Amendments.
 - Maintain dialog with GOTR on expenditures.
 - Evaluate the need to revise your budget.
 - Consult with GOTR for TA if there are any doubts if something is necessary, reasonable, allocable, and allowable.
- A word on Incremental Funding: If you are underspending, you need to be proactive in establishing a dialogue with your GOTR on courses of action related to budget revisions and future funding requests. **Learn, remember and apply your PCN on grant recipient financial management responsibilities!**

Policies and Standard Operating Procedures

Policies and SOPs

VETS' Policies You Must Know:

1. VPL [02-26](#) Homeless Veterans' Reintegration Program Requirements and Functions
2. VPL [04-24](#) Homeless Veterans' Reintegration Program Award Amendments
3. VPL [02-25](#) Homeless Veterans' Reintegration Program Performance, Management, and Reporting

Grant Recipient Policies and SOPs You Must Have:

1. Participant Support Cost SOP
2. Incentives SOP
3. Financial and Administrative Policies and Procedures, reference VPL [02-26](#) Section VI. C.
4. Continuity of Operations Plan (COOP)

The Relationship with your GOTR and NVTAC Coach

The Relationship with Your GOTR

- Routine and frequent communication. They are your federal representatives to help you carry out the HVRP the way DOL/VETS intended.
 - Experts in what VETS requires of you via policy guidance
 - Assist with leveraging resources and partnerships with local, state, federal and other programs
- Establish a rhythm for touchpoints and progress updates.
 - The quarterly performance report periods are not your only touchpoints

The Relationship with Your GOTR, cont.

- Understand VPL 04-24 HVRP Award Amendments
- Your assigned GOTR can provide TA to help you develop an amendment to your program or budget, as well as advise when one is not necessary.
- Open and honest dialogue is needed to overcome adversity. GOTRs can leverage their knowledge and relationships with other programs to help you become successful.

The Relationship with Your NVTAC Coach

- If you're ever feeling overwhelmed with staffing, onboarding, or enrollments, don't hesitate to reach out to the NVTAC coach you had your initial consultation with. They are happy to share resources and support to help you succeed—you're not alone in this!
- When you meet with your NVTAC coach, whether for your initial consultation or for TA, be sure to include all your direct support staff like case managers or employment specialists.
- Don't forget to make sure your team is on the NVTAC mailing list so they can stay in the loop with our monthly newsletter, Community of Practice events, and updates on resources and opportunities to boost your grant's performance.

Understanding VETS' HVRP Corrective Action Plans (CAP) & High-Risk (HR) Designations

Where Can I Find Information on CAPs?

- [Veterans' Program Letter \(VPL\) 02-25](#) and its accompanying [Technical Assistance Guide \(TAG\)](#)
 - The what and how of VPL 02-25 that describe what necessitates a CAP and what the two types of CAPs are: **1) performance-based and 2) administrative and managerial, which require corrective action.**
 - Notification and approval process of a performance-based CAP is through the performance outputs of the Technical Performance Report (TPR) (action indicators) within the VETS Grantee Reporting System (VGRS). The use of the performance narrative (PN) and acceptance of the quarterly performance reports within the quarterly reporting process and timeline are outlined in VPL 02-25 Section VI.

Attachment 1: HVRP CAP Technical Assistance Guide



- Notification, approval, and removal process of administrative and managerial CAP is in writing and utilizes GrantSolutions for filing.



- CAPs can span multiple program years (PY) within the PoP for both performance-based and administrative and managerial.



- States that grant recipients do not have to develop or modify a CAP for poor performance within their final quarterly performance report (PoP year 3, quarter [Q] 12).

Attachment 1: HVRP Corrective Action Plan Technical Assistance Guide, FAQ 1



- Q: Does a grant recipient continue a CAP from one program year (PY) to another, or do we wait to see how we do at the end of Q1 of the next PY?
- A:
 - Failure to meet one or more of the performance indicators provided in Table 3A of the HVRP Quarterly Performance Report Desk Guide in PoP quarters 1 through 11 will require a CAP within the performance narrative section of the quarterly report for that quarter.
 - CAPs can span multiple program years until performance indicators achieve acceptable performance or an administrative or managerial CAP has come into compliance.

Remember: The only indicators subject to CAPs are Number of Participants Enrolled, Placement Rate, and Cost per Placement.

Attachment 1: HVRP Corrective Action Plan Technical Assistance Guide, FAQ 2



Performance Indicator	Indicator Score	Goal Met	Goal Partially Met	Goal Not Met
1. Number of Participants Enrolled or "Enrollments" – Percent of Cumulative Goal Achieved CAP Indicator <i>Scored PoP Q1 – PoP Q12</i>		100.0 percent or greater than goal	85.0 to 99.9 percent of goal	0 to 84.9 percent of goal
2. Placement Rate – Percent of Cumulative Goal Achieved CAP Indicator <i>Scored PoP Q1 – PoP Q12</i>		100.0 percent or greater than goal	85.0 to 99.9 percent of goal	0 to 84.9 percent of goal
3. Cost per Placement – Percent of Cumulative Goal Achieved CAP Indicator <i>Scored PoP Q1 – PoP Q12</i>		75.0 to 105.0 percent of goal	0 to 74.9 percent of goal; or 105.1 to 120.0 percent of goal	120.1 percent or greater than goal
4. Average Hourly Wage at Placement – Percent of Cumulative Goal Achieved <i>Scored PoP Q1 – PoP Q12</i>		100.0 percent or greater than goal	85.0 to 99.9 percent of goal	0 to 84.9 percent of goal
5. Percentage of Enrollments with Completed Training – Percent of Cumulative Goal Achieved <i>Scored PoP Q1 – PoP Q12</i>		100.0 percent or greater than goal	85.0 to 99.9 percent of goal	0 to 84.9 percent of goal

- Q: Which quarters do the color-coded symbols apply to for the different measures?
- A: All 12

Source: HVRP Quarterly Report Desk Guide on the HVRP Resources website

Attachment 1: Performance Indicator Clarification



- VETS still has 8 performance indicators for HVRP. You establish your planned goals.
- Enrollments, Placement Rate, and Cost per Placement require a CAP within the narrative section of the performance narrative for the failed quarter(s). **Now called “CAP Indicators” to distinguish these from goals that are not subject to a CAP.**
- CAPs are not punitive in nature.
- You identify the root causes of issues affecting programmatic, financial, or other areas of concern.
- Develop a plan to overcome the identified issues and develop a timeline for its implementation.



Attachment 2: HVRP High Risk Designation Technical Assistance Guide



- Outlines VETS' high-risk designation (HR) procedural steps for notification, approval, additional monitoring by GOTR, removal, and/or continued non-compliance.
- Changes From Previous Policy's HR TAG:
 - Language revisions to change the performance indicators that will result in HR from five to three: Number of Participants Enrolled, Placement Rate, and Cost per Placement.

Attachment 2: HVRP High Risk Designation Technical Assistance Guide, FAQ 1



Q: How many measures must a grant recipient fail to be considered High Risk?



A: VETS lists three indicators. The grant recipient fails to meet minimum performance expectations (**red score**) for all three for three consecutive quarters.

- Number of Participants Enrolled
- Placement Rate
- Cost per Placement

Attachment 2: HVRP High Risk Designation Technical Assistance Guide



High Risk Designation Measures	PoP Q1 Score	PoP Q2 Score	PoP Q3 Score	PoP Q4 Score	PoP Q5 Score	PoP Q6 Score	PoP Q7 Score
Number of Participants Enrolled	Yellow	Green	Green	Yellow	Red	Red	Red
Placement Rate	Red	Red	Red	Yellow	Red	Red	Red
Cost per Placement	Red	Yellow	Green	Yellow	Red	Red	Red
# of Measures failed	2	1	1	0	3	3	3
Failed 3 indicators for 3 consecutive quarters?	No	No	No	No	No	No	Yes

Source: HVRP Quarterly Performance Report Desk Guide on the HVRP Resources [website](#)

Attachment 2: HVRP High Risk Designation Technical Assistance Guide, FAQ 2



Q: What if I was designated HR under VPL 03-24?

VPL 03-24

1. Enrollments
2. Average Hourly Wage at Placement
3. Placement Rate
4. Cost per Placement
5. Percentage of Enrollments Trained

VPL 02-25

1. Enrollments
2. Placement Rate
3. Cost per Placement



A: Your performance reports are evaluated against VPL 02-25 HR criteria.

- May result in removal the three indicators under VPL 02-25 are no longer met

Attachment 2: HVRP High Risk Designation Technical Assistance Guide, FAQ 3.



Q: What if I am HR eligible according to VGRS, but my grant isn't designated as HR?



A: Your quarterly performance report is evaluated against the HR criteria as a part of the GOTRs review and certification of the performance report.

- Will result in GOTR requesting HR designation if the criterion is met

Attachment 2: HVRP High Risk Designation Technical Assistance Guide, FAQ 4



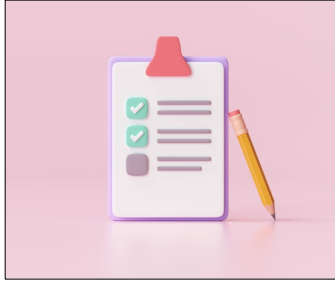
Q: How do I get off HR (for performance)?



A: Your performance is evaluated on a quarterly basis. If the GOTR believes the issues resulting in the condition(s) are resolved, they will request concurrence through their RAVET and the ONP Director of Grants and Training for Grant Officer removal.

Oversight and Monitoring of your Own HVRRP

HVRP Grant Recipient Monitoring Tools



HVRP On-Site Review Assessment Tool Template

- Similar form that GOTRs use for conducting OSRs beginning in PY 2025
- Evaluates compliance and quality
- May be used by grant recipient for internal assessment and implementation of the HVRP



HVRP Participant File Review Template

- Similar workbook that GOTRs use for conducting OSRs beginning in PY 2025
- Checklist to evaluate participant case file contents for documentation standards in accordance with VPL [02-26](#)
- Data validation tracker for VGRS—Does VGRS data match the participant case file?

HVRP Website > Recipient Information > [Program Documents](#)

Questions?

If we are unable to address any questions today, please forward your questions through your GOTR. Your GOTR will answer your question, or your inquiry will be forwarded through your regional office to be addressed.

Thank you!
