National Veterans' Technical Assistance Center

Understanding Program Performance for Homeless Veterans' Reintegration Program (HVRP)

Community of Practice

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Reminder

HVRP best practices will be shared during this session. NVTAC encourages all grant recipients to utilize best practices that may improve their service delivery. Before implementing a practice discussed during this session, please review your award statement of work and contact your Grant Officer's Technical Representative (GOTR) to discuss if it is an allowable cost or activity or if it requires an amendment to your approved plan. Additionally, if you have questions regarding reporting your performance, consult your GOTR for assistance.

Welcome and Session Goals

Session Goals

- Understand what each HVRP performance measure means
- Explain how outreach, intake, training, job placement, and follow-up contribute to results
- Identify what staff can check when goals are not being met

Understanding Your Performance Goals

Program Activity Affects Performance

- Outreach = Eligible Veterans Reached
- Enrollment = Eligibility and services begins
- Services = Employment Plan, Training, & Job Preparation
- Placement = Employment Documentation
- Follow-Up = Retention and Wage Tracking

Planned Goals Chart (1 of 3)

Initial Award Year 2024

United States Department of Labor
Veterans' Employment & Training Service
VETS-700 Planned Goals Chart

OMB Approval 1293-0014 | Expires XX/XX/XXXX

Applicant Name	Primary State	2nd State	3rd State	4th State	# of Participants Served by the Project Annually	Average Living Wage of Primary State SDA
	0	0	0	0	0	-

PoP Total Funding Amount	Program Year 1	Program Year 2
$0.00	$0.00	$0.00

Instructions

Enter requested data in the yellow highlighted cells of the Planned Goals section below. Rows not highlighted in yellow are locked and cannot be edited.

Planned Goals	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
# of Participants Enrolled - Quarterly Goal								
# of Participants Enrolled - Cumulative Goal								

Planned Goals Chart (2 of 3)

Initial Award Year 2025 & 2026

United States Department of Labor | Veterans' Employment & Training Service | PY26 VETS-700 Planned Goals Chart

OMB Approval 1293-0014 | Expires 1/31/2027

Open in Excel App Only – Browser View Not Supported

Input data in the yellow highlighted cells below. Rows not highlighted in yellow are locked and cannot be edited.

Applicant Name	Annual # of Enrollments in PY	Total # of Enrollments in PoP	Funding Request Year 1	Funding Estimate Year 2	Funding Estimate Year 3	PoP Total Funding Amount	Cost per Enrollment (CPE)	# of States Served	# of Counties Served	# of Service Address Cities	# of CoCs Served	SDA Average Market Wage
Example	0	0	$0	$0	$0	$0	$0	0	0	0	0	$0.00

Planned Goals

Click to view the "HVRP Quarterly Performance Report Desk Guide" on the DOL HVRP website for measure formulas	Program Year (PY) 1				Program Year (PY) 2				Program Year (PY) 3			
	Q1 Jul-Sep	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	Q5 Jul-Sep	Q6 Oct-Dec	Q7 Jan-Mar	Q8 Apr-Jun	Q9 Jul-Sep	Q10 Oct-Dec	Q11 Jan-Mar	Q12 Apr-Jun
Maximum Number of Enrollments in Each Quarter	0	0	0	0	0	0	0	0	0	0	0	0
Number of Enrollments - Quarterly Goal				**0**				**0**				**0**
Number of Participants Enrolled - Cumulative Goal	0	0	0	0	0	0	0	0	0	0	0	0
Maximum Number of Exiters in Each Quarter	0	0	0	0	0	0	0	0	0	0	0	0
Number of Exiters - Quarterly Goal												**0**
Number of Participants Exited - Cumulative Goal *(cannot exceed cumulative enrollments)*	0	0	0	0	0	0	0	0	0	0	0	0
Percentage of exiters placed into employment (Min 60%; Max 90%)												
# of Exiters Placed into Employment - Quarterly Goal *-The # of Exiters - Quarterly Goal multiplied by the % of exiters placed into employment and rounded to the nearest whole person*	0	0	0	0	0	0	0	0	0	0	0	0
# of Exiters Placed into Employment - Cumulative Goal	0	0	0	0	0	0	0	0	0	0	0	0
Placement Rate - Quarterly Goal	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Placement Rate - Cumulative Goal	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Planned Goals Chart (3 of 3)

- Your approved Planned Goals Chart (PGC) identifies your program's performance goals and is the data source for the grant's goals in VGRS.
- Your PGC is included in the initial Notice of Award (NoA) and any approved Scope of Work amendment for SDA and/or goal changes.
- Request the chart and any approved changes from your program manager.
- Compare actual results with the approved goal for the same reporting period.

Quarterly vs. Cumulative Goals

Quarterly

What happened during this quarter?

Examples
16 enrollments in Q2
Results for one quarter

Cumulative

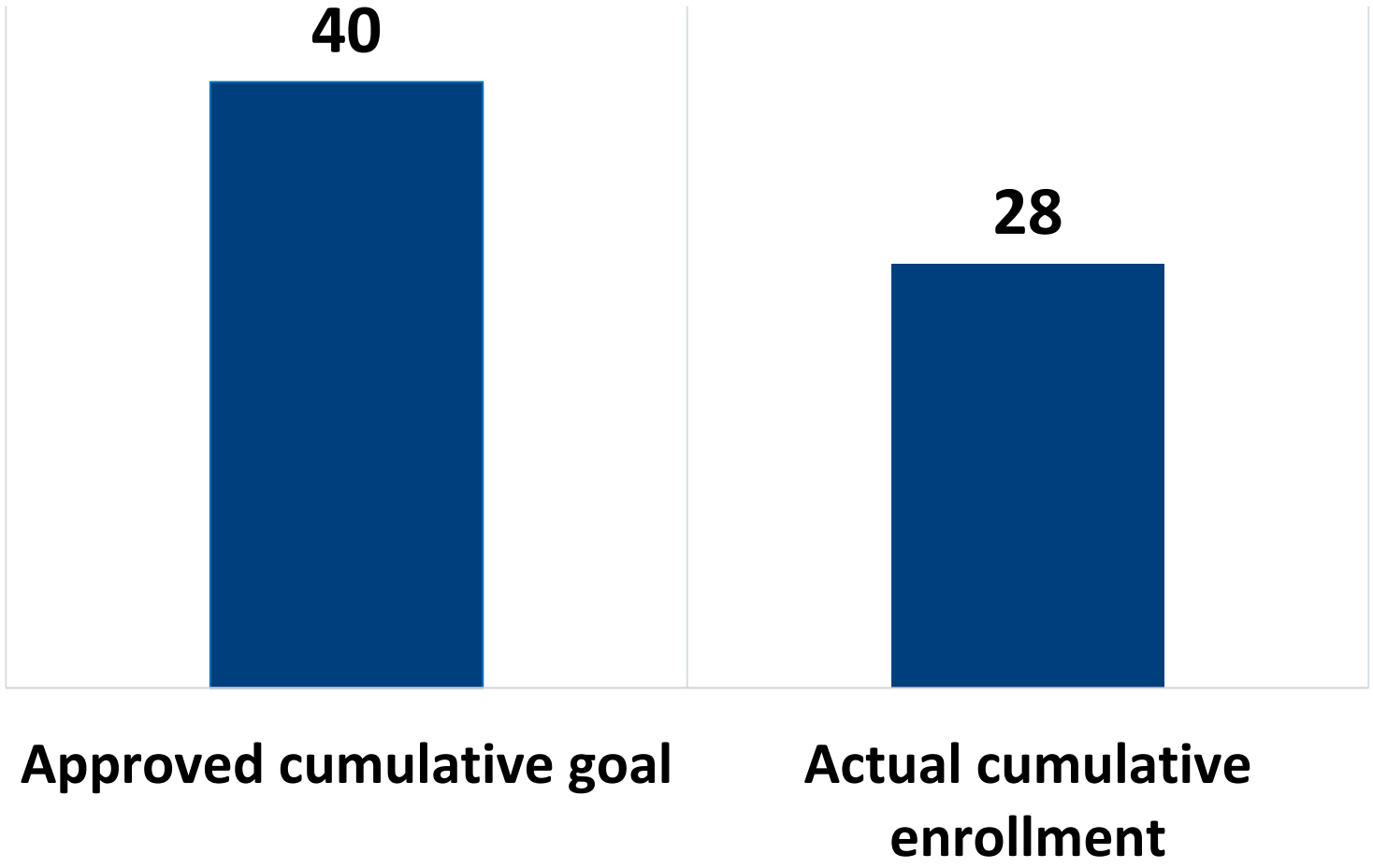
What does the grant stand through Q2?

Examples
12 in Q1 + 16 in Q2 = 28
Totals through that reporting period

Performance Score

Cumulative actual enrollments ÷ cumulative enrollment goal
× 100 = percentage of goal achieved

Cumulative Enrollment Performance



28 ÷ 40

= 70% of goal

Goal Not Met

How VETS Scores Performance Indicators

Score	Enrollments, Placement Rate, Avg Hourly Wage, ER2QAE, ME2QAE, ER4QAE	Cost per placement (CPP)	Meaning
GREEN	100% or more	75% to 105%	Goal met
YELLOW	85.0% to 99.9%	Below 75%, or 105.1% to 120%	Goal partially met
RED	Below 85.0%	120.1% or more	Goal not met

Why CPP calculates differently: A very high cost per placement signals too few placements for the spending level. A very low percentage can also signal delayed spending or activity that has not yet produced the expected pattern.

Enrollments

- A participant is enrolled only after the following has occurred:
  1. Eligibility is confirmed;
  2. A participant record is created in VGRS; and
  3. The participant received a service funded by the program.
     - Referral - A referral alone does not count as enrollment.
     - Eligibility – The case files must contain required documentation.
     - Services – The eligible participant receives service or training.
     - Reporting - Staff enter the completed enrollment and retain supporting documentation.

Example: A partner agency sends 10 referrals. Staff meet 8 veterans, but only 3 have complete eligibility documentation and VGRS records. Reported enrollments = 3, even though 8 were engaged.

Completed Training

Job Driven Training

- Occupational skills training
- On-the-job training
- Apprenticeship
- Retraining or work-based learning

Does not count as Training

- Resume writing
- Interview preparation
- Life skills or financial management
- Job readiness

Kind Reminder:

- Training must be tied to the participant's employment goals.
- Starting training does not count as completing training.
- Obtain documentation confirming completion.
- Record the completion date and retain supporting documentation.
- Training definitions are maintained in the HVRP Glossary of Terms.

Placement Rate

- **Placement Rate = cumulative number of exiters placed into employment ÷ cumulative number of exiters × 100**

  Example: 12 placements ÷ 20 exiters × 100 = 60% placement rate

  - One Placement can be credited per enrollment
  - Employment obtained before HVRP program entry cannot be claimed
  - Placement must be into unsubsidized employment & supported by documentation
  - Participants may re-enroll after 90+ days (new enrollment) and placement credit can apply again
  - Self Employment counts but requires documentation (see VPL 02-26, Section VIII.F, page 26)

Average Hourly Wage at Placement (1 of 2)

Add the hourly wages recorded at placement, then divide by the number of placements

Participant	Hourly wage
A	$19.00
B	$20.00
C	$21.00
D	$18.75

$78.75 total wages

÷ 4 placements

$19.69 average

Document the employment date, hourly wage, and hours worked.

Average Hourly Wage at Placement (2 of 2)

Wages are documented when the participant enters employment, using approved methods:

- Pay stubs
- Automated employment verification systems
- Employer statement of earnings
- Documented employer contact to confirm employment and wages
- Self-employment documentation (1099, business license, income records)

Cost Per Placement

Cost Per Placement = Cumulative Expenditure ÷ Cumulative Placements

Example: $90,000 ÷ 15 placements = $6,000

- High Cost + low placement rate = Placement concern
- High Cost + normal placement rate = High participant support cost
- Early period numbers often front load (staffing, outreach), while placements lag, but early CPP goals are set higher to accommodate
- Participant support cost must be tied to HVRP services and documented (spending isn't the problem, unsupported spending is)

Employment after exit

Measure	When active	What it asks
Employment rate 2nd quarter after exit (ER2QAE)	PoP Q3-Q12	How many exiters earned wages in the second quarter after exit?
Median earnings 2nd quarter after exit (ME2QAE)	PoP Q3-Q12	What is the midpoint of quarterly earnings among exiters in the second quarter after exit with wages?
Employment rate 4th quarter after exit (ER4QAE)	PoP Q5-Q12	How many exiters earned wages in the fourth quarter after exit?

- **Remember to follow up and record the employment/wage status of all program exiters, not just those that were placed into employment.**
- Just like with placements, you get credit for employment/wages in the 2nd and 4th quarters after exit, even if it was attained through a partner program or the participant's own efforts.

Staff's Role in Follow-Up After Exit

- Keep participant contact information current.
- Track when employment and earnings information is needed.
- Follow up about job changes and challenges keeping employment.
- Obtain verification and update reporting records.

Understanding Median Earnings After Exit

- Hourly wage measures pay per hour when a participant enters employment.
- Quarterly earnings measure the total earned during a specific quarter.
- Median earnings are the middle amount when earnings are listed from lowest to highest.
  - Example: Second-quarter earnings for five participants
  - $3,000; $4,500; **$6,000**; $7,500; $9,000
  - Median quarterly earnings = $6,000

Understanding Why Goals Are Not Being Met

Enrollment: What Staff Can Check

- Review referrals awaiting intake.
- Identify veterans that staff have been unable to reach.
- Check for incomplete or missed intake appointments.
- Identify missing eligibility documents.

Training: What Staff Can Check

- Review participants who have not started planned training.
- Check for delays with paperwork or training start dates.
- Identify transportation or scheduling barriers.
- Follow up with participants who stopped attending.
- Check whether completed training still needs verification.

Placement: What Staff Can Check

- Review whether applications are leading to interviews.
- Check whether interviews are leading to job offers.
- Identify job requirements that participants do not yet meet.
- Review transportation, scheduling, or other barriers to accepting work.
- Check whether job openings match participants' skills and employment goals.

Reporting: What Staff Can Check

- Compare participant records with reported results.
- Identify completed enrollments, training, or placements awaiting entry.
- Check for missing training or employment verification.
- Confirm that dates and other required information are accurate.
- Completed activities may not appear in reported results until documentation and data entry are complete.

When a Corrective Action Plan Is Required

A red score for any of these Corrective Action Plan (CAP) indicators requires a performance-based CAP during quarters 1–11 of the period of performance:

- Enrollment: Below 85% of the approved cumulative goal.
- Placement rate: Below 85% of the approved cumulative goal.
- Cost per placement: At or above 120.1% of the approved cumulative goal.
- Work with your GOTR on required corrective actions and progress updates.

(Source: HVRP Quarterly Performance Reporting Desk Guide, September 2026, p. 5; VPL 02-25, Attachment 1, p. 2.)

Reviewing 20 Recent Referrals

Of 20 recent referrals:

- 8 completed enrollment
- 5 need eligibility documents
- 4 have incomplete intakes
- 3 have not been reached

Each group needs a different next step!

Deciding What Staff Will Do Next

Helping Veterans Complete Enrollment

- Missing documents: Identify what is needed and help the veteran request it.
- Incomplete intake: Contact the veteran, identify the barrier, and offer another appointment.
- Unable to reach the veteran: Review contact information and coordinate with the referring partner, as appropriate.
- Assign a staff member and a follow-up date.

Helping Participants Complete Training

- Contact participants who have missed training.
- Identify transportation, scheduling, or other barriers.
- Coordinate with the training provider on available options.
- Revisit the training plan with the participant when circumstances change.
- Obtain documentation when training is completed.

Helping Participants Move Toward Employment

- Applications without interviews: Review resumes and how closely applications match job requirements.
- Interviews without offers: Practice interview responses and request employer feedback when available.
- Few suitable openings: Contact employers about jobs that match participants' skills and availability.
- Update the employment plan with specific next steps.

Following Up on Missing Records

- List completed activities that still need verification or data entry.
- Assign someone to obtain each missing item.
- Enter verified information in the reporting system.
- Set a date to review unresolved records.

Example: Assigning Next Steps (1 of 3)

- Concern: Five referrals need documents.
- Next step: Help veterans request missing documents.
- Responsible staff: Intake specialist.
- Review date: November 5.

Example: Assigning Next Steps (2 of 3)

- Concern: Four intakes are incomplete.
- Next step: Contact veterans and offer another appointment.
- Responsible staff: Case manager.
- Review date: November 5.

Example: Assigning Next Steps (3 of 3)

- Concern: Three referrals have not been reached.
- Next step: Review contact information and coordinate with referring partners.
- Responsible staff: Outreach specialist.
- Review date: November 5.

At the next review, record what was completed and what still needs follow-up.

Takeaways and Resources

Key Takeaways

- Compare actual results with approved goals for the same reporting period.
- Identify where participants are experiencing delays.
- Check that completed activities have been documented and entered.
- Assign specific next steps and a date to review progress.

Resources

- Approved VETS-704 Planned Goals Chart
  - Request the chart and approved changes from your program manager.
- HVRP Quarterly Performance Report Desk Guide
- VPL 02-26: HVRP Requirements and Functions
- VPL 02-25 and Attachment 1
- VETS Grantee Reporting System Resources



Questions?

National Veterans' NVTAC Technical Assistance Center

Thank you!

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