

GRANT & PER DIEM NATIONAL PROGRAM OPERATIONAL GRANTEE CALL

April 9, 2024

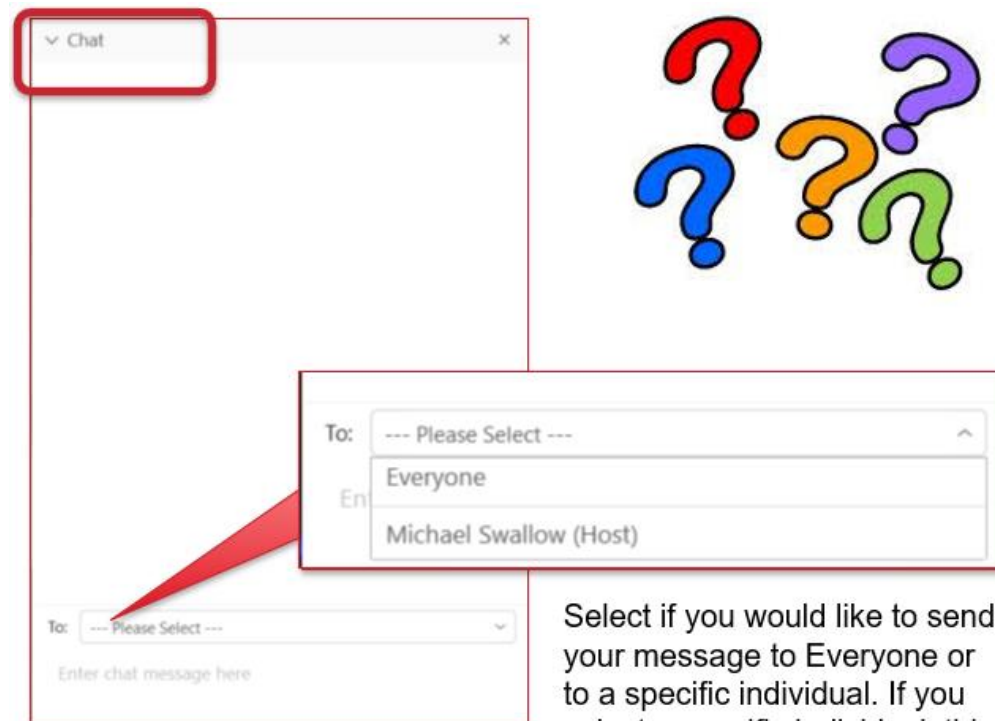
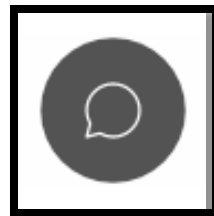
RECORDING LINK: [Webex meeting recording: GPD Grantee Monthly National Meeting-20240409 1800-1](#)

RECORDING PASSWORD: Homeless1!

HOUSEKEEPING

- This meeting is being recorded.
- Past recordings are available on the GPD provider website:
https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp
- The webinar will last approximately 60 minutes.
- Mics and video are disabled (but always check to make sure you're on mute).
- Questions can be submitted using the Chat function.

Select the Chat icon on the tool bar at the bottom of the screen.



Select if you would like to send your message to Everyone or to a specific individual. If you select a specific individual, this will send the message privately so no one else in the meeting will see it.

AGENDA

- **Announcements & Reminders** Chelsea Watson, National GPD Director
 - Notice of Funding Opportunity, Special Need Renewal Grant
 - Case Management Grant Monthly HMIS Upload Requirement
- **Presentations**
 - **Fiscal Year 2024 Homelessness Goals:** Shawn Liu, Director of Communications VHA Homeless Programs Office
 - **Revised faith-based requirements:** Elizabeth Whittington, Program Analyst
 - **Financial management updates:** Nancy Hegel, Supervisory Financial Analyst
 - **Learning from your peers: Building success with healthy partnerships**
 - Maxie Pulliam, LCSW, Federal Team Lead, All INside Initiative, VHA Homeless Programs Office
 - Melissa Meierdierks, Program Specialist
 - Tom Matusky, GPD Liaison VA Pittsburgh Health Care System
 - Sean Glackin, Transitional Housing Program Manager

ANNOUNCEMENTS



Choose **VA**

VA



U.S. Department
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FY 2025 GPD SPECIAL NEED NOTICE OF FUNDING OPPORTUNITY (NOFO)







Special Need NOFO: two-year renewal grant to the **16 currently operational** GPD special need grantees to defray the cost of facilitating transitional housing and supportive services for eligible Veterans.

- [Current Special Need grantees](#)

Deadline: applications must be received by 4:00 p.m. Eastern Time on April 15, 2024. In the interest of fairness to all competing applicants, this deadline is firm as to date and hour.

Find more information and applicant resources on our [main website](#) or the [GPD Provider site](#).

Grant Applicant Resources

- [FY2025 Special Need Notice of Funding Opportunity \(NOFO\)](#)  published 2/2/2024
 - [FY2025 Special Need NOFO FAQ's](#) 
 - [FY2025 Special Need NOFO Webinar](#) 
 - [FY 2022 Special Need NOFO](#)  published 3/4/2021
 - [FY2022 Special Need Award List](#)  (March 2022)
 - [Sample Special Need Letter of Support](#) 
 - [Sample Terms and Conditions](#)  (March 2023)

GPD CASE MANAGEMENT – FY2024 HMIS UPLOAD

All GPD Case Management (CM) grantees must participate in their local Homeless Management Information System (HMIS) to document GPD CM services.

HMIS

- [HMIS Repository](#)
- Accessing Technical Assistance: GPD_HMIS@abtassoc.com
- **NEXT UPLOAD:** May 2, 2024

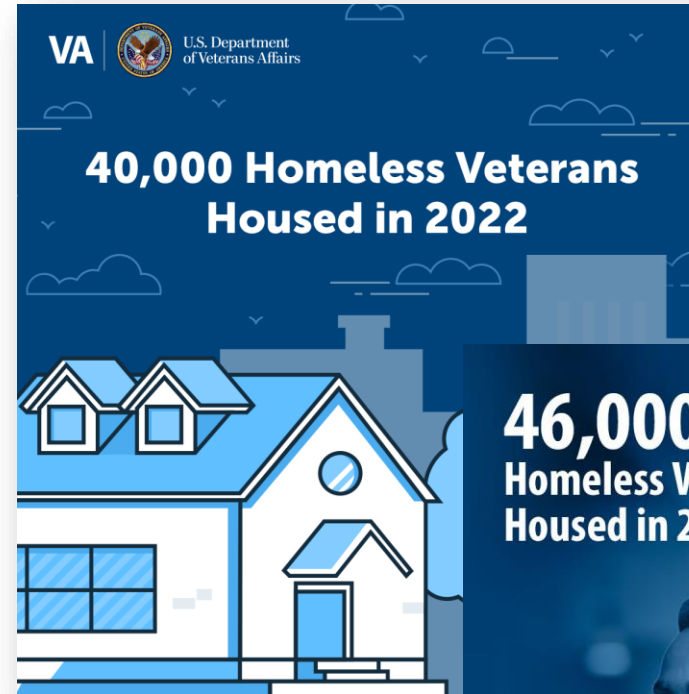
Month in FY 24	First Upload Due	Final Upload Due	Export Start/End
October	Thursday, November 2, 2023	Tuesday, November 7, 2023	October 1, 2023, to date of upload
November	Monday, December 4, 2023	Thursday, December 7, 2023	October 1, 2023, to date of upload
December	Wednesday, January 3, 2024	Sunday, January 7, 2024	October 1, 2023, to date of upload
January	Friday, February 2, 2024	Wednesday, February 7, 2024	October 1, 2023, to date of upload
February	Monday, March 4, 2024	Thursday, March 7, 2024	October 1, 2023, to date of upload
March	Tuesday, April 2, 2024	Sunday, April 7, 2024	October 1, 2023, to date of upload
April	Thursday, May 2, 2024	Tuesday, May 7, 2024	October 1, 2023, to date of upload
May	Monday, June 3, 2024	Friday, June 7, 2024	October 1, 2023, to date of upload
June	Tuesday, July 2, 2024	Sunday, July 7, 2024	October 1, 2023, to date of upload
July	Friday, August 2, 2024	Wednesday, August 7, 2024	October 1, 2023, to date of upload
August	Wednesday, September 4, 2024	Saturday, September 7, 2024	October 1, 2023, to date of upload
September	Wednesday, October 2, 2024	Monday, October 7, 2024	October 1, 2023, to date of upload

VA'S 2024 HOMELESSNESS GOALS



BACKGROUND: VA'S 2022 AND 2023 HOMELESSNESS GOALS

- For the last two calendar years (CY), VA set goals to permanently house 38,000 homeless Veterans over each year.
- “Permanent housing” includes apartments or houses that Veterans could rent or own, often with a subsidy to help make the housing affordable or reuniting with family and friends.
- VA housed 40,401 homeless Veterans in 2022 and 46,552 homeless Veterans in 2023.
- The 2023 goals included efforts to prevent Veterans from returning to homelessness after becoming housed and engaging with unsheltered Veterans.



VA'S FISCAL YEAR (FY) 2024 HOMELESSNESS GOALS

Goal 1: Accelerating Permanent Housing

- VA will house at least 41,000 more individual Veterans in FY 2024.
- As of February 29, 2024, **18,263 Veterans have been permanently housed**, representing 44.5% of the goal.

Goal 2: Prevention of Returns to Homelessness

- VA will ensure that at least 95% of Veterans housed in FY 2024 stay housed.
- As of February 29, 2024, **98.6% of the Veterans housed so far have remained in housing**. 263 Veterans have returned to homelessness, representing 1.4% of the Veterans housed.

Goal 3: Engagement of Unsheltered Veterans

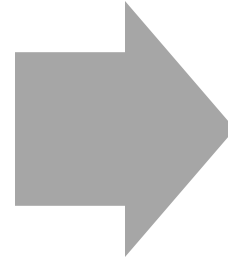
- VA will engage with at least 40,000 unsheltered Veterans in FY 2024.
- As of February 29, 2024, **17,806 unsheltered Veterans have been engaged**, representing 44.5% of the goal.



CALENDAR YEAR TO FISCAL YEAR

Calendar Year

- January 1 – December 31



Fiscal Year

- October 1 – September 30

Housing and engagement progress that took place from October 1, 2023, through December 31, 2023, as part of VA's CY 2023 Homelessness Goals are also credited toward VA's FY 2024 Homelessness Goals.

HOW YOU CAN HELP

- Set up meetings with your VA homeless program partners, Supportive Services for Veteran Families grantees, Health Care for Homeless Veterans Contracted Residential Services providers, and other relevant stakeholders (e.g., public housing authorities, Continuum of Care partners, Residential Rehabilitation Treatment Programs) to discuss and develop local plans to achieve your community's local goals.
- Ask your GPD Liaison to regularly receive status updates from the FY 2024 Goals Dashboard.
 - Review the [VA's 2024 Homelessness Goals Technical Specifications](#) (*publicly available*).

HOW YOU CAN HELP – GOAL 1: PERMANENT HOUSING

- Talk to your Veterans today about their housing plans.
- Identify Veterans who would benefit from HUD-VASH or SSVF services.
- Coordinate the care of those Veterans with your HUD-VASH and SSVF partners.
- For Veterans exiting your GPD program, verify with your GPD Liaisons that their housing destination is accurately documented in HOMES.
- Try to identify the Veteran's housing destination before documenting "26. Don't know".

HOW YOU CAN HELP – GOAL 1: PERMANENT HOUSING

- The following housing destinations count as PHPs:
 - “1. Housing owned by Veteran, no ongoing housing subsidy”
 - “2. Housing owned by Veteran, with ongoing housing subsidy”
 - “3. Housing rented by Veteran, no ongoing housing subsidy”
 - “4. Housing rented by Veteran with HUD-VASH voucher”
 - “5. Housing rented by Veteran with non-HUD-VASH housing subsidy”
 - “6. Permanent housing for formerly homeless persons (such as: CoC Project or S+C)”
 - “7. Staying or living with family, permanent tenure”
 - “9. Staying or living with friends, permanent tenure”

HOW YOU CAN HELP – GOAL 2: PREVENTION OF RETURNS TO HOMELESSNESS

- For Veterans currently in GPD transitional housing beds and whose housing plan is to reunite with family or friends, thoroughly explore all available resources and support to ensure that they stay housed.
- For Veterans who exit GPD to permanent housing (especially without support from HUD-VASH or Supportive Services for Veteran Families), review capacity and identify opportunities to support housing stability using GPD Case Management.
- For Veterans who returned to homelessness after being permanently housed, identify opportunities to rapidly assist them with GPD transitional housing as well as additional support to ensure that they are rehoused and stay rehoused.
 - Ask your GPD liaison to review the list of Veterans who have returned to homelessness as reported on FY 2024 Homeless Goals Dashboard to identify Veterans who may need GPD services.

HOW YOU CAN HELP – GOAL 3: ENGAGEMENT WITH UNSHELTERED VETERANS

- Work with your VA homeless program and Continuum of Care partners to support outreach to unsheltered Veterans.
- Work with your GPD Liaison to remove any remaining barriers to unsheltered Veterans accessing GPD transitional housing.
- Keep striving to provide same day access.

WRAPPING UP

- Join our Office Hours calls on the first Thursdays of the month at 3:00 p.m. Eastern / 2:00 p.m. Central / 11:00 p.m. Mountain / 12:00 p.m. Pacific / 9:00 a.m. Hawaii.
- Our next call will be on Thursday, May 2, 2024.
- Recordings of the Office Hours calls are posted to [VA.gov/Homeless](https://va.gov/Homeless).
- For questions, please email VHA11HPO38kGoalSupport@va.gov.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” – Margaret Mead

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS



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PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Equal Treatment for Faith-Based Organizations

38 C.F.R. part 50 – amended March 4, 2024

- Introduction
- New requirement
- Resources

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Introduction

- [Executive Order 14015](#) dated February 14, 2021: *Establishment of the White House Office of Faith-Based and Neighborhood Partnerships*
 - Organizes **effective efforts to serve people in need** across the country and around the world in partnership with civil society
 - **Empowers faith-based and secular organizations** to assist in the delivery of vital services in our neighborhoods
 - Ensures that Federal grants are **consistent with applicable laws**
- [Final Rule FR Doc. 2024-03869](#) dated March 4, 2024: *Partnerships with Faith-Based and Neighborhood Organizations*
 - Nine Federal agencies (including HUD, DOL, DOJ, DHHS)
 - **Maximizes participation** by Veterans and community-based organizations in projects funded by Federal grants and **maximizes consistency** across Federal agencies
 - Compliance date: **July 2, 2024**

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

New Requirement

- Grantees must give written notice to beneficiaries and prospective beneficiaries about religious protections
 - Applies to all GPD grant types
 - Transitional housing (Per Diem Only, Transition in Place, Special Need)
 - Service Center
 - Case Management
 - Applies to all grantee organization types
 - Non-profit, State or local government, Public Housing Authority
 - Faith-based organizations, secular organizations
- Exceptions
 - Segregated non-Federal funds (when GPD grant funds are not co-mingled with other funds)
 - Indirect Federal financial assistance (when payment is the choice of the Veteran, not the choice of the Government)

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

New requirement (continued)


- Use the template language provided by GPD available on the [GPD provider website](#)
- Comply by **July 2, 2024**
 - All Veterans in the program as of July 2 must have received written notification
 - Going forward, all new and prospective Veterans must receive notice
- Update your operating procedures and document compliance. Be prepared to show documentation during reviews, audits, etc.

Case Management & HMIS

Program Management & Operations

Grant Management & Compliance

Inspections & Change of Scope Resources:

[Beneficiary Notice of Religious Protections - Template](#) 

[Capital Checklist for Inspections](#) 

[Transitional Housing Inspection Packet](#) 

[Service Center Inspection Packet](#) 


[GPD Medication Storage Guide and Access FAQ](#) 


[Change of Scope Suggestions & Criteria](#) 

[Change of Scope Request](#) 

[Change of Site Request](#) 

General Terms & Conditions of Award:

[Effective March 2023](#)  (PDO, TIP, Case Mgt, Special Need)

[Effective November 2021](#)  (Capital ARP)

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Sample instructions and template language

VA Grant & Per Diem (GPD)

Partnerships with Faith-Based and Neighborhood Organizations

Written Notice to Veterans about Protections

Template Language for ALL GPD Grantees

INSTRUCTIONS

Consistent with the requirements of [38 C.F.R. part 50](#), all GPD grantees who serve Veterans under a GPD-funded project must give written notice to beneficiaries (e.g., Veterans) and prospective beneficiaries. This notice must provide information about protections against religious discrimination. Grantees are responsible for ensuring subrecipients comply with the requirement.

This requirement applies to all GPD grantees regardless of the grant type (i.e., transitional housing, service center, case management) and regardless of the organization type (e.g., non-profit, State government, local government, Tribal government, faith-based organization, non-faith-based organization, housing authority).

The following template language may be used to provide notice according to your organization's operating procedures. Each organization's written notices may vary depending on internal practices (e.g., handout, poster, signed agreement); however, the language must be substantially similar to the template and grantees are responsible for proactively communicating the message.

Written notice to beneficiaries must be provided no later than **July 2, 2024**, and ongoing after that as new beneficiaries and prospective beneficiaries are identified.

For more guidance, watch the April 2024 Operational Webinar, available on the GPD provider website: https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp.



Template Language for ALL GPD Grantees

REMINDER: This template is required for all GPD grant types that serve Veterans and is required for all grantee organization types regardless of the character of the organization. See instructions on page 1 for details.

TEMPLATE

Name of Organization: *[insert grantee name]*

Name of Program: Department of Veterans Affairs (VA), Grant and Per Diem (GPD) Program

Contact Information for VA's GPD Program Office: *[insert local VA medical facility's homeless program team's contact info]* or GPDgrants@va.gov.

Because this program is supported in whole or in part by financial assistance from the Federal Government, we are required by [38 C.F.R. part 50](#) to let you know that:

- 1) We may not discriminate against you based on religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.
- 2) We may not require you to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) that may be offered by our organization, and any participation by you in such activities must be purely voluntary.
- 3) We must separate in time or location any privately funded explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) from activities supported with direct Federal financial assistance.
- 4) You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the grant program office using the contact information set forth above.
- 5) If you would like to seek information about whether there are any other organizations that provide these kinds of services in your area, including Federally funded organizations, please use the contact information above.

As of July 2, 2024, this written notice must be given to you before you enroll in the program or receive services from the program. When it is impractical to provide such notice before we provide the service, this notice must be given to you at the earliest available opportunity. In the case of GPD transitional supportive housing and other related services, notice might be provided after we begin providing the service if earlier notice would result in a barrier or delayed entry.

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Rights and Responsibilities

- **Grantee Rights:**

- Faith-based organizations may apply for a VA grant on same basis as other organizations
- Faith-based organizations do not lose the protections of law when they accept a VA grant
- Faith-based grantees retain autonomy, right of expression, and religious character
- Faith-based grantees retain independence and may continue to carry out their mission
- Faith-based grantees do not have to conceal, remove, or alter religious symbols

- **Grantee Responsibilities**

- Must provide **written notice** to Veterans and prospective Veterans on religious protections
- Must ensure compliance by subrecipients
- Must not discriminate on religious grounds when providing services & outreach to Veterans
- Must not use grant funds for any explicitly religious activities
- Must carry out grant activities in accordance with all VA requirements

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Rights and Responsibilities (continued)

- **VA Rights:**

- VA may make case-by-case religious accommodations in accordance with the Constitution
- VA continues to make award decisions based on merit
- VA may choose the manner and form of grantee guidance (webinars, GPD website)

- **VA Responsibilities**

- VA must not discriminate for or against an organization on the grounds of religious character, motives, or affiliation, or lack thereof, when selecting grant recipients
- VA must apply requirements equally to faith-based and non-faith-based organizations
- VA must provide grantees with template language for **written notices** to beneficiaries
- VA must provide guidance to grantees regarding nondiscrimination, protections, allowable activities, and allowable costs (NOFOs, grant agreements, recipient guides, GPD website)

PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

GPD resources

- GPD provider page: https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp
 - Regulations
 - GPD [38 C.F.R. part 61](#)
 - Faith-based [38 C.F.R. part 50](#)
 - Recipient guides
 - NOFOs
 - General terms & conditions of award repository
 - **Template language for written notices about religious protections**
 - GPDgrants@va.gov
 - Local VA GPD Liaison



PARTNERSHIPS WITH FAITH-BASED AND NEIGHBORHOOD ORGANIZATIONS

Other resources

- Final Rule FR Doc. 2024-03869 dated March 4, 2024:
<https://www.federalregister.gov/documents/2024/03/04/2024-03869/partnerships-with-faith-based-and-neighborhood-organizations>
- Executive Order 14015 dated February 14, 2021:
<https://www.federalregister.gov/documents/2021/02/18/2021-03424/establishment-of-the-white-house-office-of-faith--based-and-neighborhood-partnerships>
- Fact Sheet White House Office of Faith-Based and Neighborhood Partnerships:
<https://www.whitehouse.gov/briefing-room/statements-releases/2023/02/17/fact-sheet-biden-harris-administration-celebrates-the-second-anniversary-of-the-reestablishment-of-the-white-house-office-of-faith-based-and-neighborhood-partnerships/>

FINANCIAL MANAGEMENT UPDATES



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FINANCIAL MANAGEMENT - REMINDERS

- [Federal Financial Report SF-425](#) submissions were due January 30, 2024
 - Submit the completed SF-425 ***and*** the supporting documentation (general ledger) to GPD425@va.gov
 - Late submission may lead to a withhold of payments

CASE MANAGEMENT QUARTERLY FINANCIAL REPORTING

- **CM-24 Quarterly financial reporting in eGMS**
 - **Required** on Case Management awards
 - Quarterly Reporting due within 30 days after end of the quarter. The quarter period ends December 31, March 31, June 30, and September 30; therefore, this requirement must be submitted no later than January 30, April 30, July 30, and October 30.
 - 1st quarter reporting was due January 31st
 - 2nd quarter reporting due April 30th
- Quarterly Reporting Data Requested
 1. **Quarter:** First Quarter, Year 1; Second Quarter, Year 2, e.g.
 2. **Cash Receipts** – Payments/Draws received during the reporting period
 3. **Cash Disbursements** – Expenses/Costs against the grant during the reporting period
 4. **Cash on Hand** – Difference between the funds drawn down and the expenses during the reporting period
 - Cash on hand may be a negative number

OFFICE OF BUSINESS OVERSIGHT

Federal Contractors: Tribility, BDO, RMA & Associates

Upcoming Fiscal Reviews:

- Halifax Urban Ministries – April 22 - April 26, 2024
- Volunteers of America, Northern New England – April 22 - April 26, 2024
- Operation Stand Down Rhode Island – April 22 - April 26, 2024
- Southeastern Massachusetts Veterans Housing Program, Inc. – April 22 - April 26, 2024
- Old Pueblo Community Services – May 6 - May 10, 2024
- New London Homeless Hospitality Center, Inc. – May 6 - May 10, 2024
- Nation's Finest – May 6 - May 10, 2024
- Veterans & Community Housing Coalition Inc. – May 13 - May 17, 2024
- Foundation for Affordable Housing – May 20 - May 24, 2024
- Hope Center, Inc. – May 20 - May 24, 2024
- Inner Voice, Inc. – May 20 - May 24, 2024

OBO GPD Grantee Training

- Who? OBO will host an annual GPD grantee training.
- What? GPD Grantee Training – Understanding cost allocation and indirect cost rates under the Uniform Guidance (2 CFR 200)
- When? **Wednesday, April 17, 2024, at 9:00 am Pacific, 10:00 am Mountain, 11:00 am Central, 12:00 pm Eastern**
- Where?
 - Join Webex link: [GPD Grantee Cost Allocation and Indirect Cost training](#)
 - Webinar number: 2823 612 1283
 - Webinar password: Homeless1! (46635377 from phones and video systems)
- Why? To assist GPD grantees in understanding the requirements for the determination of indirect costs.

LEARNING FROM YOUR PEERS: BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS



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BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: POLL

Would you describe your style of communication as a:

- A. Cranky Carl
- B. Positive Polly
- C. Ambivalent Amy
- D. Negative Niko
- E. All of the above "I am a hybrid"



BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: LEVEL SETTING

Veteran
success

Partnership
support

Culture of a
healthy work
environment

Appreciation



BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING CONNECTED

HOW DO YOU BUILD RAPPORT WITH YOUR GRANTEE OR LIAISON?

- **Setting the tone for your professional relationship:** How would describe yourself? How would others describe you?
- **Never stop building:** Our relationships, collaborations, and networks should always grow and change
- **Be curious:**
 - Cultivate an opportunity at your GPD site to learn and understand others
 - Focus on the unique qualities and contributions those grantees or liaisons bring
- **Build rapport with your grantee and liaison intentionally:**
 - Create ways to foster growth and connection
 - Identify what can help your GPD program succeed and grow
 - Learn and build on the strengths of those around you
 - See the best in people. Don't make up stories in your head of incompetence or bad intentions.

"The ability to connect with others begins with understanding the value of people." - John Maxwell

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING CLEAR

- **What mode of communication do you find most effective with your Grantee or Liaison?**
- **What you need to know about your grantee or liaison:**
 - Roles and responsibilities: listen and learn
 - Back to the basics
 - Allow each person on the team to share their role and their areas of expertise they are responsible for
 - Fun FACT
- **Communication: no topic too small or too large:**
 - What are their work hours?
 - What's the best way to reach them (Face to Face, text, email, phone call)?
 - Ask what meeting cadence works for their schedule.
 - How do you work with your grantee or Liaison to prepare for the “unexpected,” i.e. emergencies

"Clear is kind." - Brené Brown

BUILDING SUCCESS WITH HEALTH PARTNERSHIPS: GETTING CLEAR



- **Create your environment:** Set aside time to talk without interruption from other people or distractions like TEAMS chat, email, or phones
- **Check the mic:** Be aware of your tone of voice & pace of delivery
- **Don't say it with just an emoji:** Think about what you want to say & be clear about what you want to communicate
 - Talk about what is happening and how it affects you
 - Talk about what you want, need and feel – use 'I' statements such as 'I need', 'I want' and 'I feel'
 - Accept responsibility for your own feelings



BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING CLEAR

- **Practice email etiquette**
 - Only include recipients who have a need to know the information
 - Avoid Reply All unless it is specifically needed
 - Maintain professional language in written communication
 - Avoid using all CAPS
- **Learn the culture** of meetings and trainings to understand what the participation style is:
 - Muting microphones to minimize disruptions
 - Having cameras on to support participation
 - Appropriate ways to use the chat box
- Ensure understanding of how **confidentiality** requirements apply to electronic communication (e.g., email, VA cell phone)



BUILDING SUCCESS WITH HEALTHY RELATIONSHIPS

From: Liaison
Sent: Thursday, March 14, 2024, 10:51 AM
To: Grantee1
Subject: Quarterly Technical Report

The scorecard is attached.

-Liaison

From: Grantee1
Sent: Thursday, March 15, 2024, 3:00 PM
To: Liaison
Subject: Quarterly Technical Report

Good morning-

Do I need to submit something? I had trouble opening the [attachment](#)
-Grantee

From: Liaison
Sent: Thursday, March 14, 2024, 10:51 AM
To: Grantee1
Subject: Quarterly Technical Report

Read the regulations: [eCFR :: 38 CFR Part 61 -- VA Homeless Providers Grant and per Diem Program](#)

I need this by April 30

COMMUNICATE OFTEN
but vary ways to
interact

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS

From: Liaison
Sent: Thursday, March 14, 2024, 10:51 AM
To: Grantee1
Subject: Quarterly Technical Report

Good morning

The quarter has flown by, and it is already quarterly technical reports time. I will need this from you by April 30. For reference here is the link to our regulations, look for "Technical Reports". Attached are the scorecard results through February 2024. Kudos to the team on the improvement %s for negative exits. The staff have been working extremely hard to work on this and it shows!!

Please let me know if you have any difficulty opening the document or have any questions. As in quarters past, I would like to collaborate with you to set a date and time in April for us to co-host the quarterly review meeting (50-minute meeting). Please let me know what date(s) may work for the team by March 25, 2024.

For reference attached is the agenda and notes from our last quarterly meeting. Please let me know by March 29, 2024, if there are any additional agenda topics you or your team would like included in the agenda.

Once we select a date for our quarterly meeting, we can send an invite out to the team. Thank you.

-Liaison

Greeting
Purpose
Appreciation

Create a feedback portal
and always invest in shared
decision making

Language: "We"

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS

- Holding OURSELVES accountable for effective communication
 - If your GPD Liaison or grantee sends you an email, what is your turnaround time to respond?
- It is always important to:
 - Thank the sender
 - Acknowledge you are in receipt of the email
 - Correspond to the email with the anticipated time you may respond

From: Liaison
Sent: Thursday, March 14, 2024, 10:51 AM...**Day 1**
To: Grantee1
Subject: Update on inspection deficiencies

Good morning-

Thank you for the work your team has been doing to correct the deficiencies found during our January 16, 2024 inspection. Can you provide an update on when the final deficiency of the door lock for unit 112 will be complete? We would like to have our inspector schedule a time to reinspect.

Please let me know if you have any [questions](#)

From: Liaison
Sent: Thursday, March 21, 2024, 10:51 AM...**7 days later**
To: Grantee1
Subject: Update on inspection deficiencies

Good morning-

Thank you for the work your team has been doing to correct the deficiencies found during our January 16, 2024, inspection. I sent an email last week inquiring when the final deficiency will be completed so our inspector can carve out time to come to the site to reinspect. Can you please share when the final deficiency for door lock 112 will be complete?

Please let me know if you have any questions.

From: Liaison
Sent: Thursday, March 28, 2024, 10:51 AM...**14 days later**
To: Grantee1
Subject: Update on inspection deficiencies

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING COMFORTABLE AND COURSE CORRECTING

Present (publicly) AND perform (behind the scenes) at your best:

- Customer service mindset.
- Be attentive and quick to respond
- If you don't have an immediate answer to a question, let them know that you're going to find out

Study your craft: NOFO, Regulations, Grants, Grant agreements, Directives, GPD Provider website, Webinars, Trainings

Helpful hints:

- Consult with your leadership and peers.
- Avoid omitting important information.
- Never say "no" without an alternative recommendation or solution.
- Create “next steps” together to find improvements, solutions and efficiencies.
- Stay forward focused and task driven.
- Show empathy, but also stay in your lane.

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING COMFORTABLE AND COURSE CORRECTING

- **Empathy:**
 - Allows us the ability to recognize, understand, and share thoughts and feelings of others
 - Being able to empathize with grantees, liaisons, and Veterans is a **key skill**
 - It allows people to feel seen, heard, and respected to drive connection
- **Four components of empathy:**
 - Recognizing someone else's perspective
 - Being non-judgmental
 - Recognizing or understanding someone else's feelings
 - Validate
- **Great examples you can try:**
 - “What has that been like for you?”*
 - “How are you feeling about that?”*
 - “I am not even sure what to say but I am so glad you shared that with me”*

BUILDING SUCCESS WITH HEALTHY RELATIONSHIPS: COMMON MISTAKES

- **Not empathizing at all**
 - People do not want to make themselves vulnerable
 - “I am too busy”
 - “I am a hands-off kind of supervisor”
 - Feel uncomfortable, ““It’s weird to deal with people's emotions”
- **Make it about themselves**
- **Lacking perspective:** Not taking other people’s perspectives as truth because it does not align with your own
- **Judgmental:** A co-worker, liaison, or grantee shares something hard with you and you judge them for what they are feeling

Example: A grantee or liaison shares with you a difficult situation that happened over the weekend, however before they finish you begin talking about yourself.

The result is disconnection

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING COMFORTABLE AND COURSE CORRECTING

What are your mutual **“hot topics”**

- Time-sensitive discussion: discuss it right away and set protected time for ongoing discussion
- Facts vs Emotion:
 - Concise and congruent
 - Be strategic with your delivery (for example, "This action may be mistaken for...")
 - Incorporates active and reflective listening without interruption
 - Be careful that you don't say something that your grantee or liaison can't un-remember
 - Are you a negative Niko? Always present a solution or recommendation that is tied to the existing problem; never say "no" without an alternative recommendation or solution. If there's a need, there's a next step.

“Lean in” to your stuck points:

- Pause and recalibrate,
- Disrupt the old pattern that created the stuck point by widening the opportunities for communication solely focused on solutions, improvements, and efficiencies
- Start with one item at a time to allow each person on the team to stay focused and task driven on the improvements
- Focuses on listening to understand rather than to respond
- Allow opportunities for the listener and speaker to check their understandings

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS

GETTING COMFORTABLE AND COURSE CORRECTING

Cultivate ease

- Find Time
- Make space
- Banish distractions

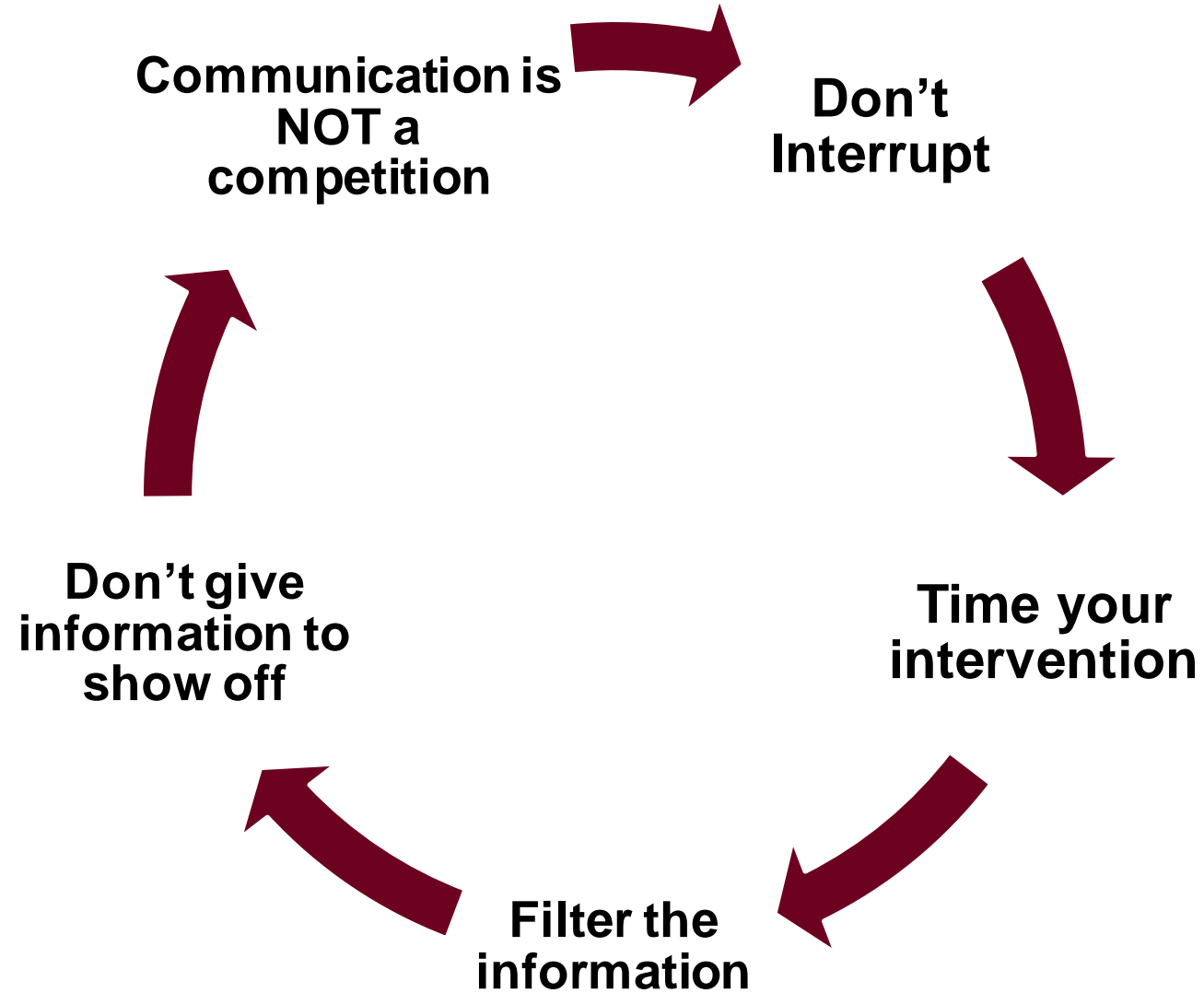
Encourage

- Don't compete in the conversation
- Explore differences of opinion
- Offer positive language or encouragers

Ask quality questions to help you

- Find out facts
- Check your understanding

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: COMMUNICATION TIPS



BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING COMFORTABLE AND COURSE CORRECTING

- **Practice:** If we want to be empathetic GPD leaders that drive respect and connection.... PRACTICE
- **“You can teach an old dog new tricks”:** Human skills like empathy can be learned
- **Prioritize :** For grantees and liaisons, reading people is just as important as the “bottom line”
- If you are not good at empathy, let GO of the belief that you do not have time and take advantage of the resources around us books, podcasts, LinkedIn, leadership development courses and mentorship programs
- You **do not have to FIX everything**, just listen and let them know you are glad they shared

Great examples to help you ease into empathy:

“Thanks for trusting me with that....”

“That is a tough place to be, is there any support you think may help?”

BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS: GETTING WORK DONE

- Apply course correction to help build successful Veteran outcomes
- Stick to your meeting cadence but stay flexible.
- Conduct a warm handoff call or meeting to personally introduce your partners to your successor.
- Stay organized with the use of a meeting agenda, minutes, and email follow-ups.
- Track your goals, milestones, measures, outcomes – all progress.
- Verbalize support and acknowledge hard work and accomplishments.
- Remember: **DON'T MAKE IT ABOUT YOURSELF**, the only qualification you need is **showing kindness**

Great examples you can try:

“What has that been like for you?”

“How are you feeling about that?”

“I am not even sure what to say but I am so glad you shared that with me”



BUILDING SUCCESS WITH HEALTHY PARTNERSHIPS



- **Listen:** Put aside your own thoughts for the time being and try to understand their intentions, feelings, needs and wants
- **Avoid arm wrestling:** negotiate and remember that you don't have to be right all the time.
- **Gratitude is FREE:** Share what you appreciate about the person, conversation or topic

BUILDING SUCCESS THROUGH HEALTHY PARTNERSHIPS

**Veterans Place of Washington Blvd.
Pittsburgh, PA**

GPD Census: 52 current total beds

- **Bridge-6**
- **Low Demand-20**
- **Service Intensive-26**

Other Services:

GPD Service Center

GPD Case Management Grant



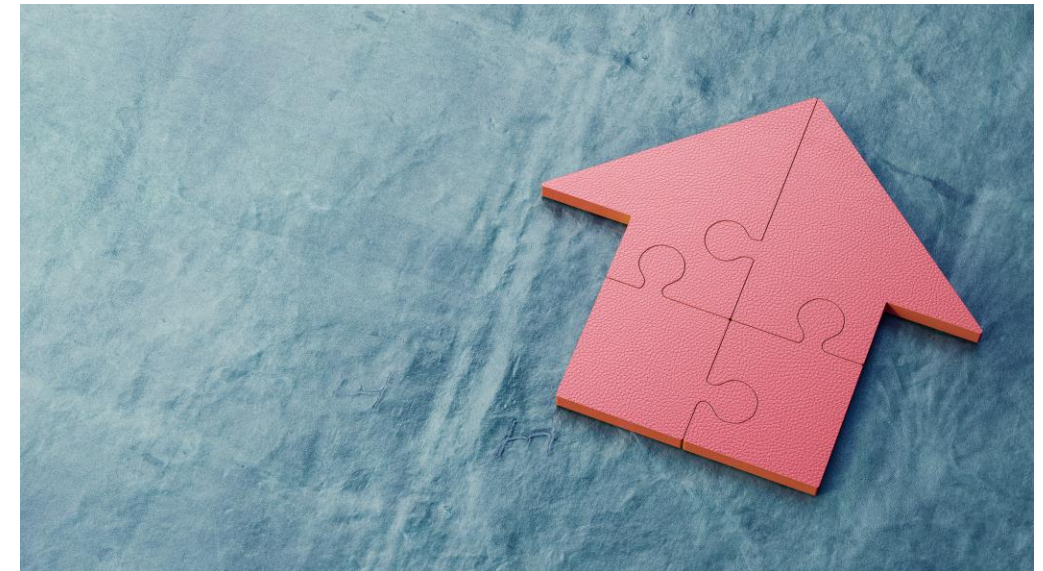
BUILDING SUCCESS THROUGH HEALTHY PARTNERSHIPS

Here are some key points we use to continue having a healthy partnership in Grant and Per Diem program:

- **Effective communication** through face to face, virtual, phone, email, text, etc....
We communicate in all of these ways on a regular basis.
Weekly virtual treatment team meetings, daily phone calls, emails, text, weekly visits for progress updates with case manager and veterans
Availability is a key component to effective communication.
- **Clear channels:** keeping each other in the loop of day-to-day concerns/issues and knowing who to convey that too. (examples: incidents at site, intake process, policy changes taking place at site)
- **Collaborative Planning:** Work together to develop strategic plans and goals that align with the needs of veterans and the resources available through both organizations. (ex. lowering barriers for veterans-what does that look like, such as modifying repair plans)

BUILDING SUCCESS THROUGH HEALTHY PARTNERSHIPS

- **Resource Sharing:** Share information about available resources, such as housing options, healthcare services, employment opportunities, and educational programs, to ensure veterans receive comprehensive support.
- **Problem Solving:** Create a framework for addressing any issues or challenges that arise and establish protocols for resolving conflicts or discrepancies in a timely and efficient manner. (example: same day admissions, harm reduction model).



BUILDING SUCCESS THROUGH HEALTHY PARTNERSHIPS

- **Feedback Mechanisms:** Implement feedback mechanisms to solicit input from veterans and staff members about their experiences with services and identify areas for improvement. (ex. Veterans Place veteran satisfaction survey and VA satisfaction survey)
- **Emergency Protocols:** Develop protocols for communicating during emergencies or crises to ensure the safety and well-being of veterans receiving services. (ex. During sentinel event who is contacted immediately and what steps are next to ensure safety)
- **Documentation:** Maintain accurate documentation of communications, agreements, and actions taken to track progress and facilitate accountability. (use Best Notes; getting reports done in timely manner-d/c summary; reviewing quarterly)
- **Celebrating Successes:** Recognize and celebrate successes and milestones achieved through the collaborative efforts of both organizations in supporting veterans. (veteran of the month award, employment veteran of the month, celebrate holidays, alumni)

By prioritizing these communication points, Veterans Place of Washington Blvd and the VA GPD liaison effectively enhance their partnership and better serve the needs of veterans in their community. We never let personalities get in the way of providing the best quality for our Veterans.

BUILDING SUCCESS THROUGH HEALTHY PARTNERSHIPS

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*Thank
You*

Next Call:

Tuesday, May 14, 2024, at 2:00 pm Eastern, 1:00 pm Central, 12:00 pm Mountain, 11:00 am Pacific



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