# GPD Case Management Caseload Tracking Tool: Quick Guide and FAQs
## VHA Homeless Programs

## OVERVIEW

Grant and Per Diem (GPD) Case Management (CM) grantees are required to track the enrollment and participation of Veterans served in their grant. This will be done through the Caseload Tracking Tool which is an Excel-based tool that will be sent to your agency. The GPD case manager(s) will document Veteran participation information in this tool and submit it monthly to their GPD Liaison. This Excel file is to be submitted within 5 business days after the end of each month. This same spreadsheet must be maintained throughout the entire 2-year grant award period. Veteran information is not to be deleted.

This tool has been designed to assist your agency with the tracking of participants in the CM grant. Additionally, collecting participation and outcome data will assist the GPD National Program Office with meeting Congressionally mandated reporting requirements and in understanding the efficacy of the services provided to assist formerly homeless Veterans with housing retention.



## TRACKING TOOL

A **Data Dictionary** has been developed to provide detailed guidance on the appropriate entry information for each field. The Excel-based tool contains tabs so that your agency can filter by Veterans that are actively receiving services (Current Census) and those that are no longer receiving services (Closed).



The spreadsheet is broken up into three sections: Veteran Information; Entry Information; and Exit Information which are to be completed as follows:
- **Veteran Information** – Completed during initial engagement for CM services. To facilitate a 'warm handoff' into CM services, this section may be completed while a Veteran is still in transitional housing. However, the Veteran should be nearing the date they are expected to move into permanent housing.
- **Entry Information** – This section may not be completed until the Veteran has entered permanent housing.
- **Exit Information** - This section is to be completed when the Veteran exits case management services.

**IMPORTANT**: This Tracking Tool contains confidential information, including Social Security Numbers. Your agency must have procedures in place to appropriately protect this information. When emailing completed spreadsheets to your Liaison each month ensure that they are sent encrypted.

## STEP 1 – Open tracking tool and save to your computer
The Caseload Tracking Tool utilize Excel macros to provide essential functionality. For the tool to function properly, first save the file to your computer or network drive. Do not open directly from email as it might impact functionality.

When you open the file, you may be prompted to enable macro content.



Click 'Edit Workbook' and 'Enable Content' buttons to enable macros.



Click 'Yes' if a Security Warning pops up asking if you want to make the file a Trusted Document.

Note: Based on your Excel security settings, you might see different prompts.

## STEP 2 – Complete Veteran Information:
This section will capture basic information about the Veterans being engaged for case management services. Once the SSN is filled in for a row then every field from Veteran First Name to Ethnicity must be completed. The cells will turn orange if a field is left blank. Veterans that are still in transitional housing can be tracked on this part of the spreadsheet; however, nothing after Lead Case Manager should be filled out until the Veteran has moved into permanent housing. *Please note, the SSN information has been hidden in this document for display purposes only – your agency's workbook will not black out SSN information.*

**Veteran Information**

| Veteran First Name | Veteran Last Name | Date Of Birth | SSN (without dashes) | Gender | Race | Ethnicity | Lead Case Manger |
|---|---|---|---|---|---|---|---|
| First Name | Last Name | 1/1/1970 | | 0. Female | | 0. Non-Hispanic/Non-Latino | |
| | | | | | | | |

## STEP 3 - Complete Entry Information:
Complete this section on the day that the Veteran enters case management services and is living in their permanent housing. Once the Entry Date is filled in, every field from Entry Date to Employment Status must be completed.

| Entry Date | Program Entering From | Veteran Location CoC | Number Adults in Household (Include Veteran) | Number of Minor Children or Dependents | Housing Status | Receiving VA Benefits | Receiving Non-VA Benefits | Employment Status |
|---|---|---|---|---|---|---|---|---|
| 10/2/2019 | 3. Non-VA TH | FL-504: Daytona Beach, Daytona/Volusia, Flagler Counties | 2 | 0 | 8. Staying or living with family, temporary tenure | 1. Yes | 0. No | 2. Unemployed/Seeking Employment |
| 10/5/2019 | 2. HCHV CRS/LDSH | FL-506: Tallahassee/Leon County | 1 | 2 | 10. Staying or living with friends, temporary tenure | 1. Yes | 0. No | 1. Retired |
| 10/5/2019 | 2. HCHV CRS/LDSH | FL-506: Tallahassee/Leon County | 3 | 2 | 2. Housing owned by Veteran, with ongoing housing subsidy | 1. Yes | 0. No | 1. Retired |
| | | PA-500: Philadelphia | | | 13. VA MH RRTP | | | |

## STEP 4 – Complete Exit Information:

This section is to be completed on the day the Veteran leaves GPD case management services.  Once the Exit Date is filled in, every field from Exit Date to Employment Status must be completed.  The Last Upload Date column will be blank and is used for VA GPD Liaison purposes only.

Exit Information

| Exit Date | Exit Reason | Housing Status | Receiving VA Benefits | Receiving Non-VA Benefits | Employment Status | Last Upload Date by VA Liaison |
|---|---|---|---|---|---|---|
| 10/30/2019 | 2. Veteran declines further services | 3. Housing rented by Veteran, no ongoing housing subsidy | 0. No | 1. Yes | 1. Retired | |
| | | | | | | |
| 10/7/2019 | 4. Deceased | 4. Housing rented by Veteran with HUD-VASH voucher | 1. Yes | 0. No | 3. Part-time or temporary employment | |

## STEP 5 – Submitting Data:

Monthly, this Caseload Tracking Tool must be submitted to the VA GPD Liaison.  The Liaison will then upload the spreadsheet to a VA SharePoint site for analysis.

- Ensure that there are no red **X**'s next to any of the records or your data cannot be uploaded (see the Data Validation section for more detail).
- The Upload button is only used for VA staff and will not function outside of the VA network.  The VA GPD Liaison will utilize this after they receive your agency's file.

Additionally, the VA GPD Liaison will use the information in these spreadsheets to identify a sampling of records to review and Veterans to interview as part of the quarterly inspection process.

# DATA VALIDATION

The Data Validation tab should be used to check data quality prior to submitting the data to your VA GPD Liaison.  Clicking the button will display a message indicating how many total Veterans are included in the file and how many of those records are missing required information.  The rows missing information will be indicated with a **X**.  You must click the Data Validation button each time you wish to confirm data quality as the checkboxes will not update automatically.

| | All Veterans | Current Census | Closed | | | | | |
|---|---|---|---|---|---|---|---|---|
| Data Validation | Veteran Information | | | | | | | |
| | Veteran First Name | Veteran Last Name | Date Of Birth | SSN (without dashes) | Gender | Race | Ethnicity | |
| X | Chris | | | | | 1. American Indian or Alaska Native | | |
| ✓ | First | | | | Male | 5. White | 1. Hispanic/Latino | |
| X | First | | | | | 3. Black or African American | 1. Hispanic/Latino | |
| ✓ | First | | | | Male | 3. Black or African American | 1. Hispanic/Latino | |

Data Validation Check

There is a total of 4 Veterans with an Entry Date. Of those, 2 row(s) have empty cells that are required fields. Empty required fields are highlighted

OK

## QUICK TROUBLESHOOTING

- Ensure you are using a Windows 7 (or later) PC with Microsoft Office 2010 (or later).
- Do not open a file directly from the email. Save it to your computer first, and then open it.
- Always save the file as an "Macro-Enabled Workbook" ("xlsm" extension) only.
- Enable macro content and content editing in any prompts that show up when you open the file from your computer.
- Cut/Copy/Paste functionality is disabled in the tool to prevent errors.

## FREQUENTLY ASKED QUESTIONS

**Q. How often does the GPD CM have to submit the Caseload Tracking Tool?**
**A.** Monthly. The report must be sent via encrypted email to the GPD liaison within 5 business days after the end of each month.

**Q. My agency has two case managers for one grant award (FAIN). Can we submit separate Caseload Tracking Tool files to our liaison each month?**
**A.** No. All case managers must enter information into the same Excel spreadsheet.

**Q. Am I keeping the same spreadsheet and continuously adding Veterans names for the entire 2-year grant award period?**
**A.** Yes. Filtering options have been built into the Tracking Tool to assist with large caseload lists. Grantees may filter by their current census, closed cases, or the name of the case manager.

**Q. I completed the *Veteran Information* section of the spreadsheet for an individual I expected to enter CM but never did. Can I delete the Veterans information from the spreadsheet?**
**A.** No. Information is not to be deleted from the spreadsheet. Data on participants is only uploaded to the VA system for analysis once the *Entry Information* is completed. Therefore, there is no need to delete incomplete engagement episodes.

**Q. Why did certain cells in the table turn orange?**
**A.** This is an indication that there is a field that needs to be complete. The form cannot be submitted if any cells are orange.

**Q. Can I add fields/information to the Caseload Tracking Tool?**
**A.** No. The spreadsheet cannot be edited. There is coding built into the Tracking Tool so when the GPD Liaisons upload the data each month it can be analyzed for all participants nationwide.

**Q. What does my GPD liaison do with the Caseload Tracking Tool when I submit it each month?**
**A.** The GPD Liaison will upload the spreadsheet to a VA SharePoint site where it will be compiled and analyzed to monitor performance.

**Q. What does the Data Validation Column mean with the ✓and X's?**
**A.** The ✓is an indication that all of the information in the row has been completed as expected. If there is an **X,** then there are fields that are incomplete.

**Q. Who should I contact for questions or if I'm experiences technical issues with the tool?**
**A.** Please reach out to the GPD Program Office via email at: GPDgrants@va.gov.