

Grant and Per Diem Operational Call

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December 2019
Pre-Recorded Webinar

Agenda

1. Grant and Per Diem (GPD) Announcements and Updates
2. Office of Business Oversight (OBO) Announcements and Updates
3. Part 2: Tools for Supporting Housing-Focused Case Management
4. Next Steps

GPD Announcements: Per Diem Rate Request for Per Diem and TIP Grantees

- 11/19 Message sent to GIFTS contacts
- Rate increases are **not** automatic.
- If grantees want to request an increase, they must review the instructions in the message and go to the https://www.va.gov/homeless/GPD_ProviderRate.asp
- **Tips**
 - Must submit via GIFTS. Emailed information will not be accepted.
 - Ensure accuracy by double checking work especially when copying the fields from excel to the GIFTS Requirement.

Grant and Per Diem Program: Provider Website

Contact GPD Program Staff

General Program Questions: GPDInquiry@va.gov
GPD NOFA Questions: GPDGrants@va.gov
Fiscal Questions (per diem rates): GPDFiscal@va.gov
SF 425 Questions: GPD425@va.gov

**** GIFTS Grant Portal ****

GPD Regulations and Guides

2018 Recipient Guide
GPD Regulations (38 CFR Part 61)
Case Management Regulations (June 2018)
Final Rule - Veteran Definition and TIP Payment (November 2017)

Per Diem Rate Request Information

Current maximum per diem rate is **\$48.50**
[Per Diem Request Worksheet and Instructions](#)
[FAQ Sheet - Tungsten Network for Per Diem Billing](#) (July 2018)

GPD Announcements: Grant Administration FAQs

Our liaison said that all deficiencies related to our inspection must be corrected before December 31. Is this correct?

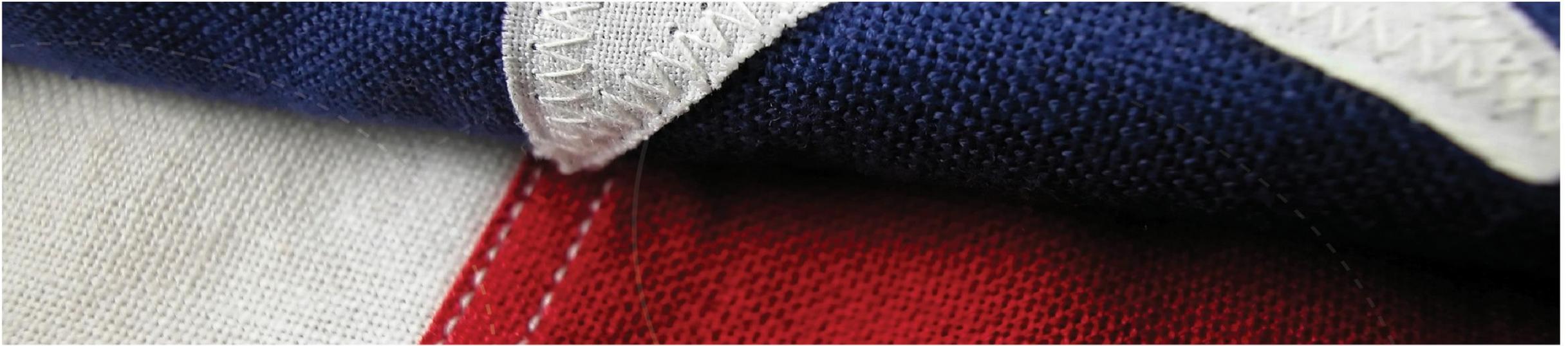
- As part of GPD grant requirements, all per diem and TIP programs must be inspected. Any deficiencies identified during the inspection must be corrected prior to the VAMC submitting the inspection packet to the Network Homeless Coordinator on December 31st. Please note that grantees should view inspections as part of ongoing quality improvement in addition to quarterly reviews.

We know that you sent information via GIFTS on 11/7 about a HMIS Survey, but we forgot to do it. What should we do?

1. Your GIFTS Account Holder can log into GIFTS
2. They will then see the HMIS Requirement and can complete it by December 31st (One-time extension)

Office of Business Oversight

- **First Quarter (FY20) Site Visits**
 - New Directions, Los Angeles, CA – December 17-19, 2019
 - WestCare Nevada, Inc., Las Vegas, NV – January 21-23, 2020
- **Federal Contractors**
- **Case Management Grants**
- **Indirect Rate Agreements**
- **Training Item of the Month:**
 - ***Office of Management and Budget (OMB) SF-425 Federal Financial Report Instructions, Page 3, states, “Annual reports shall be submitted no later than 90 days after the end of each reporting period.”***



Part 2: Identifying Barriers, Strengths-Based Housing Planning, and Tools for Staff

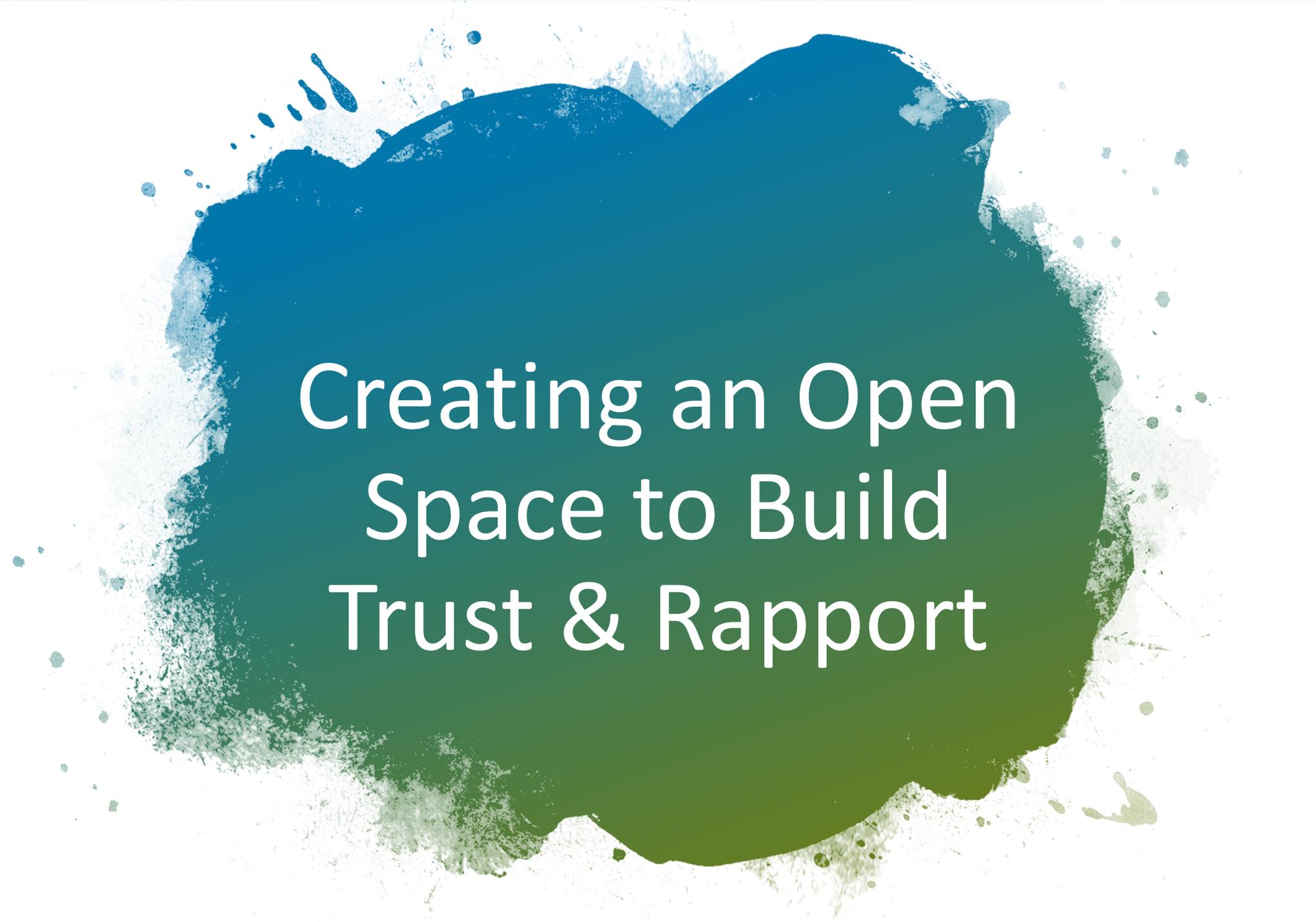
A special thanks to SSVF for Some Content for Part 2

Recap of Part 1

- Understanding the tools and resources we have to end Veteran homelessness
- Experiencing a crisis: cognitive, emotional, and behavioral symptoms of stress
- Stress and our brains: Pre-Frontal Cortex allowing us to think about the future compared to amygdala and basal ganglia focused on the fight, flight, or freeze
 - Tailoring our approach to walk alongside of Veterans
 - Meet people at their point of need and observe ability to plan and follow through; step in when someone is overwhelmed, stuck, or is a little slower with follow through than anticipated (role modeling, doing together)
 - Avoid overloading with too many simultaneous goals and activities
 - Understand and avoid over-reacting when the person's emotions seem easily provoked and difficult to control
 - Recognize that the primary need and the primary means of reducing stress overload is housing
 - Link to Part 1: <http://va-eerc-ees.adobeconnect.com/pcvrdq4mobj8/>

Part 2 Overview

- Developing a Strengths-Based Housing Plan Through Listening
- Identifying Tenant Screening and Housing Retention Barriers
- Matching Supportive Services to Needs
- Identifying Training Tools and Resources for Staff
 - Training
 - Staff Specializations and Diversification
 - Tools
 - Network of Learning and Support



Creating an Open Space to Build Trust & Rapport

The Practice of Listening

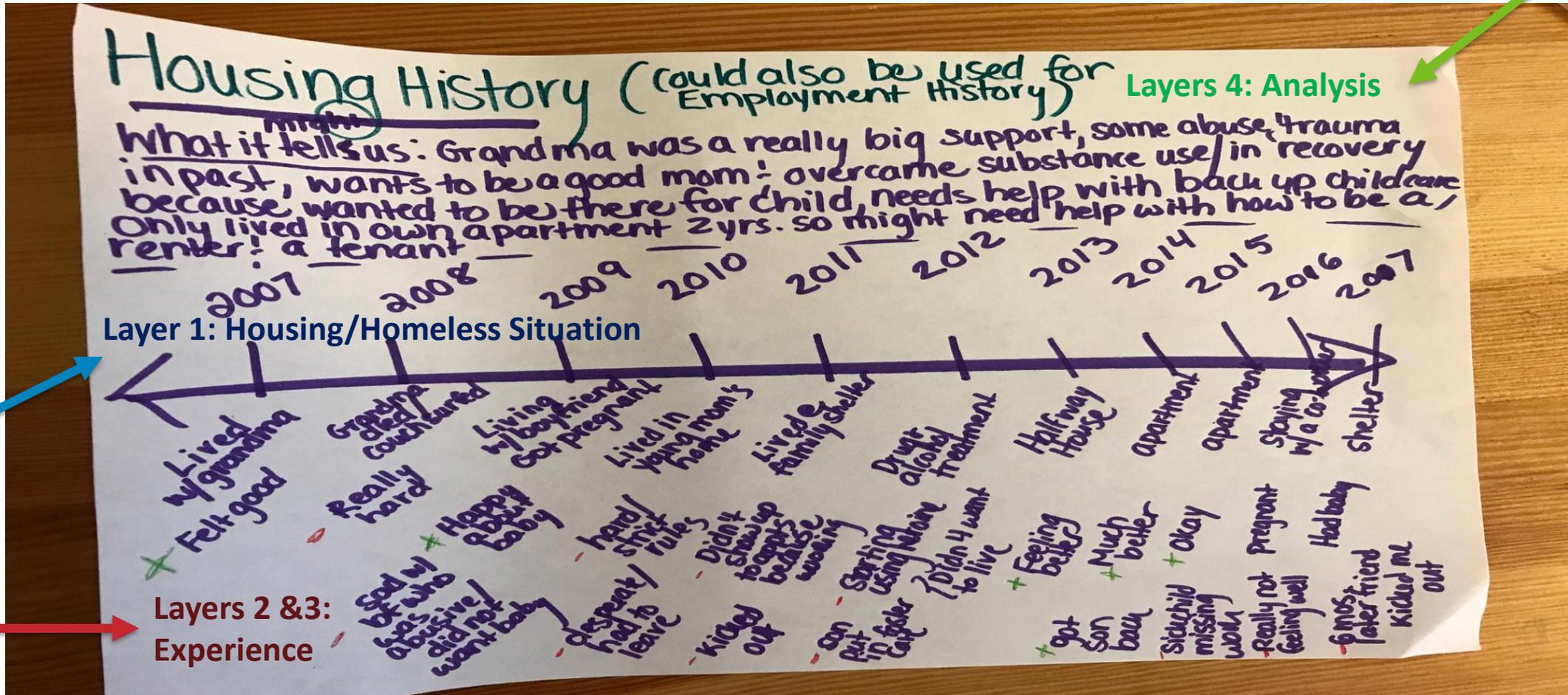
- **Get into pairs.**
 - Think about a challenge or dilemma that you are having (professional or personal).
 - Set a timer for 5 minutes; the first person will share. Feel free to share as much or as little as you want at your discretion but speak for the timeframe.
 - The second person will listen. They can ask clarifying questions and open-ended questions, but they should not give ideas or insert their own opinion.
 - After 5 minutes, switch roles.
- **Debrief**
 - What was the experience like?
 - What did it feel like when you were sharing?
 - What did it feel like when you were listening?
 - What take-aways do you have?

One of the most **sincere**
forms of *respect* is
actually listening to
what **another** has to say.
Bryant H. McGill

Using Listening to Understand Experience

- Sometimes it is helpful to put away the forms for a second
- **Tools:** Blank Paper and Markers
 - Can you tell me a little bit about how you got here?
 - Can you tell me a little bit about your experiences with housing?
 - **Layer 1: Map out housing or homeless situations (can do with any topic too)**
 - Start with most recent situation and work backwards
 - **Layer 2: Map out how each situation felt**
 - **Layer 3: Identify positives and negatives**
 - **Layer 4: Analyze together**

Timeline Example



Layer 1: Housing/Homeless Situation

Layers 2 & 3: Experience

Layers 4: Analysis



Strengths

- **What are you good at right now?**
- **What have you been good at in the past?**
- **What are things that people have told you in terms of compliments?**
- **What would people around you say about you?**

Tenant Screening Barriers & Housing Retention Barriers

- **Tenant Screening Barriers:** The things that might prevent someone from entering housing. This is often from a landlord's perspective as many do tenant screening.
- **Housing Retention Barriers:** These are based on a person's past history. When a person's housing history shows that they have had multiple housing crises and even previous episodes of homelessness, identifying what caused that crisis may help to identify situations that could recur in the future.
- **Why are they important?**
 - When we identify them together, we can then both see them (out in the open).
 - When we have information, we can then use it to map out our strategy/approach.
 - These barriers don't mean that someone can't enter housing. On the contrary, they just help us to target how we might work together.

Tenant Screening Barriers

Tenant Screening Barrier Examples

- Past Evictions
- Bad Credit
- Criminal History
- Zero or No Income



Housing Retention Barrier Examples

- Failure to Pay Rent
- Damage to Unit
- Serious Conflict with Landlord and/or Other Tenants
- Violations of Lease or Law
- Lack of Cleanliness
- Different Values/Perspectives

Tenant Screening Barriers

- **Tool:** Tenant Screening Report, T-Charts, and Housing Locators/Navigators
- **Awareness:** Housing Market
- **Identifying** level of support

How much direct assistance will the person/household need to secure housing? Generally, if the person has.....

- **No barriers** – may need only financial assistance for deposit/1st month
- **Some barriers but none are serious** – may need *coaching* about housing search, transportation, the interview; financial assistance
- **Several barriers, semi-serious** – may need *more than coaching*; referral (and possibly staff presence) in applying to partner landlord; financial assistance for deposit, 1st month
- **Severe barriers** – strongly recommend referral to *partner landlord* and staff present for interview (if landlord or person prefers); maybe extra landlord incentives; financial assistance

Working Through Tenant Screening: An Example

Tenant Screening Barriers

- ~~Bad Credit~~
- ~~Past Evictions~~
- Zero/No Income

Planning Together

- Pull Tenant Screening Report
- Look at Credit History with Free Credit Reports; Understand it, know it, prepare for it
- *Agency works with landlords who don't run a credit check so not a barrier to getting into housing but something to work on and to continue to work on while in housing.*

Drafting Plans Together

Sample (Housing Stability Plan)

What are my strengths? (List)
What am I good at?

Date: _____
Who created Plan: _____

Obtain Permanent Housing
 Maintain Permanent Housing

(check one which applies)

Housing Barrier	Overall goal	Actions	who	By when	Notes

Weekly Checklist

Date: 11/22/17 Things I want to do:

Meet w/ Jane (case mgr.) on 11/23 @ 2pm

^{1x} ^{2x} Try to read a story to my kids at bedtime two times this week

^{1x} ^{2x} Take time to de-stress - A run 1-2x this week

Try to finish the 1st half of my SNAPs ~~see~~ paperwork; share w/ Jane on 11/22

Summary



- Too many times, the people who we serve have felt unsuccessful.
- Our job is to create meaning and help them achieve their goals.
- This means really understanding where they are coming from.
- In order to do this, we have to really listen and build trust.
- When we do this, we can identify strengths that maybe were not always as apparent. We can give people hope.
- *Tenant Screening and Housing Retention Barriers* can help us objectively address issues preventing someone from getting into housing and maintaining housing.
- Be visual, keep things simple, and break larger SMART goals into smaller steps.

Dialogue and Questions

1. How can you use the information shared today?
2. What questions do you have?
3. How can you support your team or staff in continuous learning?

Closing

National GPD Operational Grantee Call

- *All Grantee Call-Tuesday, January 14th at 2pm Eastern/11am Pacific*
 - Topics: 2019 VA, HUD, and USICH Community Planning Survey Results & SSVF and GPD Coordination: GPD Case Management Grant Edition
- **GPD Questions?**
 - 1. Contact your GPD Liaison (include your FAIN or FAINs)
 - 2. If you need additional assistance, please email us at gpdgrants@va.gov