

Conference Call Highlights
Grant and Per Diem Program Operational Call
February 11, 2013

1. The maximum per diem rate increased in November 2012 to \$41.90. The worksheet and instructions are on the GPD Provider website. Grantees must apply for the increase by submitting the worksheet to Coral Baker by either fax (1-877-332-0335) or e-mail (coral.baker@va.gov).
2. Jeff Quarles discussed USPEQ. The VA has implemented this satisfaction survey which is sponsored by CARF and accredited nationally.
3. Jeff Quarles mentioned that the GPD Program has not posted a NOFA this fiscal year, but hopefully there will be something in the coming months.
4. Questions from participants.
 - a) There was a question regarding following up with clients once they leave transitional housing. Are there any programs that have a follow-up services? If so, how does it work? Have you had any success?
 - i. One program has a follow-up counselor who gets information from the Veterans including an address and phone number. The counselor calls the Veteran within six months of discharge and again six months later.
 - ii. One program invites discharged Veterans to show for meetings. The program also has a yearly alumni reunion. At the reunion, the program collects contact information from the Veterans.
 - iii. One program sends out postcards at 30 days, 60 days, and 90 days asking if the Veteran is in need of anything. The program does not receive much feedback.
 - b) Number of concerns/questions regarding Transition-In-Place (TIP) projects.
 - i. Does GPD provide start-up fees for deposit and first/last month's rent? GPD assists with operational costs, not start-up costs. Agencies may wish to coordinate with other community organizations for donations.
 - ii. Concerns regarding the length of time it is taking for local VA medical centers to conduct inspections of TIP projects. Some landlords will not hold apartments very long. Questions regarding the need for the the entire VA inspection team to inspect each apartment? The entire team may not need to visit each apartment but, fire/safety and nutrition will and in some cases security will need to look at each unit. The GPD office is available to problem-solve on site-specific issues individually.
 - iii. There was concern regarding housing Veterans with criminal records. There are set policies on criminal sexual conduct levels. It can be difficult to place Veterans in permanent housing because of their offense. Some agencies do not restrict admission into the GPD program, but have issues placing Veterans upon discharge. If Veterans are off probation/parole, then some restrictions are lifted and they can be placed just about anywhere. The Agency and Liaison need to ensure the Veteran is following the rules of probation/parole.

5. There has been a social network established for Transition In Place Grantees called Yammer.com. GPD will consider expanding the group in the future.
6. There was a question regarding performance matrix. NEPEC does not show the current stats. Jeff reminded everyone that performance data is not the same in NEPEC as in HOMES.
7. The next GPD Provider Operational Call is scheduled for March 11, 2013 at 3:00 pm EST. Call in number is 1-800-767-1750; access code 17663. Our office does send a broadcast fax reminding Providers of the monthly call.