VA Grant & Per Diem National Office

Monthly GPD Operational Provider Webinar
February 8, 2022

Recording Link: https://veteransaffairs.webex.com/recordingservice/sites/veteransaffairs/recording/playback/595a30226b3f103aafef00505681a68b
Recording Password: Homeless1!
AGENDA

• Welcome & Announcements
• Office of Business Oversight (OBO)
  o Omar Ochoa
• Performance Measures & Negative Exits
  o Amelia Martinez & Kara Born (St. Louis VA)
• Reducing Time Between Referral & Admission
  o Amelia Martinez & Kara Born (St. Louis VA)
• SSVF/GPD Temporary Financial Assistance (TFA) packet
• Case Management Grant Updates
• Per Diem Only Timeline reminders
• Capital Grant Progress
ANNOUNCEMENT
• **Federal Contractors:**
  – Trilogy, RMA & Associates & BDO

• **Upcoming Fiscal Reviews:**
  – Talbert House – February 14-17, 2022
  – Center for Veterans Issues, Ltd. – February 14-17, 2022
  – Housing Authority of Salt Lake City – February 15-17, 2022
  – Joseph House, Inc. – February 28 - March 2, 2022
  – Lutheran Metropolitan Ministry – February 28 - March 2, 2022
  – Family and Community Services, Inc. – March 3-4, 2022
  – Shelterhouse Volunteer Group dba Drop Inn Center – March 3-4, 2022
  – Volunteers of America Southeast Louisiana – March 3-4, 2022
  – Room in the Inn, Inc. – March 14-16, 2022
  – Volunteers of America Northern Rockies – March 14-16, 2022
  – Volunteers of America of North Louisiana – March 14-16, 2022
  – Missoula Housing Authority – March 17-18, 2022

• **SF-425’s were due on 1/31/2022**
  – 55% received as of 2/4/2022
  – ***NEW*** SF-425 Fillable Form Link: [https://forms.office.com/r/JNSVnng5g8](https://forms.office.com/r/JNSVnng5g8)
  – Please Submit the SF-425 and Supporting Documentation to GPD425@va.gov with the grantees’ FAIN in the subject line.
• **OBO Training Item of the Month: Inaccurate SF-425 & Unobligated Funds:**
  
  **Finding:**
  - The grantee incorrectly reported cash receipts, cash disbursements and program income on their SF-425. We found an unobligated balance of Federal funds totaling $7,000, unexpended program income totaling $2,000, and an unrecorded supplemental voucher payment for April totaling $1,000. This resulted in a $10,000 unobligated and unexpended balance of Federal funds.
  
  **Criteria:**
  - **SF-425 Federal Financial Report Instructions, Page 4**, defines cash receipts as actual cash received from the Federal awarding agency and further defines cash disbursements as the cumulative amount of Federal funds disbursed.
  - **2 CFR 200 Subpart A, Program Income 200.80** Program Income, means gross income earned by the non-Federal entity that is directly generated by a supported activity or earned as a result of the Federal award during the period of performance. Program income includes but is not limited to income from fees for services performed, the use or rental or real or personal property acquired under Federal awards, the sale of commodities or items fabricated under a Federal award, license fees and royalties on patents and copyrights, and principal and interest on loans made with Federal award funds. Interest earned on advances of Federal funds is not program income. Except as otherwise provided in Federal statutes, regulations, or the terms and conditions of the Federal award; program income does not include rebates, credits, discounts, and interest earned on any of them.
  - **2 CFR 200 Subpart D, Post Federal Award Requirements 200.343(d) Closeout**, states “The non-Federal entity must promptly refund any balances of unobligated cash that the Federal awarding agency or pass-through entity paid in advance or paid and that are not authorized to be retained by the non-Federal entity for use in other projects. See OMB Circular A-129 and see §200.345 Collection of amounts due, for requirements regarding unreturned amounts that become delinquent debts.

• **OBO potential training**
  - Please send training requests to: yvette.green@va.gov
Decreasing negative exits, increasing permanent housing and assisting Veterans with obtaining income is more important than ever.

What can you do?

• Understand the measures
• Familiarize yourself with the grant so you know what is expected
• Work closely with your liaison, ask for support as needed
• Ask for a per diem rate increase for allowable expenses to support program’s needs
• Create safe spaces and utilize social isolation options as needed
• Practice meaningful engagement with the Veterans to better understand their needs and to make a difference
• Take care of yourself so you can take care of the Veterans
PERFORMANCE METRICS

Permanent Housing metric \((GPD1)\):
Measures how effective we are at placing Veterans into permanent housing (PH) when exiting a GPD program.

Negative Exit metrics \((GPD2)\):
Measures the percentage of Veterans with a negative exit.

Employment metrics \((GPD3)\):
Measures the percentage of Veterans with competitive employment when exiting a GPD program.
## PERFORMANCE METRICS FY22

<table>
<thead>
<tr>
<th>GPD-Target</th>
<th>Target</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Qtr1</th>
<th>FYTD</th>
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<tbody>
<tr>
<td>GPD-TIP1: % Exits to Permanent Housing</td>
<td>75%</td>
<td>74.19%</td>
<td>80.77%</td>
<td>84.00%</td>
<td>79.27%</td>
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<tr>
<td>GPD-TIP2: % Negative Exits</td>
<td>20%</td>
<td>6.45%</td>
<td>7.69%</td>
<td>12.00%</td>
<td>8.54%</td>
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<tr>
<td>GPD-TIP3: % Employed at Exit</td>
<td>55%</td>
<td>60.00%</td>
<td>63.64%</td>
<td>90.91%</td>
<td>70.27%</td>
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<tr>
<td>GPD-BH1: % Exits to Permanent Housing</td>
<td>75%</td>
<td>73.64%</td>
<td>64.43%</td>
<td>69.31%</td>
<td>68.93%</td>
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<tr>
<td>GPD-BH2: % Negative Exits</td>
<td>20%</td>
<td>14.09%</td>
<td>20.55%</td>
<td>19.49%</td>
<td>18.27%</td>
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<tr>
<td>GPD-LD1: % Exits to Permanent Housing</td>
<td>60%</td>
<td>57.04%</td>
<td>65.73%</td>
<td>61.90%</td>
<td>61.56%</td>
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<td>GPD-LD2: % Negative Exits</td>
<td>20%</td>
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<td>68.42%</td>
<td>61.90%</td>
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<td>GPD-HH2: % Negative Exits</td>
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<td>12.50%</td>
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<td>GPD-CT1: % Exits to Permanent Housing</td>
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<td>56.03%</td>
<td>61.02%</td>
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<td>59.62%</td>
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<tr>
<td>GPD-CT2: % Negative Exits</td>
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<td>27.24%</td>
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<td>20.73%</td>
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<tr>
<td>GPD-CT3: % Employed at Exit</td>
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<td>54.24%</td>
<td>49.40%</td>
<td>63.41%</td>
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<td>GPD-SI1: % Exits to Permanent Housing</td>
<td>70%</td>
<td>65.34%</td>
<td>63.64%</td>
<td>63.92%</td>
<td>64.33%</td>
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<tr>
<td>GPD-SI2: % Negative Exits</td>
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<td>19.58%</td>
<td>19.60%</td>
<td>21.02%</td>
<td>20.06%</td>
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<tr>
<td>GPD-SI3: % Employed at Exit</td>
<td>55%</td>
<td>62.71%</td>
<td>64.43%</td>
<td>57.80%</td>
<td>61.52%</td>
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<tr>
<td>GPD-SN-CMI1: % Exits to Permanent Housing</td>
<td>60%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
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<tr>
<td>GPD-SN-CMI2: % Negative Exits</td>
<td>20%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
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<tr>
<td>GPD-SN-CMI3: % Employed at Exit</td>
<td>55%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
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PIP: Performance Improvement Plan (38 CFR Part 61)

- Two consecutive quarters deviating from performance measures
- Deviation of 5% from target
- Applies to model-specific performance targets, e.g.

CAP: Corrective Action Plan (VHA Directive 1162.01)

- Progressive, due-process oriented procedure aimed at correcting an operational deficiency, e.g.
- Related to:
  - Inspection deficiencies
  - Not following regulations
  - Not following what is stated in the grant
- Examples:
  - Staffing problems
  - Facility/building problems
  - Safety concerns, etc.
Performance Improvement Plan (PIP)

38 CFR 61.80(c)(3)

(vi) Performance Improvement Plan (PIP): If VA determines that a recipient deviates more than five percent from established GPD performance goals for any two (2) consecutive quarters as defined in 38 CFR 61.80(c)(3)(A)(i) through (iv), the recipient will submit a PIP to the VA GPD Liaison sixty (60) calendar days after VA makes its determination.

(A) The PIP must identify the activity which falls below the measure. The PIP must describe the reason(s) why the recipient did not meet the performance measure(s) and provide specific proposed corrective action(s) and a timetable for accomplishment of the corrective action. The plan may include the recipient's intent to propose modifying the grant agreement. The recipient will submit the PIP to the VA GPD Liaison.
GRANTEE ENGAGEMENT WITH LIAISON

• Your GPD liaison is expected to provide you with performance metrics for your agency’s FAIN:
  o Quarterly—at a minimum; Monthly—ideally. Please request this at any time.
  o Discussion with your liaison about performance should include:
    ▪ Reviewing existing barriers
    ▪ Brainstorming solutions
    ▪ Future planning
• Your GPD liaison is expected to provide technical assistance, mentor and train as needed, and support Veteran clinical needs.

• Regular communication with your GPD Liaison and other partners (HUD-VASH, SSVF, other community agencies) can lead to greater success for Veterans by:
  o Providing clarity and visibility of roles and next steps with the Veteran’s treatment plan goals
  o Increasing early intervention to prevent minor issues from becoming major
  o Bringing to the table new resources, ideas and techniques
• Increased engagement the first few months or at times of increased need
• Detailed review with Veterans of policies and procedures at time of referral and intake
• Regular review of policies and procedures at meetings and posted as helpful
• Form a community
• Staff training and support from grantee agency leadership
• Consider peer supports and/or senior resident mentor programs
  (senior resident does tour of site and local area, overview of resources, agency provides Starbucks card for the two to get coffee and chat, etc.)
EXPECTATIONS IN THE PROGRAM

- Is there a clear reason for each rule?
- Are the rules:
  - easy to understand?
  - behaviorally based?
  - applied consistently?
- Is staff well-trained on the rules and on how to convey and apply them?
- Do the rules teach skills that will assist each client access and maintain housing?
- Do these rules keep everyone safe while also providing a low barrier approach?
- Are rules consistent with shared community norms?
- Is there a process to resolve rule violations and remain in the program?
THANK YOU FOR ALL YOU DO!
Mimi Martinez entered into the St. Louis VA in 2017 after coming from a background in inpatient Psychiatry, serving clients with severe mental health and substance use for 5 years. Mimi has worked throughout the homeless programs serving as a HUD VASH Social Worker as well as GPD Liaison and has assisted both programs in the creation of several data management and tracking tools for better efficiency throughout programs.

Kara Born has been with the St. Louis VA Homeless programs since 2015 where she began her career there as a HUD VASH Social Worker. While serving in the HUD VASH program, Kara assisted in the development and implementation of their local program’s team model approach during its initial stages in 2017. She attributes her growth as a GPD Liaison to the guidance of her valued colleagues. Kara has a passion for advocacy and in supporting other social workers with managing burn out and compassion fatigue.
Reducing wait time between referral and admission: GPD Grantee Presentation

VISN 15, ST. LOUIS, MO

AMELIA MARTINEZ, GPD LIAISON
KARA BORN, GPD LIAISON
HERO GPD Site
This is a 50 bed, apartment style Clinical Treatment Program
The issue:

- Time between referral and admissions averaging well over 3 days
- GPD Program: Average wait time from referral to admission was 63 days. This data was gathered over a 3-month period in late 2020.
- The grantee utilizes a tax credit property as well as a property management company. These two factors played a significant role in our grantees ability to get the Veterans into their program quickly.

  Compliance process includes:
  - Background check screenings
  - Lengthy and complicated application process
  - ID’s needed including:
    - SS Card, Birth Certificate, State ID, and income verification
Steps taken to address the issue:

- Coordination and teamwork with Grantee, local VA and GPD National
  - Discussion in biweekly meetings with Grantee to express concerns
  - Discussion with GPD supervisor and subsequently MH leadership at the St. Louis VA to bring further attention to the issue
- Email to National with current concerns and requesting assistance with creating process change
  - Corrective Action Plan was instituted for the site requesting immediate plan of action related to the length of referral to admission timeline
  - GPD National met directly with our grantees to assist with developing solutions
Grantee Action Steps

- Agreement between Property Manager was established to accept the following in lieu of identification documents:
  - Letter from VA verifying Veteran SS number
  - VA ID vs State ID
- Utilized their CM position as an intake/screening coordinator to process and screen referrals same day and handle all admissions.
- Grantee requested increase in per diem to offset the cost of placing veterans in hotels
- Grantee developed logistics for providing weekly case management, food and services to veterans in hotels
- Increased to daily communication between GPD Liaison and grantee with ongoing communication regarding referral status
- Established several community hotel partnerships to expedite placement and offset costs
  - Discounted hotel rates for Veterans in programming
  - Ability to bill the site at the end of the month vs pay by credit card for each night’s stay
HERO Results

- Evidence of significantly reduced referral time throughout FY 21, and into FY22
A Few Notes on Hotels:

- When the pandemic is declared over, the current max per diem rate will drop
  - Use of hotels is replicable outside of COVID when the rate is lower with community partnership to provide discounts and billing vs cc payments

- Services begin at time of admission in the hotel
  - Veteran receive meals that are nutritious (food pantry items include milk, eggs, bread, veggies) grocery vouchers are also given. A microwave and fridge is provided at the hotel
  - Daily check-ins via phone and virtual visits are implemented
  - In-person check-ins happen every other day by intake/admission coordinator CM
Grantee and Liaison Follow up

- Formal meetings with grantee to assist with problem solving, as needed
- GPD Liaison provided monthly referral data to grantee and discussed in bi-weekly meetings
Outcomes

Because of the GPD Grantee’s determination and dedication to our Veterans, referral wait times were reduced to an average length of 3-5 days in less. Significant wait time decrease was seen less than 1 month after implementation.
This packet is for Veterans exiting a GPD Transitional Housing project or for those in a GPD Case Management program who need one-time temporary financial assistance (TFA).

The packet must be used by GPD staff when seeking one-time TFA for Veterans who would remain homeless “but for” seeking this SSVF assistance.

Eligible TFA includes:
• Security deposits
• Utility deposits
• General housing stability assistance (outlined in packet) on a case-by-case basis

*Please note SSVF grantees are not required to serve Veterans from GPD and may ask the VA to prioritize referrals if TFA funds become limited.
One-time temporary financial assistance “TFA”
- very low-income households
- will remain homeless “but for” SSVF assistance
- other options and resources have been explored
- typically, security deposit and utility deposits
- has not received deposit assistance from any SSVF provider in the past 24 months

For ongoing SSVF assistance, a full intake by SSVF is required

Eligibility for SSVF Assistance

In order to receive SSVF TFA, Veteran households in GPD must:

1. Homeless, meaning:
   a. Household lives in a place not meant for human habitation, safe haven, transitional housing, or in an emergency shelter.
2. Have a household income that does no; exceed 50 percent of the local Area Medium Income (AMI). [Current AMI Limits can be found here.]
3. The GPD Referral Packet from GPD staff to SSVF grantees must be completed and submitted prior to a lease being signed.
4. All other possible resources, including resources the Veteran household has, have been explored and “but for” SSVF TFA the household will remain literally homeless.
5. Not have received deposit assistance in the past 24 months from any SSVF Provider. (Please conduct due diligence by checking with your local SSVF grantee and/or HMIS to verify Veteran report.)
• Document outlines basic eligibility, referral process for GPD and SSVF, Documentation etc.
• Prioritize referrals
• Discuss with local SSVF partner regarding local process and most appropriate contact
• Co-enrollment - determine who will complete and submit the packet along with all documents
• Completed packet (with documentation) must be submitted **prior** to signing the lease
Guiding Principles

- Veteran safety is priority
- The Veteran should be at the center of the decision making
- Co-enrollments should involve complementary services rather than duplication of services
- SSVF should play a limited role in emergency housing placements
– Utilization and Performance – What’s Next?
  • We hear you!
  • Tell us more!

– New: Technical Assistance Coming Soon
  • Welcome, Technical Assistance Collaborative, Inc.!

– Survey: Where are you with your CM grant? What do you need?
  • Via SurveyMonkey – will be emailed soon (keep your eyes out!)
  • Please respond and share
    – Open to anyone in your organization

Ongoing CM/Aftercare Office Hours

- Intention: Less formal, practice sharing, open Q&A
- Please email GPDGrants@va.gov for invite

- All Grantees: Quarterly “Office Hours” Available
  • 2pm Eastern; WebEx
  • First Thursdays, Every Three Months (next, May 5th)

- HUD-VASH GPD Collaborative Case Management (CCM) Participants
  • Monthly Office Hours
  • Last Wednesday each month
    • February 2022 is CANCELED
    • WebEx (NOT Teams, please update!)
• **Coming in May 2022:** Distribution of PDO option year grant agreements
  - Authorizes the continuation of GPD transitional housing services October 1, 2022 – September 30, 2023
  - Includes a review of grantee performance and utilization
    - *Is it time to “right size?”*
    - *Note: Cannot add new models or increase beds*
  - **Reminder (from the Transitional Housing Grant Recipient Guide):**
    - The award period is stated in the grant agreement
    - PDO awards are for one year, but have subsequent “option years” that may allow for the grant to be authorized for up to two additional years
    - SN grants are three-year grants with no option years
    - TIP grants are three-year awards with no option years
    - As of FY 2022 (October 1, 2021)
      - *PDO awards are in the first option year,*
      - *SN grants are in the first-of-three year, and*
      - *TIP grants are in the second-of-three year.*
• **Fall/Winter 2022:** Per Diem Only, Transition In Place, and Case Management grants will all be up for reapplication
  - NOFOs will announce a nationally competitive grant; not a renewal
    - Applicants not currently GPD providers will be able to apply
  - Demonstration of past performance:
    - Assisting Veterans with obtaining employment, permanent housing, and reducing negative exits
  - Demonstration of need for the number of beds and housing models requested
  - Transitional housing applicants can expect continued emphasis on providing safer spaces to serve Veterans
  - Current GPD grantees must reapply fully and recompete
    - *Think about community need*
    - *Think about VA partnerships*
    - *Think about performance*
    - *Think about any Capital Grant commitments*
  - These awards will be for services beginning October 1, 2023
Capital grants - performance period began October 1, 2021
- Per NOFO, grantees expected to complete these projects within 18-24 months; **no later than September 30, 2023**

**STEP 1:** Construction and Facilities Management (CFM) approval
- National Historic Preservation (NHPA)
- National Environmental Policy Act (NEPA)
- Design & Engineering:
  - Life Safety Code (NFPA 101),
  - Accessibility Compliance (ADA, ABAAS)
- CFM team shared email: VACOCFMGPDCapitalGra@va.gov

**Resources:**
- GPD Provider Website
- Capital Grant Recipient Guide

**STEP 2:** Verify matching funds
- Difference between total costs and VA award
- Reimbursements based on VA’s participation percentage
- GPDFiscal@va.gov

**STEP 3:** Verify site control
- Deed; capital lease that covers the minimum performance period
- Capital activity includes property acquisition
  - An appraisal or comparable evidence demonstrating the current fair market value
  - Purchase agreement and HUD Settlement Statement
- GPDFiscal@va.gov

**STEP 4:** Draw funds
- Submit requests through HHS
- **Submit invoices through GPD’s eGMS**

**Capital Grant Resources**
- NEW 35% Design Development: New Const, Addition or Remodel
- NEW 35% Design Development: Acquisition with Minor Improvements
  - October 6, 2021 CFM Webinar (Part 1)
  - October 13, 2021 CFM Webinar (Part 2)
Thank You

Next Call: Tuesday, March 8, 2022 at 2pm EST