GRANT & PER DIEM NATIONAL PROGRAM
OPERATIONAL GRANTEE CALL

November 14, 2023

RECORDING LINK: https://veteransaffairs.webex.com/veteransaffairs/lr.php?RCID=69b42e7423e82c8a3a0866cb00fe4143
RECORDING PASSWORD: Homeless1!
• 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

• Presentations
  • Health Updates: COVID-19, Influenza, & RSV, Jillian Weber, PhD, RN, CNL Homeless PACT National Program Manager

  • Collaborative outreach activities during flu season
    • Jennifer Knapp, LCSW, VA Palo Alto Health Care System
    • Tanya Tabon, LCSW, VA Northern CA Health Care System

  • SSI/DI Outreach, Access, and Recovery (SOAR)
    • Kristin Lupfer, MSW, Project Director of the SAMHSA SOAR TA Center
    • Jen Elder, MSc, Senior Advisor to the SAMHSA SOAR TA Center

  • Financial Management Updates, Nancy Hegel, GPD Supervisory Financial Analyst
    • Grant Payments
    • Maximum per diem rate increase
Health Updates
COVID-19, Influenza, & RSV

November 2023

Jillian Weber, PhD, RN, CNL
Homeless PACT National Program Manager | Clinical Operations
VHA Homeless Programs Office
“Triple Threat” of viral respiratory illnesses this season:

- **COVID-19**
  - Can be very contagious and spread quickly; most people have mild symptoms
  - [Vaccination available](#) to protect against serious illness from COVID-19

- **Influenza**
  - Contagious and generally infects nose, throat, and sometimes lungs
  - [Vaccination available](#) to reduce risk from flu and its potentially serious complications

- **Respiratory Syncytial Virus (RSV)**
  - Usually causes mild, cold-like symptoms but can be serious especially for babies and older adults
  - [Vaccination available](#)
    - Adults 60 and over and babies
PROTECT YOURSELF!

• **Prevention tools:**
  – Vaccinations
  – Handwashing and cleaning
  – Air quality improvements
  – Masks
  – Physical spacing (stay away from sick people)
  – Testing
  – Treatments

• **Special considerations:**
  – Children under 5
  – Older adults
  – Immunocompromised
  – People with disabilities
  – People with underlying health conditions
HOW TO GET VACCINATED

• **COVID-19 & Influenza**
  – Vaccinations are free and available at VA or in the community (e.g., Walgreens, CVS, etc.)
    o [www.vaccines.gov](http://www.vaccines.gov)
  – Recommended for everyone from aged 6 months

• **RSV**
  – Vaccinations available for adults 60 and over and babies
    o Especially adults with: chronic heart or lung disease, weakened immune systems, living in nursing homes or long-term care
  – Ask Primary Care Provider
  – Visit [Where to Find Vaccines](http://www.vaccines.gov)
ADDITIONAL RESOURCES

• **COVID-19**
  – VHA COVID-19 Vaccine SharePoint
  – VHA COVID-19 Vaccine Dashboards
  – CDC: Resources to support people experiencing homelessness

• **Influenza**
  – VHA Seasonal Influenza SharePoint
  – VHA Influenza Data Dashboard
  – CDC: Influenza

• **RSV**
  – CDC: Respiratory Syncytial Virus (RSV)
COLLABORATIVE OUTREACH ACTIVITIES DURING FLU SEASON AND VACCINATIONS:

Palo Alto VA Heath Care System
2023 PIT Count - 479 Veterans
More than one million residents
Northern California’s largest city
10th largest city in the Nation
Santa Clara County has 1.9 Million residents
One of the most expensive housing markets in the nation
# DEMOGRAPHICS - AGE

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IMPORTANT POINTS!

• Prior relationships with Veterans AND providers
• Ample lead-up time
• Review barriers
  – (forgetting appointment times, transportation, etc.)
• Map out settings where Veterans already are/attend
  – “We go to them, not have them come to us”
LOGISTICS AND SET UP

- Medical Outreach contacted the Agency’s point of contact to arrange a time
  - Sent reminder email
- Veterans were informed about the vaccine event at group meetings and during 1:1 case management meetings
- Grantee had a sign-up sheet
- Flyers are posted both on-site and in the community
- Veterans are informed prior during drop-in clinic hours prior to the event
SET UP

• A medical outreach team of MDs administered the vaccines
• In a large meeting room often used for AA and Clinical groups on the GPD site
• Other non-GPD community providers and HUD-VASH case managers are also informed of the flu event
Many thanks to our grantee and Drs. Lighthall and Ramchandani for all the work they did around this vaccine event!!!
FLU EVENT

• The Medical Outreach team gave 20-30 flu vaccines at one of our largest GPD sites in San Jose, CA
• The Medical Outreach dedicated the first two hours of their usual drop-in hours to administering flu shots
• Plan to continue the same practice in FY 24
• Of note, this team offers flu shots at outreach sites as well
• GPD team will continue to collaborate with Medical Outreach team on key spots to maximize the number of Veterans to receive the flu shot
• Veterans who received the shots included those in HCHV CERS programs and HUD-VASH
COLLABORATIVE OUTREACH ACTIVITIES DURING FLU SEASON AND VACCINATIONS:

Northern CA VA Heath Care System
NORTHERN CALIFORNIA HCS-VACCINE OUTREACH

• Geographic Catchment Area

• Northern California HCS Homeless Programs Stat’s
  • GPD beds- 217, SITH, Clinical Treatment, Bridge, Low Demand, Special Needs CM Grant
  • HCHV beds- 120
  • HUD-VASH vouchers- 2,538
  • 140 FTE
• Mobile Vaccine event 9/27-9/29

• 21 Vets vaccinated; 3 sites had to cancel event COVD outbreak

• Behind-the-scenes preparation needed
  – Space available for mobile vaccine event- common area, outside, access to sinks, bathrooms
  – Wi-Fi available
  – Tables and chairs- provided by agency or did VA need to bring
  – SW speaking to the Veterans about vaccine events and willingness to get vaccinated
  – Last Name and Last 4 of Veterans wanting vaccines and identification of wanted vaccines
  – Chart Review by RN’s of all Veterans requesting vaccines in multiple databases: CPRS, JLV, California immunization registry (double checking to see if they’ve had vaccines before or needing the vaccine)
  – RN’s calling Vets to obtain consent for vaccinations and to explore other shots that may due
  – Ordering of the vaccines
- Featured vaccines- COVID, Flu, then added Pneumovax, Tetanus (COVID not given due to supply chain issues)

- Coordination efforts between GPD Social Worker, RN’s, GPD site, Pharmacy, Voluntary Services, Transportation
  - Multiple meetings with Social Work & Nursing to review logistics, information needed
  - Voluntary Services- goodies to be given out at vaccine events: water, trail mix, treats
  - Transportation- large enough cargo van to carry tables, chairs, vaccines and other equipment
  - Pharmacy- Storage and transportation of vaccines
    - needed a cold cube for storage of vaccines,
    - needed to be approved by pharmacy
Lessons learned:

- Scheduling mobile outreach events once COVID vaccines became available
- More lead time-Lists of Veterans- what vaccines they’re asking for
- Common area for the mobile vaccine event
- Social Worker/Agency staff available to retrieve Veterans from homes, or call them to remind them
- Confirm and verifying Veterans willingness/wanting to get vaccines
  - Because RN’s had to complete chart reviews additional work was added when RN’s called
NORTHERN CALIFORNIA HCS-VACCINE OUTREACH

VA NORTHERN CALIFORNIA HEALTH CARE SYSTEM
VACCINE OUTREACH EVENT
FLU & COVID-19 VACCINATION CLINIC

September 25, 2023
9:00 A.M. - 10:00 A.M.
Varley Place-1001 Broadway, Jackson 95642

10:30 A.M. - 11:30 A.M.
451 Sutter Hill Dr. Sutter Creek, CA

12:30 P.M. - 1:30 P.M.
River City Recovery-12490 Alta MESA Rd, Herald CA.

2:30 P.M. 3:30 P.M.
Compassion Residio- 3900 Scottsdale Rd. Lodi CA.

AVAILABILITY:
- Flu Vaccine
- Pfizer Covid-19 Vaccine
- Limited supply on other Vaccine
SSI/DI OUTREACH, ACCESS, AND RECOVERY (SOAR)
Increasing Access to Social Security Disability Benefits: SOAR for Veterans

Substance Abuse and Mental Health Services Administration (SAMHSA) SOAR Technical Assistance Center

Grant and Per Diem (GPD) Grantees
VHA Homeless Programs Office
November 14, 2023
Kristin Lupfer, Project Director
SAMHSA SOAR TA Center

Jen Elder, Senior Advisor
SAMHSA SOAR TA Center
SSI/SSDI Outreach, Access, and Recovery (SOAR) Overview

Kristin Lupfer, Project Director, SAMHSA SOAR TA Center
The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).
Purpose and Objectives

- Identify the benefits of using the SOAR model to serve Veterans
- Provide an overview of SSI/SSDI and documenting disability
- Discuss income maximization and combining SSI/SSDI with other income sources
- Explore Veterans Affairs (VA) and SOAR Resources
- Access SOAR training and connect with local SOAR contacts
What is SOAR?

- A model for assisting eligible adults and children to apply for Social Security Administration (SSA) disability benefits
- For individuals who are experiencing or at risk of homelessness and have a serious mental illness, co-occurring substance use disorder, or other physical disabilities
- Sponsored by SAMHSA in collaboration with the Social Security Administration (SSA) since 2005
- All 50 states and Washington, DC currently participate
**2023 Outcomes**

- Initial Applications
  - Approval Rate: 66%
  - Number of Approvals: 2,604
- Appeals
  - Approval Rate: 42%
  - Number of Approvals: 324
- Number of Decisions
  - 3,918
- Average Days to Decision
  - 763

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**Cumulative Outcomes**

- Cumulative Initial Approval Rate: 65%
- Number of Approvals: 56,481
- Cumulative Appeal Approval Rate: 50%
- Number of Approvals: 8,891
- People Receiving Benefits Because of SOAR: 65,372
- Total Served: 105,013

*National SOAR outcomes as of June 30, 2023

SOAR Super Stars!

Top States

TOP 10 STATES*
- Tennessee
- Pennsylvania
- Maryland
- Arkansas
- North Carolina
- Wyoming
- Oklahoma
- Virginia
- Nevada
- New Mexico

*Inclusion: Highest cumulative approval rates on initial application for states with at least 250 cumulative decisions, at least 24 decisions in 2023 (2 per month), and a 2023 approval rate above the national average. **Combined, these states had 22,245 decisions**

SOAR Critical Components

1. Serving as the Applicant’s Representative
2. Collecting and Submitting Medical Records
3. Writing and Submitting a Medical Summary Report (MSR)
4. Obtaining a Co-signature on the MSR by an Acceptable Medical Source
5. Completing a Quality Review of Applications Prior to Submission
Outcomes: SOAR for Veterans

- Almost 700 people who work for the VA or a Veteran-serving organization have completed the SOAR Online Course.
- Cumulatively, SOAR providers have assisted 2,978 Veterans with initial SSI/SSI applications and an additional 648 with their appeals.
- In FY2023, SOAR providers assisted 241 Veterans with their initial SSI/SSDI applications.
- The cumulative approval rate on initial Veterans’ applications is 63% in 124 days.
Importance of SSI/SSDI for Veterans

- SSA disability benefits can provide access to:
  - **Income**: Veterans can receive Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) in conjunction with, or as an alternative to, VA disability benefits
  - **Health insurance**: Veterans can use the Medicaid and Medicare health benefits that come with SSI/SSDI to supplement VA health services

- For Veterans with disabilities, SSI/SSDI can increase income and housing stability, and reduce their future risk of homelessness

- Opportunity for staff serving Veterans to help with both SSA and VA disability benefits
More Than Income

- Access to health care and housing
- Increased education and employment opportunities
- Decrease in incarcerations, institutionalization, and hospitalizations

SSI/SSDI: One Brick in Foundation
Supplemental Security Income (SSI)

- Eligibility based on need: low income and resources; living arrangement
- Monthly amount based on Federal Benefit Rate: $914/month (2023)
- Date of eligibility based on Protective Filing Date/Application Date
- Health insurance: Medicaid

Social Security Disability Insurance (SSDI)

- Eligibility based on insured status (FICA payments)
- Monthly amount based on earnings history
- Date of eligibility based on “date of onset” of disability, 5 month waiting period
- Health insurance: Medicare

*https://www.ssa.gov/ssi/text-general-ussi.htm*
SSA’s Definition of Disability for Adults

• The inability to engage in any *substantial gainful activity (SGA)* $1,470/month (2023)

• By reason of any *medically determinable* physical or mental *impairment(s)*

• Which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than 12 months.
How GPD Providers Can Help

• Connect the Veteran to health care
  – Arrange for mental health and medical evaluations
  – Gather medical records in support of SSI/SSDI application

• Documenting disability
  – Your documentation of the Veteran’s symptoms and limitations in daily activities, social interactions, and concentration supports the SSI/SSDI application
Income Maximization and Connecting with Resources

Jen Elder, Senior Advisor, SAMHSA SOAR TA Center
Income Maximization

- SSI/SSDI can work **in combination** with other income sources to support the Veteran/Veteran family in securing income and housing stability
- Veterans may be eligible to receive both SSA and VA disability benefits
- Employment is possible and encouraged while applying for and receiving disability benefits
VA Income and Benefits Calculator

• Designed to encourage individuals to utilize SSA work incentives to maximize their income.
• Includes separate calculators for SSI and SSDI beneficiaries
• Provides a visual and calculated representation of how increasing income from employment or other benefits will affect overall income.

VA SOAR Integration Toolkit

• Helpful guide to review:
  – SSI/SSDI eligibility criteria
  – SSA work incentives
  – Combining income streams
  – Collaborating with other community programs
  – Connecting with SOAR State and Local Leads

https://soarworks.samhsa.gov/article/ssvf-soar-integration-toolkit
How GPD Providers Can Help

• Explore all potential income sources with the Veteran, along with eligibility criteria
  – Connect the Veteran with disability application assistance and employment supports

• Use the VA Income and Benefits Calculator to start discussions about income maximization
  – Connect the Veteran with a benefits planner
    • SSA: Ticket to Work – https://.choosework.ssa.gov
    • VA: VSOs and Regional Benefits Office
Benefits of the SOAR Online Courses

• Standardized training provided across all geographic areas
• SOAR Leaders can coordinate follow-up training and support
• Courses are FREE, web-based, and self-guided
• 20 CEUs from National Association of Social Workers (NASW)
Getting Involved: Time Commitment

- Training: 20 hours
- 20-40 hours per complete application
- SOAR Critical Components
- Outcome Tracking
- Benefit to Your Agency and the Individuals You Serve
Oh, the Support You Will Receive!

SOAR TA Center Activities and Support

- SOAR Online Course
- SOAR Leadership Academy
- SOAR Online Application Tracking (OAT) Program
- SOARWorks Library
- Individual Technical Assistance
- SOARing Over Lunch
- SOAR eNews
- Bi-Monthly Webinars
Connect with SOAR in Your State

https://soarworks.samhsa.gov/state-directory
What’s Next?

• Review the SOARWorks website:
  – Starting Your SOAR Initiative: 
    https://soarworks.samhsa.gov/about-the-model/your-soar-program
  – SOAR Online Course Catalog: 
    https://soarworks.samhsa.gov/online-courses
  – SOAR and Veterans: 
    https://soarworks.samhsa.gov/topics/veterans
  – Reach out to your SAMHSA SOAR TA Center Liaison 
    (https://soarworks.samhsa.gov/contact) if you are interested in learning more about SOAR!
SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

https://soarworks.samhsa.gov
soar@prainc.com
www.samhsa.gov

1-877-SAMHSA-7 (1-877-726-4727) ● 1-800-487-4889 (TDD)
FINANCIAL MANAGEMENT UPDATES
• **Case Management grants**
  – Grantees submit payment requests for **costs incurred** through the Health and Human Services (HHS) Payment Management System
  – Payment requests are reviewed and approved by the GPD national office
  – VA obligated the entire 24-month award
  – **No advances**
    – Typically, grantees submit payment requests monthly or twice per month
    – Cumulative payment requested amount should not exceed the portion of the grant period elapsed to ensure funding is not fully drawn down before the grant period ends.

• Organizations that had case management grants in FY 2023, must be careful to select the correct HHS account when requesting your final (September) payment.
Per Diem Only (PDO) and Transition In Place (TIP) grants

- FY 2024 authorized per diem rate is stated in the award letter/email (sent October 3rd)
- TIP and PDO grantees **may not bill for more than their authorized number of beds** (see grant agreement, page 1)
  - Ex: 20 authorized beds is a maximum of 620 bed days in October and 600 bed days in November
- **No advances**; grantees are paid based on the number of bed days of care provided each month
- Grantees must maintain a **detailed daily census** of all participants;
  - Census is supporting documentation for your monthly invoice and must be provided to the GPD liaison along with the **per diem payment voucher**
- Monthly payments submitted through Tungsten and routed to the local VA medical center for review and approval
• **Per diem rate monitoring and modifications**
  – Per diem is up to 100% of the estimated cost of care, minus other sources of income (**38 CFR 61.33(c)**).
  – **Grantees must monitor their per diem rate for accuracy** (monthly)
  – Grantees are required to submit a rate modification request if their per diem rate does not accurately reflect their allowable and allocable costs incurred
  – Rate modifications may be submitted through eGMS **at any point during the grant lifecycle** and are effective the 1st of the month following a properly submitted request (**How-to Submit a Rate Modification**)

• **Grantees may not accrue substantial unobligated funds** through the over-estimation of their per diem rate
  – This is non-compliant with the terms and conditions of the GPD grant
  – Excessive accrual of unobligated funds demonstrates a lack of internal controls (**2 C.F.R §200.303**)
  – Federal payments require that “payment methods must minimize the time elapsing between the transfer of funds from the United States Treasury or the pass-through entity and the disbursement by the non-Federal entity” (**2 C.F.R §200.305**)

**GRANT PAYMENTS**
• The State Home domiciliary rate increased to $59.69
  – 115% State Home rate $68.64 (Per Diem Only)
  – 115% State Home rate $8.58/hour (Service Centers)
  – 150% State Home rate $89.54 (Transition In Place)
  – 200% State Home rate $119.38 (Special Need)

• Requests to modify a per diem rate are submitted through GPD’s electronic grants management system (eGMS)

• Questions should be directed to GPDFiscal@va.gov
Upcoming Fiscal Reviews:

- Lutheran Social Services Of Central Ohio Inc – Nov 13 - 17, 2023
- The Salvation Army, Louisville – Nov 13 - 17, 2023
- Delaware Center for Homeless Veterans, Inc. – Nov 27 - Dec 1, 2023
- Home of the Brave – Nov 27 - Dec 1, 2023
- Esperanza En Escalante – Dec 4 - 8, 2023
- Criminal Justice Ministry – Dec 4 - 8, 2023
- Altamont Program, Inc. – Dec 11 - 15, 2023
- Aspire Health Partners – Dec 11 - 15, 2023
- Buffalo Valley, Inc. – Dec 11 - 15, 2023
- Camillus House – Dec 11 - 15, 2023
- People Assisting the Homeless – Jan 8 - 12, 2024
- Boley Centers, Inc. – Jan 8 - 12, 2024
- Society of St. Vincent de Paul South Pinellas, Inc. – Jan 8 - 12, 2024
- Catholic Services Acadiana, Inc. – Jan 8 - 12, 2024
- United States Veterans Initiative, Phoenix, AZ – Jan 22 - 26, 2024
- Central Iowa Shelter & Services – Jan 22 - 26, 2024
- VHVH, Inc. – Jan 22 - 26, 2024

• **GPD Grantee Annual Training FY24 - How to Prevent Questioned Costs and Unobligated Funds**

The Office of Business Oversight (OBO) will provide training on behalf of the Grant Per Diem (GPD) Program Office. OBO will provide grantees with the knowledge, skills and abilities to prevent questioned costs and unobligated funds.

Wednesday, December 13, 2023, 2hrs (9:00 am Pacific, 10:00 am Mountain, 11:00 am Central, 12:00 pm Eastern)

https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me78ea46194d4305a6d2a8d45a7b095e8

Meeting number (access code): 2764 693 8895
Meeting password: Homeless1!
REMINDER
All GPD Case Management (CM) grantees must participate in their local Homeless Management Information System (HMIS) to document GPD CM services.

HMIS:
- The first HMIS Repository opened November 1, 2023, for GPD CM uploads and closed Tuesday, November 7, 2023
- Accessing Technical Assistance: GPD_HMIS@abtassoc.com
- NEXT UPLOAD: December 4, 2023
THANK YOU!

Next Call: Tuesday, December 12 @ 2pm ET