

GRANT & PER DIEM NATIONAL PROGRAM OPERATIONAL GRANTEE CALL

September 12, 2023

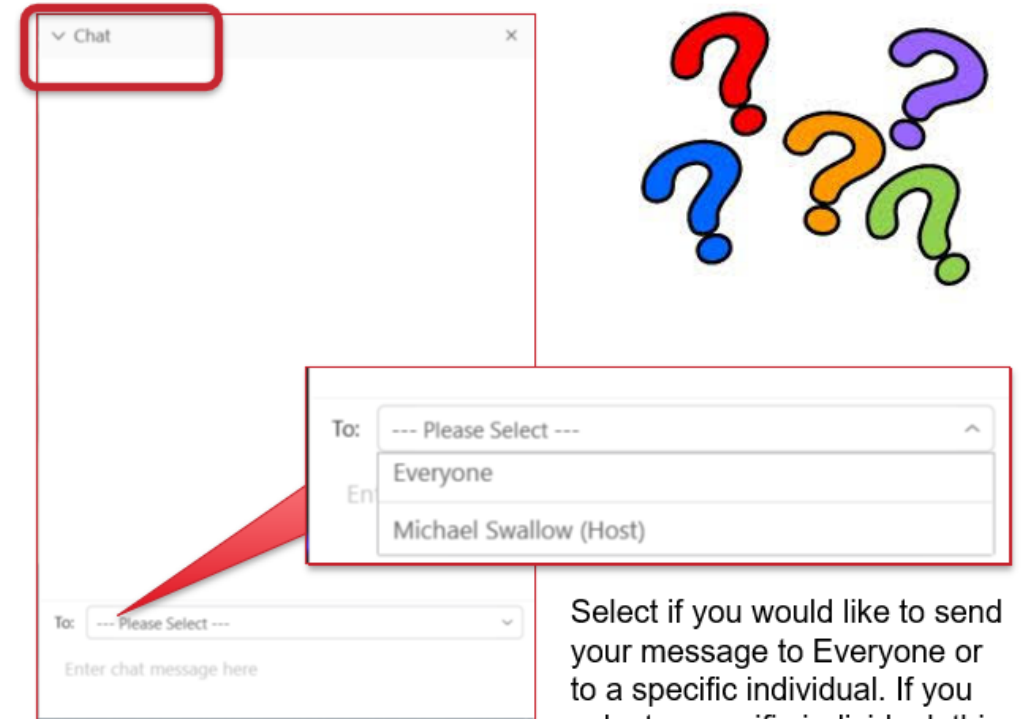
RECORDING LINK: <https://veteransaffairs.webex.com/recording/service/sites/veteransaffairs/recording/playback/289eef3233c4103cbdef0050568183df>

RECORDING PASSWORD: Homeless1!

HOUSEKEEPING

- 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

- **Announcements & Reminders**

- FY 2024 grant awards
- Reminders to prepare for fiscal year (FY) 2024 transitions
- Capital grant completion targets
- Required HMIS Training for Case Management Grantees
- GPD Performance Metrics

- **Employment Strategies**

- Carma Heitzmann, Ph.D. National Director, Homeless Veterans Community Employment Services
- Rashida Williams, National Director of Workforce Programs for U.S.VETS
- Andrea Love-Paige, Employment Specialist for U.S.VETS – Las Vegas
- Melissa Meierdierks, GPD Clinical Program Specialist

- **Returns to Homelessness** – Janine Griggs, GPD Clinical Program Specialist

- **Financial Management Updates** – Nancy Hegel, GPD Supervisory Financial Analyst

ANNOUNCEMENTS



Choose **VA**

VA



U.S. Department
of Veterans Affairs

GRANT AWARDS

[August 28, 2023](#) VA announced new FY 2024 GPD grant awards

- Awardee lists posted on the [GPD website](#)
- PDO and TIP grantees will not receive executed grant agreements until after October 1, 2023
- Case Management grantees will receive their grant agreements within a couple weeks
- Make sure your points of contact in [eGMS](#) are current to ensure your agency receives timely notifications

NEW! GPD Grant Awards

[August 28, 2023](#), the Department of Veterans Affairs announced approximately \$257 million in new GPD grants to help homeless and at-risk Veterans with transitional housing and case management. These grants are a critical part of VA's efforts to provide housing for Veterans in collaboration with the community.

- [Per Diem Only \(PDO\) Award List](#) 📄 (August 2023)
- [Transition In Place \(TIP\) Award List](#) 📄 (August 2023)
- [Case Management Award List](#) 📄 (August 2023)

PREPARING FOR FY 2024, THINGS TO CONSIDER NOW

- **All PDO, TIP, and CM grants are *new* grants for FY 2024**
 - In other words, these grants aren't "renewals," even if operations are continuing unchanged
 - There will be close-out activities required (e.g., SF-425 submission)
- **However, if you're are reducing beds, or changing bed models, or ending your transitional housing grant, there are critical steps to take now:**
 - **Ensure** any and all Veteran transition plans are shored up and won't leave affected Veterans vulnerable on September 30th
 - **Coordinate** with your VA GPD liaisons and make sure they know about all transition plans
 - **Keep an eye** on your average length of stay—**September 30th is 18 days away**
 - **Remember**, October 1st is a Sunday, and keep thinking about weekend discharges

PREPARING FOR FY 2024, THINGS TO CONSIDER NOW

- **If you're continuing per diem only grant operations, coordinate with your liaison to tee up your annual inspection**
 - Your **VA liaison is informed about the GPD inspection cycle** and is your **subject matter expert**
 - General points
 - Inspections for all grantees (new and returning) may start now —**reach out to your VA liaison**
 - **Currently operational grantees** who've had a full inspection within the last year and have not changed site addresses do not need a full inspection before they can enroll Veterans in FY 2024; however, a full inspection will be **due by December 31st**
 - If you're a currently operational grantee with a new bed model, your liaison must inspect that bed model for staffing and services before Veterans may be placed in it
 - Any and all new site addresses must be fully inspected before Veteran placements
 - **Brand-new grantees** for FY 2024 may not enroll Veterans until after October 1st and after the VAMC director signs a completed inspection packet

REQUIRED HMIS TRAINING FOR CASE MANAGEMENT GRANTEES

Save these dates

All GPD **Case Management (CM) grantees** must participate in their local Homeless Management Information System (HMIS) to document GPD CM services.

HMIS Webinar Agenda

- GPD & HMIS Overview
- Uploading Data
- Understanding Data Quality
- Accessing Technical Assistance

- **September 20, Wednesday:** 2:30-4:00 ET/ 1:30-3:00 CT/ 11:30-1:00 PT
Register in advance for this webinar:
https://us06web.zoom.us/webinar/register/WN_2UTrlrKThi1rhrf1H0Vlg
- **September 26, Tuesday:** 3:00-4:30 ET/ 2:00-3:30 CT/ 12:00-1:30 PT
Register in advance for this webinar:
https://us06web.zoom.us/webinar/register/WN_XWJEV61TS7WqLCI6meJUdA
- **September 29, Friday:** 11:00-12:30 ET/ 10:00-11:30 CT/ 8:00-9:30 PT
Register in advance for this webinar:
https://us06web.zoom.us/webinar/register/WN_4E_eTz-NQEu9U8duQXVkwQ
- **October 11, Wednesday:** 2:00-3:30 ET/ 1:00-2:30 CT/ 11:00-12:30 PT
Register in advance for this webinar:
https://us06web.zoom.us/webinar/register/WN_8kv9VySUSGqaO9mtO-QVLQ

Same training offered on 4 dates; only one webinar is required. After registering, CM grantees will receive a confirmation email containing information about joining the webinar.

REMINDER: CAPITAL GRANT RECIPIENTS

- We are approaching the expected completion date for capital projects
 - CARES awards began 10/1/2021 with expected completion by **9/30/2023**
 - ARP awards began 5/1/2022 with expected completion by **9/30/2023**
- There is flexibility if your timeline falls within the performance period of your grant agreement which runs through **9/30/2024**
- If you haven't started working with the CFM team or have only met part of the requirements, reach out to vacocfmgpdcapitalgra@va.gov
- This technical compliance process has three components that must be met prior to drawing funds
 - Please review our [capital grant recipient guide](#)
- If you have full CFM approval and haven't started drawing funds, please provide an updated timeline to GPDFiscal@va.gov
- Thank you to our capital grantees working through this process

GPD PERFORMANCE METRICS

National: National - Report Period: 2023

	Target		Oct	Nov	Dec	Qtr1	Jan	Feb	Mar	Qtr2	Apr	May	Jun	Qtr3	Jul	Qtr4	FYTD
GPD																	
GPD1: % Exits to Permanent Housing	*		71.16%	69.82%	71.11%	70.70%	66.45%	71.94%	70.90%	69.83%	71.44%	69.87%	70.15%	70.46%	67.16%	67.16%	70.02%
GPD2: % Negative Exits	20.00%	↓	19.61%	19.33%	18.08%	19.00%	21.20%	17.03%	16.75%	18.24%	17.53%	18.58%	16.96%	17.68%	18.74%	18.74%	18.33%
GPD3: % Employed at Exit	55.00%		67.15%	63.58%	60.28%	63.62%	56.66%	61.16%	62.92%	60.33%	63.35%	64.58%	61.54%	63.12%	60.06%	60.06%	62.11%

- Review individual project performance with your GPD liaison not less than quarterly (ideally monthly)
- Discuss opportunities to improve performance, strengthen coordination, and increase outreach
- Leverage collaborations with other programs (e.g., SSVF, HUD-VASH) to improve outcomes

VHA HOMELESS PROGRAMS HOMELESS VETERANS COMMUNITY EMPLOYMENT SERVICES (HVCES)

Carma Heitzmann, Ph.D., National Director, HVCES
VHA Homeless Programs

September 2023

HVCES MISSION

To provide employment services and resources to Veterans participating in VHA homeless programs in order to increase access to permanent housing, improve housing stability and promote community integration. This is accomplished both through the provision of direct services and by providing a bridge to employment opportunities and resources in the local community.

WHAT HVCES IS NOT

- HVCES is not a discrete program.
- There are no eligibility requirements for Veterans to receive assistance from HVCES other than participation in a VHA homeless program.
- HVCES is not exactly the same across sites.
 - Staff ensure a range of employment services are accessible to Veterans who have experienced homelessness based on site-specific needs and resources.

HVCES STAFFING

- HVCES is staffed by Vocational Development Specialists who function as:
 - Community Employment Coordinators (CEC) funded at almost all VA medical centers (VAMCs).
 - Health Care for Homeless Veterans (HCHV) and Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Employment Specialists that are funded at a limited number of VAMCs based on local needs.
 - 24 funded HCHV Employment Specialists
 - 65 funded HUD-VASH Employment Specialists

HVCES STAFF ROLES

CECs:

- Coordinate with VA and non-VA partners to develop strategies to augment existing employment services and reduce barriers, as needed.
- Help build a direct communication bridge between staff and community programs and employers.
- Provide consultation and training regarding the importance of work and employment options for Veterans receiving homeless program services.

HCHV and HUD-VASH Employment Specialists:

- HCHV Employment Specialists are imbedded in HCHV teams and may be located in a variety of settings which provide services to homeless Veterans including Community Resource and Referral Center (CRRC) or Community Based Outpatient Clinic (CBOC).
- HUD-VASH Employment Specialists are imbedded within HUD-VASH teams and provide direct services to Veterans participating in HUD-VASH.

CONTACT INFORMATION

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Samantha Loving-Cruz, MS, CRC, VHA-CM
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VHA Homeless Programs Office
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<https://www.va.gov/HOMELESS/cec-contacts.asp>

PERFORMANCE

GPD Metric 3: Employment at Exit

- **Definition:** Percentage of Veterans exiting GPD with competitive employment.
- **Inclusions:** Number of exits in which the Veteran indicated a positive employment status.
- **Exclusions:** Veterans will be excluded from the measure if
 - Any of the above exclusions listed in GPD Metric 1, and
 - Veterans who are disabled/retired, students, or indicate exit to an unpaid volunteer position are excluded from the denominator.
- GPD liaisons will receive VA performance metric information monthly and will share this outcome information with GPD grantees. The recipient and the GPD liaison will assess the performance of the project based on these metric results at least quarterly.

CHANGING THE LANGUAGE OF GOING BACK TO WORK

Andrea Love – Paige
Employment Specialist U.S. VETS
&
Rashida Williams
National Director of Workforce Programs U.S. VETS



CHANGING THE LANGUAGE OF GOING BACK TO WORK

About U.S.VETS

U.S.VETS is the largest nonprofit organization with boots on the ground to combat America's homeless veteran crisis head-on. Our comprehensive approach provides housing, counseling, career, and supportive services to help our veterans rebuild and thrive.

With 32 sites across 11 regional locations in California, Nevada, Arizona, Hawaii, Texas, and Washington D.C., we are uniquely positioned to offer temporary and permanent housing solutions and comprehensive services to veterans and their families nationwide.

Is a GPD provider as well as a recipient of DOL – VETS HVRP (Homeless Veteran Reintegration Program) funding.



CHANGING THE LANGUAGE OF GOING BACK TO WORK

Identifying and Eliminating Barriers/Challenges to Going to Work:

- Early engagement with veterans that need employment to self-sustain
- Why addressing uncommon barriers to employment matters

Rapid Engagement Process:



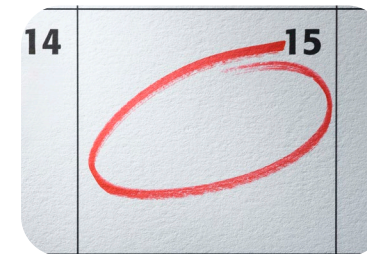
Glasses or Dental Work



Food Insecurity



Paratransit Transportation Services



VA Medical Appointments

CHANGING THE LANGUAGE OF GOING BACK TO WORK

Increasing Income Through Employment vs. Getting a Job

- Clients with zero income do not have the financial resources to cover their needs and their wants
- Clients with limited income may be able to improve their financial outlook by working part-time
- Clients with income who can cover all of their basic needs and activities and they choose to work, can decide to put money away in savings

Additional Support to Avoid Future Incidences of Homelessness

- Joint motivational interviewing trainings for staff, employment team members participate in weekly client housing meetings
- Onsite financial coaching that is provided by a provider outside of your organization
- Post employment support (employment team and aftercare housing services)

Thank You!

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RETURNS TO HOMELESSNESS

RETURNS TO HOMELESSNESS

- VA's 2023 calendar year goal around returns to homelessness is:
 - **At least 95% of Veterans housed during CY 2023 will remain permanently housed.**
 - **Of Veterans who do experience homelessness again, 90% will be re-engaged in a permanent housing pathway during 2023.**
- As of July 2023, for all VA homeless programs:
 - 97.1% of the Veterans housed so far have remained in housing.
 - 772 Veterans have returned to homelessness, representing 2.6% of the Veterans housed (Goal is $\leq 5\%$).
 - Of the Veterans who returned to homelessness, 654 Veterans have been rehoused or placed on a pathway to re-housing, representing 84.7% (Goal is $\geq 90\%$ or of Veterans who have returned to homelessness).
 - VA is closely monitoring progress towards this goal and is actively working to prevent returns to homelessness and reengage with the Veterans.

RETURNS TO HOMELESSNESS

- Permanent housing placements (PHP) from GPD and HCHV CRS represent approximately 25% of placements nationally.
 - Of these placements, approximately 17% are housing placements to family or friends.
 - A significant number of these placements to friends or family are returning to homelessness.
 - In general, the length of stay for PHPs to family or friends is approximately 4 months on average.
 - The length of stay for PHPs to family or friends who later return to homelessness is approximately 3 months on average.

POSSIBLE EXIT DESTINATIONS

Veterans exiting VA homeless programs can exit to one of 25 different exit destinations.

- The destinations in **bold** are considered permanent housing destinations.
- Veterans exiting to family or friends can do so as “permanent tenure” or “temporary tenure.”

- 1.Housing owned by Veteran, no ongoing housing subsidy
- 2.Housing owned by Veteran, with ongoing housing subsidy
- 3.Housing rented by Veteran, no ongoing housing subsidy
- 4.Housing rented by Veteran with HUD - **VASH** voucher
- 5.Housing rented by Veteran with non - HUD - **VASH** housing subsidy
- 6.**Permanent housing for formerly homeless persons (such as: CoC project or S+C)**
- 7.**Staying or living with family, permanent tenure**
- 8.Staying or living with family, temporary tenure
- 9.**Staying or living with friends, permanent tenure**
- 10.Staying or living with friends, temporary tenure
- 11.GPD transitional housing
- 12.Non - VA transitional housing for homeless persons
- 13.VA MH RRTP 14.CWT/TR
- 15.Non - VA residential treatment program
- 16.Non - VA substance abuse treatment facility or detox center
- 17.Hospital or other residential non - psychiatric medical facility
- 18.Long - term care facility or nursing home
- 19.Psychiatric hospital or other psychiatric facility
- 20.Prison or jail
- 21.VA contracted residential treatment programs (HCHV Contract Residential Services)
- 22.Safe Haven (SH)
- 23.Hotel or motel paid for without emergency shelter voucher
- 24.Emergency shelter (ES), including hotel or motel paid for with emergency shelter voucher
- 25.Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway, station/airport or anywhere outside)

DETERMINING TEMPORARY VS. PERMANENT

- Case managers can use information from a thorough exit interview to determine how to record the destination.
- What makes a living situation with family or friends permanent?
- If the Veteran is living with friends or family, permanent tenure, it is expected that the Veteran will reside permanently in the friend or family member's room, apartment or house. Examples include:
 - Veteran states they have a key to the unit and will remain on a lease or utility bill
 - Veteran recently reunited with family and will be living with them long-term.
 - Veteran plans to move in a shared unit with a sibling, partner, or friend.
 - Two Veterans connected in the program and obtained housing together, with clear plans to remain in the unit long-term.
- This does not include situations where the Veteran is staying with friends/family until they are able to secure other independent housing, even if there is not a clear end date identified.

LIKELY PERMANENT OR TEMPORARY

Likely

Permanent

The Veteran has a key to the unit and is on the lease or utility bill.

The Veteran plans to share the unit with friend, sibling, or partner as roommates.

The Veteran has reunited with a family member and has permission and intent to stay with them indefinitely.

Temporary

The Veteran's family or friend has given them a time limit.

The Veteran states it is a temporary destination.

The destination is not intended to be a permanent housing situation.

LEANS PERMANENT OR TEMPORARY

Leans

Permanent

The Veteran has not been given a specific time limit for when they need to leave.

The Veteran is contributing to the household (paying a portion of rent or utilities).

The Veteran will have their own room and bed.

Temporary

The destination was chosen by the Veteran as an alternative to being unsheltered.

The destination lacks stability, such as overcrowding (i.e., more than 1 person per room).

The Veteran may not have their own bed.

The Veteran will not be on the lease and is not contributing to the household (e.g., financially)

The Veteran has a history of moving in and out of family or friend housing.

GRANTEE ROLE

- Employ a collaborative approach to housing planning that begins upon program entry and continues regularly throughout the Veteran's stay in GPD.
 - Include your VA liaison in treatment planning, treatment plan review meetings, and housing plan progress discussions with the veteran.
 - Invite your VA liaison to team meetings and case conferencing discussions so that they are up-to-date on status and can offer assistance when needed.
 - Engage with providers assisting the veteran with housing (SSVF, HUD-VASH, etc.) on a regular basis to ensure housing plans are on track and that each person involved knows what steps to take and when to take them.

- Engage the veteran's friends/family if the housing discharge plan is for the veteran to live with them.
 - Explore with the friends/family if the plan is for the veteran to live with them permanently and if not, if there is a permanent option the veteran would be willing to explore.
 - Invite them to meet with you and the veteran and discuss steps needed, timeline, barriers, and solutions.
 - Provide some staggered passes to the veteran to practice living with them and understand what it will be like.
 - Discuss with the friends/family and veteran the parameters of the living arrangement-will the veteran be asked to pay rent, what is expected of the veteran as a member of the household?

GRANTEE ROLE

- Practice robust engagement so that you are aware of all steps of the plan as the veteran works towards permanent housing .
 - Engage with the veteran frequently and meaningfully to establish and maintain trust and rapport.
 - Particularly if the plan is discharge to friends/family, ensure that you confirm the plan on a regular basis and adjust accordingly.
- Create a resource pack that is provided to veterans as they prepare to discharge from GPD.
 - Include SSVF Rapid Resolution, Shallow Subsidy, and other program information. SSVF Rapid Resolution can help prevent returns to homelessness for Veterans discharging to friends and family.

GRANTEE ROLE

- Link the veteran to an aftercare program for short-term case management to support them in early days of their permanent housing.
 - Take a proactive approach and create a follow-up plan for exiting veterans
 - How often will you check in with the veteran?
 - What will be your method of check-in-phone call, text, email?
 - Ensure you have the veteran's contact information.
 - Encourage the veteran to reach out if they need assistance after discharge.
 - Involve your liaison when it is determined the exited veteran is in need of greater assistance that the VA may provide.
 - Connect the Veteran to the GPD Case Management grant upon discharge for ongoing support or,
 - Link the Veteran to SSVF for short-term case management support.

GRANTEE ROLE

- Engage veterans who have returned to homelessness with appropriate housing options.
 - Work closely with your VA liaison, coordinated entry system, and others to case conference and plan for veterans who have returned to homelessness.

LISTEN AND LEARN OPPORTUNITIES

- [Office Hours Call Recording - Improving Data Quality on Preventing Returns to Homelessness and Setting Veterans Back on Pathways to Rehousing](#) - August 3, 2023. [View the PowerPoint presentation from this call](#)
 - Progress Update • Understanding the Difference Between Permanent and Temporary Tenure • Drilling down on Goal 2 and Existing Evidence on Returns • Exits, Returns and Pathways to Rehousing: Data Quality Strategies • Housing Location and Stability Scenarios • Q&A
- [Strategies to Prevent Returns to Homelessness GPD HCHV July-2023.pdf \(va.gov\)](#)
 - Review of VA's Calendar Year (CY) Goal #2: Preventing Returns • Strategies to Prevent Returns to Homelessness • Supportive Services for Veteran Families (SSVF) General Overview • SSVF Shallow Subsidy and Grant and Per Diem (GPD)/Contract Residential Services (CRS) Programs • Coordination Considerations • Questions
- ▶ [S1EP15: Figuring Out Why Veterans Return to Homelessness \(spreaker.com\)](#)
 - Podcast: This month, we are joined by Dr. Jack Tsai, Research Director for VA's National Center on Homelessness Among Veterans; Dr. Thomas Byrne, an investigator with both the VA National Center on Homelessness among Veterans and the Center for Healthcare Outcomes and Implementation Research at the VA Bedford Healthcare System; and Ken Mueller, senior business operations specialist in the Homeless Programs Office to learn about returns to homelessness. Our guests talk about what returns to homelessness are, why it happens to formerly homeless Veterans, and what VA is doing about it.

FINANCIAL MANAGEMENT UPDATES

REMINDER: PER DIEM RATE REQUESTS

- When submitting rate requests (initial or modifications), ensure you have **not**
 - overstated your estimated cost of care (budget)
 - exceeded the maximum per diem rate (i.e., \$64.52 for PDO, \$84.15 for TIP, \$112.20 for SN, \$8.06 for SC)
 - If the cost of care is greater than the maximum per diem rate, you must include the other sources of funding/income that will be used to cover those costs (e.g., resident rent, non-VA grant funding, donations)
 - Exception: costs may be higher if the request includes HMIS costs (not to exceed \$10,000)
 - ***Review your per diem rate now***, before submitting August and September payment requests, and submit a PD Rate change request to lower PD rate if needed to avoid unobligated funds
- Initial per diem rate requests for fiscal year 2024 are being reviewed now
 - Any incorrectly completed requests or overstated costs will be returned for revisions
 - FY 2024 rate requests are not effective until October 1, 2023

FINANCIAL MANAGEMENT REMINDERS

- Indirect Costs ([2 C.F.R § 200.412-415](#)) are allowable if supported by:
 - [Certification of De Minimis Indirect Cost Rate](#) - 10% de minimis rate
 - Federally Negotiated Indirect Cost Rate Agreement (NICRA) ([2 C.F.R. §200.414](#))
 - Contact GPDFiscal@va.gov for assistance with NICRAs
- Request approval for all expenses over \$5,000, includes both equipment and capital expenditures and ([2 C.F.R. § 200.439](#)) and maintenance and repair costs ([2 C.F.R. § 200.452](#))
- Case Management
 - 3rd quarter financial reporting was due in July. We will be reviewing that information before processing September payment vouchers
 - 4th quarter financial reporting not required due to annual SF425 submission requirement
- Annual Federal Financial Report ([SF-425](#)) – FY 2023 reporting period ends 9/30/2023; reports due within 120 days after the end of the fiscal year

OFFICE OF BUSINESS OVERSIGHT

- **Upcoming Fiscal Reviews:**
 - HealthNet, Inc. – September 12-14, 2023
 - Shelter House Community Shelter and Transition Services – September 12-14, 2023
 - Mental Health Mental Retardation of Tarrant County – September 18-20, 2023
 - The Salvation Army, A Georgia Corporation – September 19-21, 2023
 - Presbyterian Night Shelter of Tarrant County – September 21-22, 2023
 - Christian Care – October 24-26, 2023
 - Goodwill of the Heartland – October 24-26, 2023
 - The Salvation Army, Las Vegas – October 24-26, 2023
- **Federal Contractors:**
 - Trilogy, BDO, RMA & Associates
- **FY23 Grantee Close-out Preparation:**
 - Monitor grant expenditures monthly to ensure that overspending or underspending can be addressed before the end of the grant period.
 - Keep receipts, documentation, and monthly financial statements well organized and accessible.
 - Update all contracts, policies, and procedures.
- **OBO Updates:**
 - Training first quarter of FY24

THANK YOU!

*Thank
You*

Next Call: Tuesday, October 10 @ 2pm ET