

GRANT & PER DIEM NATIONAL PROGRAM OPERATIONAL GRANTEE CALL

March 12, 2024

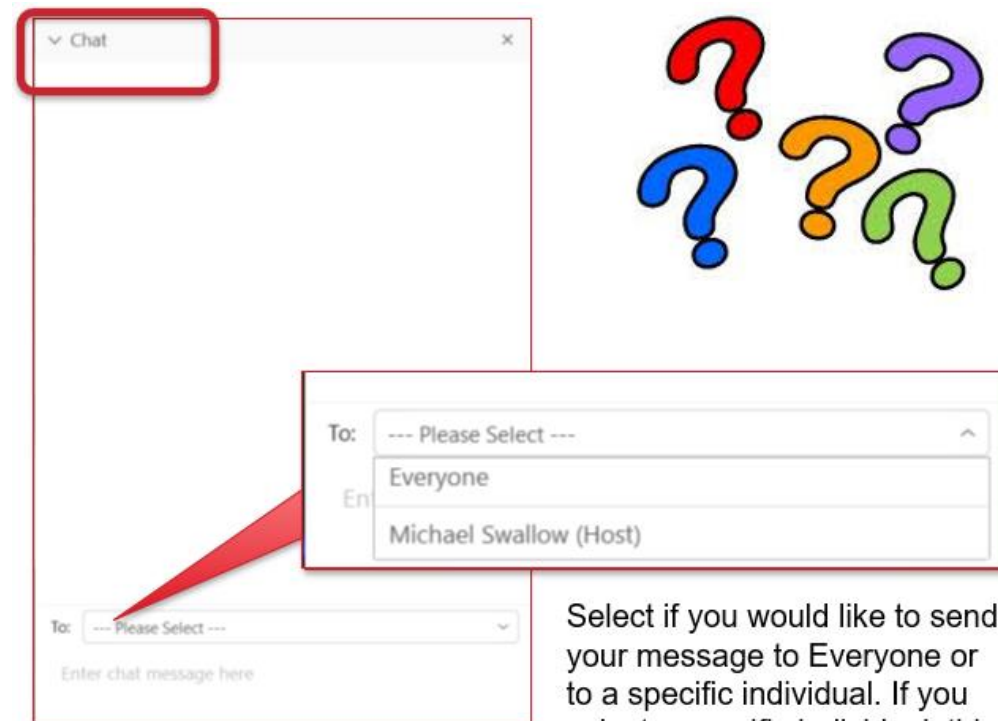
RECORDING LINK: <https://veteransaffairs.webex.com/webappng/sites/veteransaffairs/recording/58ffdbe6c2c8103cbf7fa676d06a1542/playback>

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** Chelsea Watson, National GPD Director
 - Notice of Funding Opportunity (NOFO)
 - Special Need Renewal Grant
 - Case Management Grant Monthly HMIS Upload Requirement
 - Performance Metrics
- **Presentations**
 - **Change talk: Engaging In and Understanding the Process of Change:** Amy Miller Senior Manager, Healthcare Technology & Research
 - **Bridge Housing Model Fidelity:** Janine Griggs, Program Specialist
- **Financial Management Updates:** Nancy Hegel, Supervisory Financial Analyst

ANNOUNCEMENTS

FY25 GPD SPECIAL NEED NOTICE OF FUNDING OPPORTUNITY (NOFO)

Special Need NOFO: two-year renewal grant to the **16 currently operational** GPD special need grantees to defray the cost of facilitating transitional housing and supportive services for eligible Veterans.

- [Current Special Need grantees](#)

Deadline: applications must be received by 4:00 p.m. Eastern Time on April 15, 2024. In the interest of fairness to all competing applicants, this deadline is firm as to date and hour.

Find more information and applicant resources on our [main website](#) or on our [GPD Provider site](#).

Grant Applicant Resources

- [FY2025 Special Need Notice of Funding Opportunity \(NOFO\)](#)  published 2/2/2024
 - [FY2025 Special Need NOFO FAQ's](#) 
 - [FY2025 Special Need NOFO Webinar](#) 
 - [FY 2022 Special Need NOFO](#)  published 3/4/2021
 - [FY2022 Special Need Award List](#)  (March 2022)
 - [Sample Special Need Letter of Support](#) 
 - [Sample Terms and Conditions](#)  (March 2023)

Please reach out to us at GPDgrants@va.gov with any questions.

GPD CASE MANAGEMENT – FY2024 HMIS UPLOAD

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

HMIS

- [HMIS Repository](#)
- Accessing Technical Assistance: GPD_HMIS@abtassoc.com
- **NEXT UPLOAD:** April 2, 2024

Month in FY 24	First Upload Due	Final Upload Due	Export Start/End
October	Thursday, November 2, 2023	Tuesday, November 7, 2023	October 1, 2023, to date of upload
November	Monday, December 4, 2023	Thursday, December 7, 2023	October 1, 2023, to date of upload
December	Wednesday, January 3, 2024	Sunday, January 7, 2024	October 1, 2023, to date of upload
January	Friday, February 2, 2024	Wednesday, February 7, 2024	October 1, 2023, to date of upload
February	Monday, March 4, 2024	Thursday, March 7, 2024	October 1, 2023, to date of upload
March	Tuesday, April 2, 2024	Sunday, April 7, 2024	October 1, 2023, to date of upload
April	Thursday, May 2, 2024	Tuesday, May 7, 2024	October 1, 2023, to date of upload
May	Monday, June 3, 2024	Friday, June 7, 2024	October 1, 2023, to date of upload
June	Tuesday, July 2, 2024	Sunday, July 7, 2024	October 1, 2023, to date of upload
July	Friday, August 2, 2024	Wednesday, August 7, 2024	October 1, 2023, to date of upload
August	Wednesday, September 4, 2024	Saturday, September 7, 2024	October 1, 2023, to date of upload
September	Wednesday, October 2, 2024	Monday, October 7, 2024	October 1, 2023, to date of upload

GPD TRANSITIONAL HOUSING PERFORMANCE METRICS

National: National - Report Period: 2024

	Target		Oct	Nov	Dec	Qtr1	Jan	Qtr2	FYTD
GPD									
GPD1: % Exits to Permanent Housing	*		68.47%	71.30%	69.39%	69.67%	66.43%	66.43%	68.89%
GPD2: % Negative Exits	20.00%	↓	17.77%	18.46%	18.61%	18.26%	19.45%	19.45%	18.54%
GPD3: % Employed at Exit	*		67.14%	61.09%	54.35%	61.04%	51.32%	51.32%	58.71%

CHANGE TALK

Engaging In and Understanding the Process of Change

Amy Miller, CVP Corp. March 2024

Key Considerations

The transition into housing after a period of prolonged homelessness can present entirely new difficulties for Veterans who have been living on the streets or in shelters.

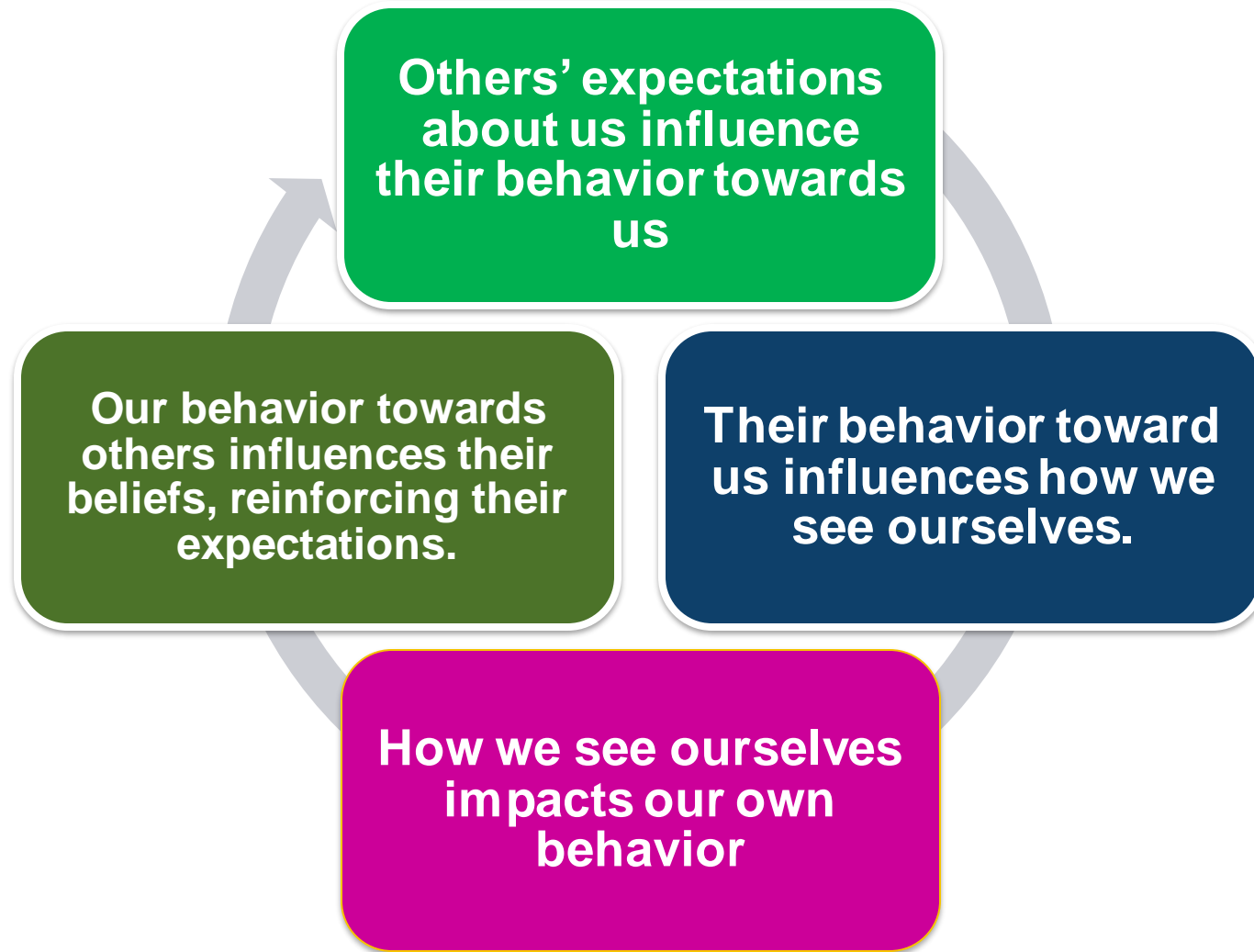
The stages of change model and its use in the context of engaging Veterans in movement toward, or even establishing, their goals.

One of the most important forms of health care is access to housing.

Have increasingly purposeful conversations with Veterans about their possibilities.

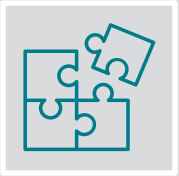
Using the techniques we already know (i.e., motivational interviewing) and adding some additional tools to our repertoire, we can engage staff and Veterans in thinking differently regarding survival mode to “living” mode.

THE IMPACT OF EXPECTATIONS



COGNITIVE REFRAMING

Our thoughts about our experiences drive our emotions, actions, and outcomes



Helping Veterans to re-evaluate their experiences that they may view as “failures” to assess strengths, talents and abilities that will be helpful in adjusting to stability, to education or work.



Wondering together with the people that we work with about what they want to do past today.

“If people are treated as capable, they often surprise everyone and live up to expectations.”

Ken Steele “The Day the Voices Stopped.”

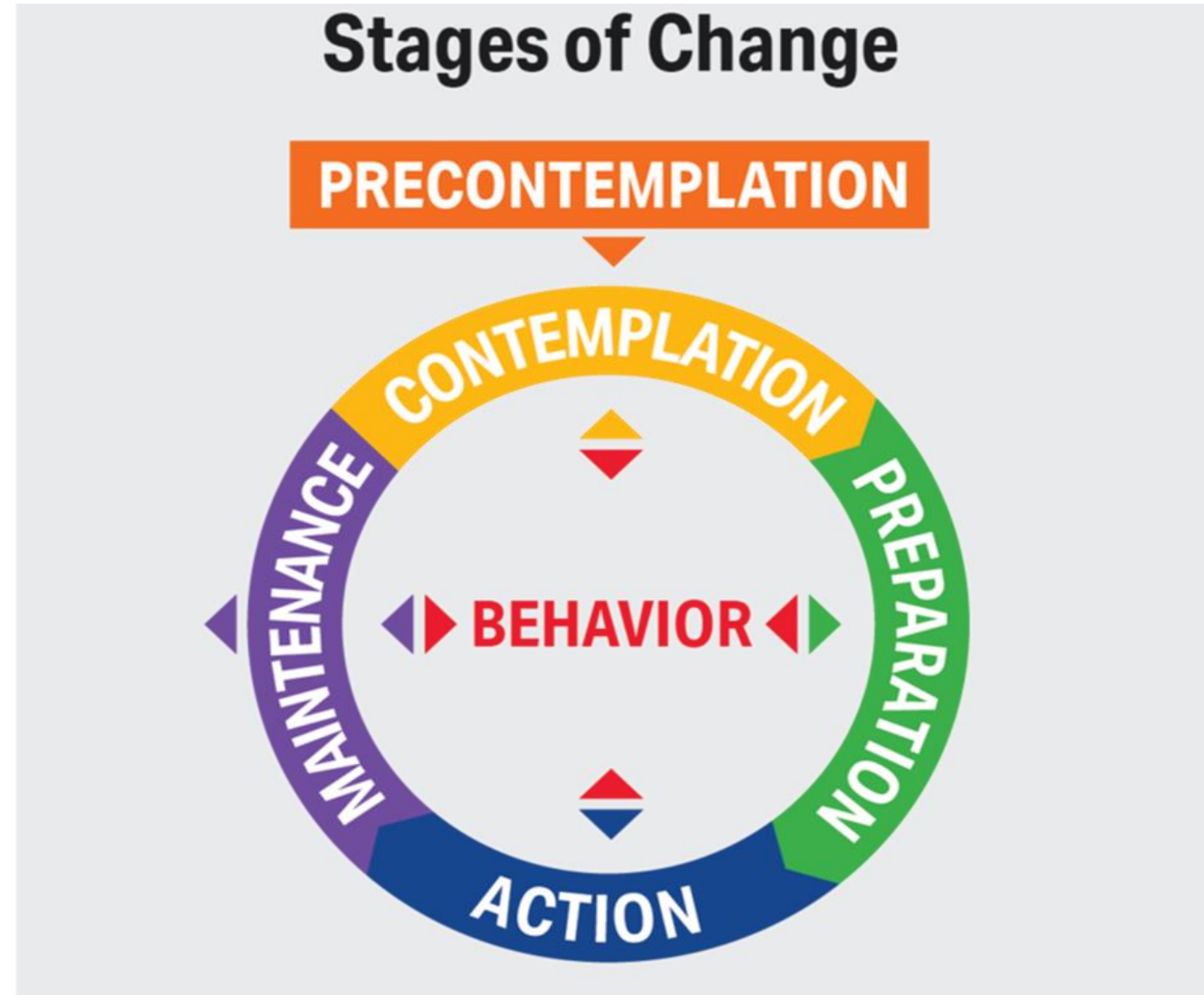
Change is about relationships

- **Help the Veteran develop his/her own open-ended individual pathway to any change by using:**
 - Open-Ended Questions
 - Affirmations (must be genuine)
 - Reflective Listening (repeating what you heard the Veteran say to show you understand)
 - Summary Statements

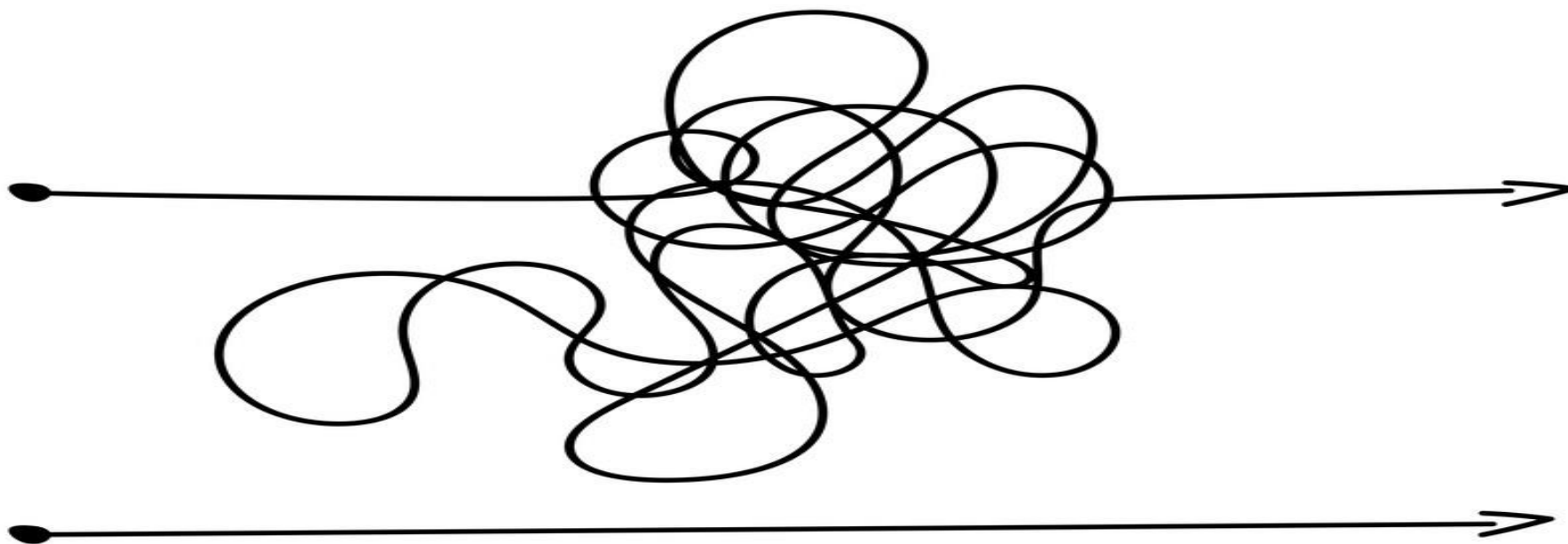
*Miller and
Rollnick, 2002*

Tools and Techniques

Change is about understanding



THE REALITY OF CHANGE



PRE-CONTEMPLATION

Stages of Change

- **Characteristic:** Not considering making a change
- **Example:** Your street outreach team engages a Veteran who states he doesn't want to come off the streets because of the curfew at GPD
- **Strategy:** Focus on engagement (building trust)

CONTEMPLATION

Stages of Change

- **Characteristic:** Starts to *consider* possibility of change
- **Example:** A case manager is working with a Veteran on their financial goal and the Veteran is unsure if they are comfortable showing proof of savings
- **Strategy:** Focus on persuasion (active listening, education, focus on Veteran's goals, even if those goals are not necessarily housing goals!)



PREPARATION



What's
the
plan?

Stages of Change

- **Characteristic:** Decides to make a change and develops specific change plan
- **Example:** The GPD employment specialist is working with a Veteran in their late 60s who does not want to apply for benefits and is interested in work
- **Strategy:** Continue with persuasion (active listening, education, focus on exploring Veteran's goals, even if those goals are not substance use goals!) Help develop a change plan

ACTION

Stages of Change

- **Characteristic:** The action plan is implemented; the Veteran has made significant changes in their life and is committed to change.
- **Example:** Veteran begins working with employment support person, updates resume, finds job openings of interest, and goes on job interviews
- **Strategy(ies):**
 - Help Veteran enhance skills needed to achieve goals (practice interviews, resume development, getting to interviews)
 - Facilitating Movement from “Clienthood” to Active Responsibility to Achieve Employment Goal(s)



MAINTENANCE (RELAPSE PREVENTION)

Stages of Change

- **Characteristic:** Using specific strategies to maintain change
- **Example:** You are working with a Veteran who has struggled with alcohol while she is in the clinical treatment model, and she is now attending your relapse prevention group weekly
- **Strategy(ies):** Focus on preventing relapse to old behaviors, active listening, reflection and support.

THINGS TO KEEP IN MIND

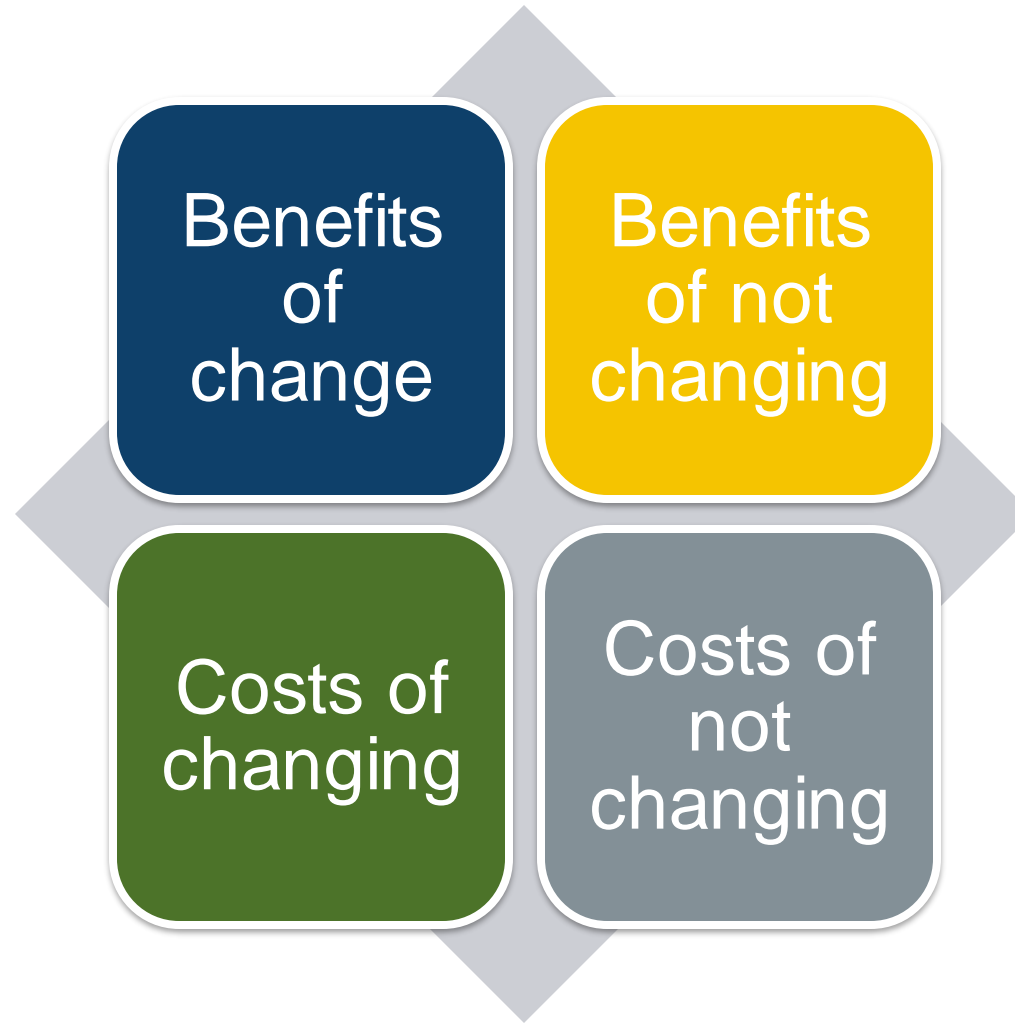
Stages of Change

- Change is hard!
- A person often moves back and forth between different stages
- Change sometimes means leaving a relationship behind (even temporarily) and/or forming a new one
- Moving toward change **MUST** be the goal of the Veteran, not the goal of anyone else!
- Find the successes in the process and celebrate along the way



TOOLS & TECHNIQUES

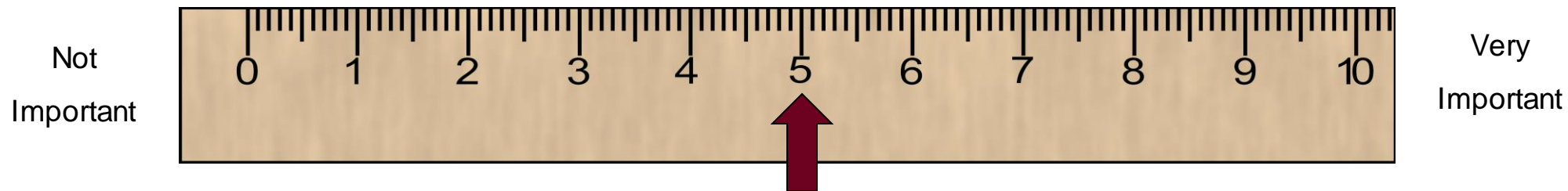
Decisional Balance



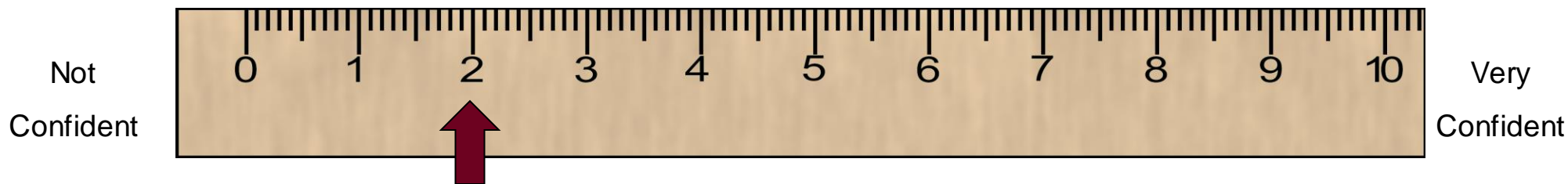
TOOLS & TECHNIQUES

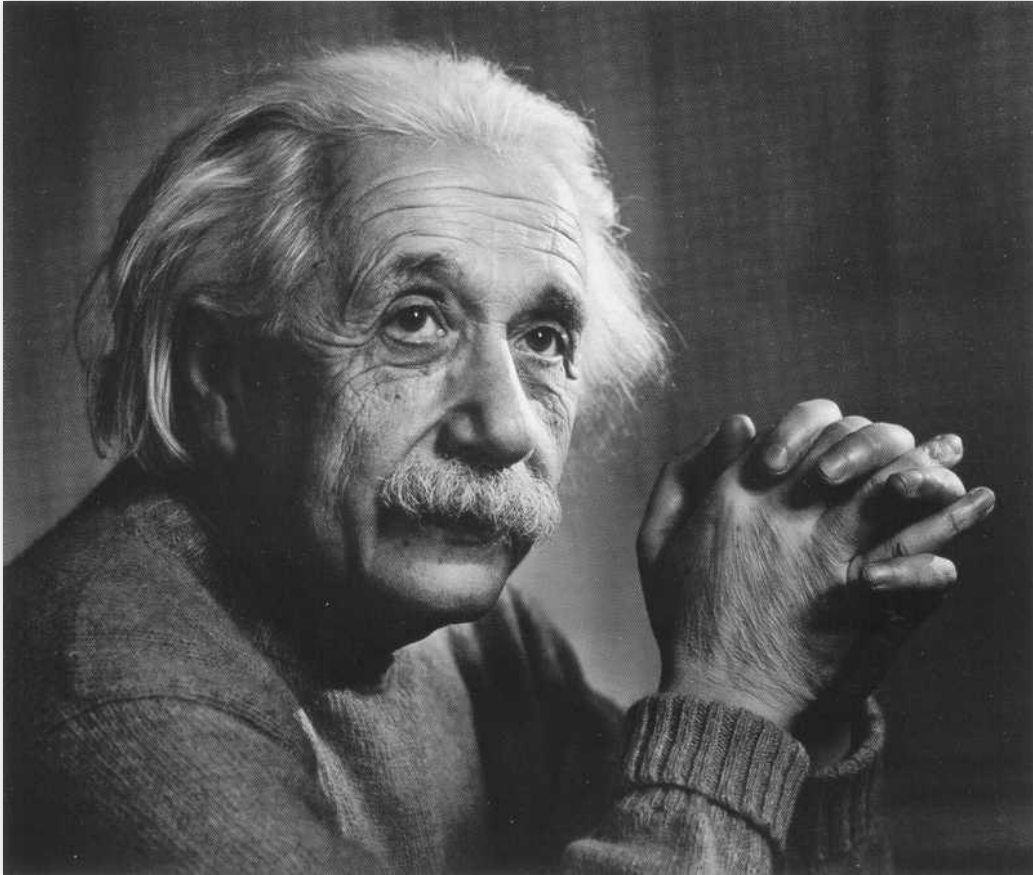
Importance and Confidence Rulers

How important is it for you to make this change?



How confident are you that you can make this change?





"We can't solve problems by using the same kind of thinking we used when we created them."

MODEL FIDELITY

TRANSITIONAL HOUSING BED MODELS IN REVIEW

- **As we are in the early stages of new grant awards, let's examine each transitional housing bed model**
 - *Ideal time to reassess fidelity to the model*
 - *Future planning*
 - *Identify ways to bolster dialogue with your grantees*
- Questions to Consider
 - What is the model's intention and its performance targets?
 - What are common pitfalls and how to get back on track?
 - How can this model bolster our goals around ending Veteran homelessness?
- The spotlight this month is on **Bridge Housing**

TRANSITIONAL HOUSING BED MODELS IN REVIEW

Five Models of Transitional Housing (not including Service Centers)



TRANSITIONAL HOUSING BED MODELS: BRIDGE

Bridge Housing

- **What is Bridge Housing?**

- *(from the NOFO)* Bridge housing is intended to be a **short-term stay** in transitional housing for Veterans with **pre-identified permanent housing destinations**

- **Targeted Population**

- Homeless Veterans that have been **offered and accepted a permanent housing intervention**
 - Admitted to HUD-VASH (even if no voucher yet)
 - Accepted into SSVF (even if not receiving services yet)
 - Community options with plan, such as next on waitlist for subsidized unit
- and are **not able to immediately enter** the permanent housing arrangement

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Admission Criteria

- Veterans must have been offered and accepted a permanent housing intervention **prior to admission or within the first 14 days of admission**
- *Note: You have 14 days to change the Veterans bed model, i.e. you could also move a Veteran you enrolled in, for example Service-Intensive, into Bridge if a permanent housing plan changes early on, or move a Veteran out of Bridge if a permanent housing plan dissolves*

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Characteristics & Standards

- Goals in the Individual Service Plan should be **short-term** with the **focus** on the **move to permanent housing**, rather than the completion of treatment goals
- Veterans are expected to receive case management and support, which should be **coordinated with the HUD–VASH, SSVF, or other available community-based programs**
- Grantees will assist Veterans with accessing services as needed/requested by the Veteran and must make available to participants a menu of available services
- **Length of Stay (LOS) will be individually determined based on need, but in general, is not expected to exceed 90 days**

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Required Minimum Performance Metrics/Targets

- Discharge to **permanent housing is 75 percent**
- Negative exits* target is **less than 20 percent**

**The term “negative exit” is defined as the removal of a Veteran from the GPD program because of a violation of program rules, a failure to comply with program requirements, and/or leaving the program without consulting GPD grantee staff (a.k.a. “going AWOL,” elopement, etc.).*

Current performance metrics (as of 1/26/24)

- Exits to permanent housing: **78.70%!!!**
- Negative exits: **12.69%!!!**

Keep up the amazing work!

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Potential Pitfalls & Problem Solving:

Long Lengths of Stay

- Yes, 38 CFR 61.1 “Supportive housing” states *“Facilitate the movement of homeless veterans to permanent housing as soon as possible but no later than 24 months, subject to § 61.80...”*
- Remember the NOFO language
 - 24 Months does not align with Bridge goals and is not the goal
 - Aim for 90 days
- Meet with Veterans in bridge often to coordinate timely moves to permanent housing
- Include Veterans in bridge in frequent case conferencing with grantee to determine status and action steps

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Potential Pitfalls & Problem Solving:

Low Bed Utilization

- Coordinate with local HUD-VASH team for coordinated approach with referrals
- Coordinate with SSVF local agencies to explore barriers and solutions
- Encourage GPD involvement with local coordinated entry system and case conferencing for bridge beds

TRANSITIONAL HOUSING BED MODELS: BRIDGE

Opportunity to work towards ending Veteran homelessness

- Bridge Housing projects are uniquely poised to quickly facilitate Veterans transitions to permanent housing
 - Short-term goals supporting activities that help Veterans quickly move into permanent housing

Future Planning

- What are your local community's current priorities, goals, and needs?
- How can Bridge help meet your community's needs moving into the future?

FINANCIAL MANAGEMENT UPDATES

FINANCIAL MANAGEMENT - REMINDERS

- [Federal Financial Report SF-425](#) submissions were due January 30, 2024
 - Submit the completed SF-425 ***and*** the supporting documentation (general ledger) to GPD425@va.gov
 - Late submission may lead to a withhold of payments
- ***Prior approval*** required for expenses over \$5,000, includes both equipment and capital expenditures and [\(2 C.F.R. § 200.439\)](#) and maintenance and repair costs [\(2 C.F.R. § 200.452\)](#)
 - Submit requests for approval to GPDFiscal@va.gov

OFFICE OF BUSINESS OVERSIGHT

•Federal Contractors (NEW):

–Tribility, BDO, RMA & Associates

Upcoming Fiscal Reviews:

- The Salvation Army, Mountain Home, TN – March 25, 2024 - March 29, 2024
- Home Sweet Home Ministries, Inc. – March 25, 2024 - March 29, 2024
- First Step House, Inc. – March 31, 2024 - April 5, 2024
- Homeless Veterans Fellowship – March 31, 2024 - April 5, 2024
- Veterans Outreach Center, Inc. – April 1 - April 5, 2024
- Transitional Living Services – April 8 - April 12, 2024
- Rock Valley Community Programs, Inc. – April 8 - April 12, 2024
- Veterans Leadership Program of Western Pennsylvania, Inc. – April 8 - April 12, 2024
- Halifax Urban Ministries – April 22 - April 26, 2024
- Volunteers of America, Northern New England – April 22 - April 26, 2024
- Operation Stand Down Rhode Island – April 22 - April 26, 2024
- Southeastern Massachusetts Veterans Housing Program, Inc. – April 22 - April 26, 2024

OBO GPD Grantee Training

- Who** - OBO will host an annual GPD grantee training.
- What** - ***Understanding cost allocation and indirect cost rates*** under the Uniform Guidance (2 CFR 200)
- When** - **Wednesday, April 17, 2024**, at 9:00 am Pacific, 10:00 am Mountain, 11:00 am Central, 12:00 pm Eastern
- Where** - WebEx invitation will be sent out to all GPD grantees one month in advance.
- Why** - To assist GPD grantees in understanding the requirements for the determination of indirect costs

*Thank
You*

Next Call: Tuesday, April 9 at 2:00pm EST