

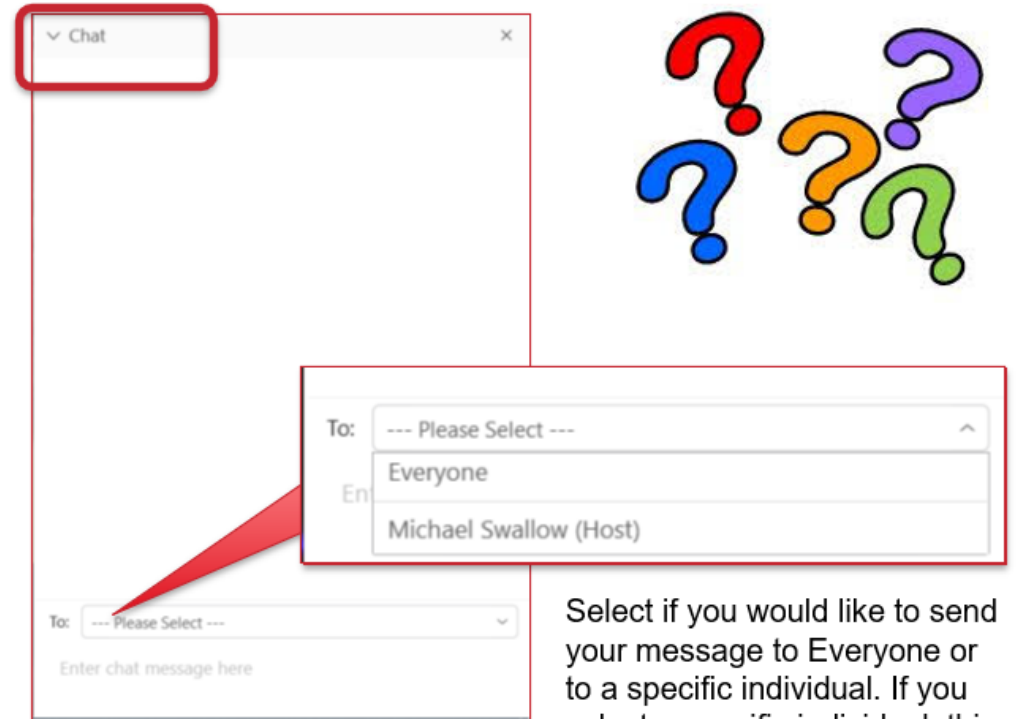
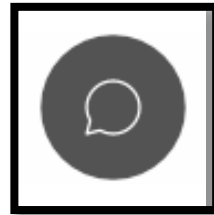
GRANT & PER DIEM NATIONAL PROGRAM OPERATIONAL GRANTEE CALL

March 11, 2025

HOUSEKEEPING

- 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**
 - **Grant agreements**
 - **Elizabeth Dole Act**
 - **GPD Case Management NOFO and timelines**
 - **HMIS Repository reminder**
 - **Scorecard**
 - **All Hands-on Deck call**
- **Presentations**
 - **Financial management updates:** Nancy Hegel, Supervisory Financial Analyst, GPD NPO
 - **Learning from our peers: Practices and tools to bolster permanent housing success in GPD:** Sarah Cataline, GPD Liaison, North Florida/South Georgia VA Health Care system
 - **Data Integrity:** Janine Griggs, Program Specialist, GPD NPO

ANNOUNCEMENTS



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THANK YOU

- Thank you to all grantees for completing your revised grant agreements with a quick turn-around time
- We appreciate your swift action and communication with our office



GPD REMINDERS

- GPD has never imposed eligibility criteria based on gender or sexual identity.
- Eligibility criterion based on Veteran status remains the same ([38 CFR 61](#)):
 - **Veteran** - means a person who served in the active military, naval, or air service, regardless of length of service, and who was discharged or released therefrom. Veteran excludes a person who received a dishonorable discharge from the Armed Forces or was discharged or dismissed from the Armed Forces by reason of the sentence of a general court-martial. The length of service restrictions under 38 U.S.C. 5303A do not apply.
- GPD National also cannot and has never historically made individual enrollment decisions for a grantee.
- No substantive edits to the grant agreements that would affect direct operations and service delivery.

UPDATE TO LEGISLATION AFFECTING PER DIEM

- Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act ([P.L. 118-210](#)) enacted January 2, 2025.
- [Sec. 402. Per diem payments provided by the Secretary of Veterans Affairs for services furnished to homeless veterans](#)
 - Authorizes a maximum GPD rate up to 133% of the State Home domiciliary rate
 - Limited waivers up to 200% of the State Home domiciliary for not more than 50 percent of grantees
 - Time-limited authority for fiscal years 2025-2027
 - Limit of not more than 12,000 per diem payments
 - Requires a strategic plan for the provision of grants and per diem payments due September 30, 2025
- GPD's authorization of appropriations ([38 U.S.C. 2016](#)) remains at \$257.7M

GPD CASE MANAGEMENT TIMELINE

- [FY 2026 GPD Case Management Renewal Notice of Funding Opportunity \(NOFO\)](#) closed on **Wednesday, February 26, 2025, at 4pm Eastern Time**
- March/April 2025: Threshold and merit reviews
- April/May 2025: Conditional selection notifications sent to grantees
 - If selected, this would be the timeframe to sign grant agreements
 - Awards are not finalized until they are approved by the Secretary and grant agreements are counter-signed by VA
- May 2025: Compliance review of conditional selections
- August/September 2025: Awards announced
- October 1, 2025: Case Management performance period begins

GPD CM REPORTING REQUIREMENTS

- Monthly uploads to the repository on the following schedule
- First upload to VA repository no later than 2nd business day of the month
- Final upload no later than 7th calendar day of the month
- GPD_HMIS@abtassoc.com for upload support

Month in FY 25	Repository Opens	First Upload Due Date	Final Upload Due Date	Repository Closes
October	Friday, 11/1/2024	Monday, 11/4/2024	Thursday, 11/7/2024	Thursday, 11/7/2024
November	Sunday, 12/1/2024	Tuesday, 12/3/2024	Saturday, 12/7/2024	Saturday, 12/7/2024
December	Wednesday, 1/1/2025	Friday, 1/3/2025	Tuesday, 1/7/2025	Tuesday, 1/7/2025
January	Saturday, 2/1/2025	Tuesday, 2/4/2025	Friday, 2/7/2025	Friday, 2/7/2025
February	Saturday, 3/1/2025	Tuesday, 3/4/2025	Friday, 2/7/2025	Friday, 2/7/2025
March	Tuesday, 4/1/2025	Wednesday, 4/2/2025	Monday, 4/7/2025	Monday, 4/7/2025
April	Thursday, 5/1/2025	Friday, 5/2/2025	Wednesday, 5/7/2025	Wednesday, 5/7/2025
May	Sunday, 6/1/2025	Tuesday, 6/3/2025	Saturday, 6/7/2025	Saturday, 6/7/2025
June	Tuesday, 7/1/2025	Wednesday, 7/2/2025	Monday, 7/7/2025	Monday, 7/7/2025
July	Friday, 8/1/2025	Monday, 8/4/2025	Thursday, 8/7/2025	Thursday, 8/7/2025
August	Monday, 9/1/2025	Wednesday, 9/3/2025	Sunday, 9/7/2025	Sunday, 9/7/2025
September	Wednesday, 10/1/2025	Thursday, 10/2/2025	Tuesday, 10/7/2025	Tuesday, 10/7/2025

SCORECARD

National: National - Report Period: 2025

	Target		Oct	Nov	Dec	Qtr1	Jan	Qtr2	FYTD
GPD									
GPD1: % Exits to Permanent Housing	*		68.28%	66.45%	68.43%	67.76%	70.12%	70.12%	68.30%
GPD2: % Negative Exits	20.00%	↓	18.28%	20.83%	19.60%	19.53%	19.19%	19.19%	19.45%
GPD3: % Employed at Exit	*		61.26%	52.71%	52.34%	55.41%	57.06%	57.06%	55.80%

VA HOMELESS PROGRAMS #ONETEAM4VETS ALL HANDS-ON DECK CALL

- **Purpose:** To support our collective work to reduce and end Veteran homelessness, the VHA Homeless Programs Office invites you to our monthly #OneTeam4Vets All Hands on Deck Call.
- **1st Thursday of the month at 3:00 p.m. Eastern / 12:00 p.m. Pacific.**
- [View the audiovisual recordings and PowerPoint slides for these calls.](#)
- **Please click the link below to join the webinar: <https://us06web.zoom.us/j/85681601911>
or One tap mobile: US: +13017158592,,85681601911# or +16469313860,,85681601911#**

FINANCIAL MANAGEMENT UPDATES



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FINANCIAL MANAGEMENT REMINDERS

- [Factors Affecting Allowability of Costs](#)
 - 2 CFR 200 Subpart E, Cost Principles § 200.403(g) Factors Affecting Allowability of Costs, states, “Except where otherwise authorized by statute, **costs must meet the following general criteria in order to be allowable under Federal awards: Be adequately documented.**”
- [Compensation - Personal Services](#)
 - 2 CFR 200 Subpart E, Cost Principles, § 200.430(i)(1)(i) Standards for Documentation of Personnel Expenses, states, “Charges to Federal awards for salaries and wages must be based on records that accurately reflect the work performed. These records must: Be supported by a system of internal control which provides reasonable assurance that the charges are accurate, allowable, and properly allocated.”
 - 2 CFR 200 Subpart E, Cost Principles, § 200.430(i)(1)(vii) Standards for Documentation of Personnel Expenses, states, “These records must: Support the distribution of the employee's salary or wages among specific activities or cost objectives if the employee works on more than one Federal award; a Federal award and non-Federal award; an indirect cost activity and a direct cost activity; two or more indirect activities which are allocated using different allocation
- TIP - Keep receipts, documentation, and monthly financial statements well organized and accessible

FINANCIAL MANAGEMENT REMINDERS

- **Prior approval** required for expenses over \$10,000, 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
- **Unallowable** Costs Examples (2 C.F.R. § 200 Subpart E)
 - **Gift Cards**
 - ATM Cash Withdrawals
 - Alcoholic beverages
 - Bad debts
 - Donations
 - Losses on other awards or contracts

GRANT PER DIEM PAYMENTS

•Upcoming Fiscal Reviews:

- New England Center and Home for Veterans – March 10-14, 2025
- Volunteers of America of Greater Ohio, Inc. – March 10-14, 2025
- The Salvation Army, St. Louis, MO – March 10-14, 2025
- Columbia Basin Veterans Coalition, Inc. (CBVC, Inc.) – March 24-28, 2025
- The Salvation Army, Palm Beach, FL – March 24-28, 2025
- The Salvation Army, Los Angeles, CA – March 24-28, 2025
- Five Star Veterans Center, Inc. – April 7-11, 2025
- New Visions Homeless Services– April 7-11, 2025
- Housing Authority of the City of Longview – April 7-11, 2025
- Do Good Multnomah – April 7-11, 2025
- Pearl With You, Inc. – April 7-11, 2025
- Northwest Florida Comprehensive Services for Children, Inc. – April 21-25, 2025
- AxessPointe Community Health Center, Inc. – April 21-25, 2025
- Cen-Tex Alcoholic Rehabilitation Center, Inc.– April 21-25, 2025

**LEARNING FROM YOUR PEERS:
PRACTICES AND TOOLS TO BOLSTER
PERMANENT HOUSING SUCCESS IN GPD**



OUR TEAM

Volunteers of America Florida, Inc.: Ocala Ritz GPD Program

- Program Manager: Dolly Locklear
- Clinical Coordinator: Corey Mallette
- Property Manager: Maria Caban
- Independent Living Counselor: Rhonda Hayden
- Independent Living Counselor: Joseph Maisonneuve
- VA GPD Liaison: Sarah Cataline, LCSW

AGENDA

- Overview of Grantee background and operational details
- Evolution of our practice; specific to strong communication and collaboration
- The Plan and Progress Tracker, an effective framework for targeted case management
- The foundations of the program; our core meetings and services that positively impact our communication and collaboration efforts
- Wrap up 😊

GRANTEE BACKGROUND AND OPERATIONAL DETAILS

- The Ocala Ritz GPD Program opened in 2012
- Located in central Florida; part of VISN 8
- Currently part of a 187-bed grant operated by the Volunteers of America
- Grant is spread across Central and North Florida covering a large geographic location
- Approved for 50 beds; inclusive of SITH, Clinical and Bridge Housing Models
- The site is staffed daily by a Program Manager, Clinician (LCSW), Property Manager and two Independent Living Counselors (ILC) who each carry a case load of 25
- Current Program Manager opened the program in 2012, and VA GPD Liaison has been with the program since 2013
- The current Clinician and two ILC's joined the team a little over a year ago; and prior that the program benefited from the positions being filled by the same three individuals for over 10 years

VOLUNTEERS OF AMERICA GPD PROGRAM



THE EVOLUTION OF OUR PRACTICE

- In 2017 there was a shift nationally for providers to identify models with characteristics and standards that better defined the service being rendered by the GPD grantee
- Prior to this GPD was only defined by the scope written in the grantees application, and as a result services could be extraordinarily broad
- With well defined treatment models, our team set out to determine how to best deliver and carry out the characteristics and standards of those models to the veterans that we serve
- With the above in mind and a focus on lowering the length of stay the ***Plan and Progress Tracker*** was born
- The ***Plan and Progress Tracker*** is a document that provides a framework for the grantee to guide their case management of the veterans in the GPD program; a template that offered a standardized process and has broad applicability to all GPD Models and at the same time can be individualized/tailored to the veteran

THE PLAN AND PROGRESS TRACKER

- Housing is the goal for all GPD participants regardless of GPD Bed Model and the tracker is used with every veteran entering our program
- At the heart of the document are elements of ***Critical Time Intervention***; a specific case management practice that mobilizes support for vulnerable individuals during times of transition by strengthening their network of support in the community
- Upon admission to the program all veteran identify their goals, filling out the template and use it as a working document to guide their services in the program providing them a pathway into housing
- Inherent in the document is the veterans strengthening of their community supports as they engage across many spectrums that support their identified goal of permanent housing
- It guides increased communication between veteran and provider and provider to provider; lending way to a strong collaborative process that yields higher positive outcomes for the veteran

THE PLAN AND PROGRESS TRACKER

MY PLAN AND PROGRESS TRACKER

My date of admission: _____

I have an income: N Y Amount: _____ Budget Completed with ILC: N Y Date: _____

I want to pursue school: N Y Identified: _____ I want to increase my income: N Y Field: _____

I am satisfied with my income; no schooling/job seeking: N Y Monthly savings identified: N Y \$ _____

Anticipated Discharge Date: _____

Follow up needed:

____ I need to apply for Assurance Phone Service. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to apply for SNAP Benefits. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to enroll with VA Healthcare. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Last PC appt: _____ Next PC appt: _____

____ I need to enroll with Community Healthcare. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Last PC appt: _____ Next PC appt: _____

____ I need to meet with Career Source. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to meet with VA Employment Specialist. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to meet with College/Training School identified. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to meet with VSO for VA Benefits. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to apply for Social Security Benefits. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

MY PLAN AND PROGRESS TRACKER

My date of admission: _____

I have an income: N Y Amount: _____ Budget Completed with ILC: N Y Date: _____

I want to pursue school: N Y Identified: _____ I want to increase my income: N Y Field: _____

I am satisfied with my income; no schooling/job seeking: N Y Monthly savings identified: N Y \$ _____

Anticipated Discharge Date: _____

Follow up needed:

____ I need to apply for Assurance Phone Service. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

____ I need to apply for SNAP Benefits. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____



THE PLAN AND PROGRESS TRACKER

Date completed: _____ Forms verified by VA or VOA: _____

___ I need to follow up with Legal Services/Court. Follow up assistance by VOA VA
Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

___ I need to follow up with Child Support Enforcement. Follow up assistance by VOA VA
Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

___ I need to follow up with DMV. Follow up assistance by VOA VA
Specifically: _____

Date completed: _____ Forms verified by VA or VOA: _____

___ Referral to Dental Class IIB Services for VA Healthcare eligible veterans after 60 days in program.
Date eligible: _____ Date completed: _____

___ Referral to HUD/VASH Program. Follow up assistance by VOA VA NOT NEEDED
*****If HUD VASH will be a referral you are seeking please see HUD VASH Referral Documents Checklist**

Specifically: _____

Date completed: _____

___ Referral to SSVF. Follow up assistance by VOA VA NOT NEEDED
Specifically: _____

Date completed: _____

Week # _____ Update on _____: Initial Treatment Plan competed by this date (within 7 days of admission)

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

___ Referral to Dental Class IIB Services for VA Healthcare eligible veterans after 60 days in program.

Date eligible: _____ Date completed: _____

___ Referral to HUD/VASH Program. Follow up assistance by VOA VA NOT NEEDED

*****If HUD VASH will be a referral you are seeking please see HUD VASH Referral Documents Checklist**

Specifically: _____

Date completed: _____

___ Referral to SSVF. Follow up assistance by VOA VA NOT NEEDED

Specifically: _____

Date completed: _____

Week # _____ Update on _____: Initial Treatment Plan competed by this date (within 7 days of admission)

Week # _____ Update on _____:

Week # _____ Update on _____:



THE PLAN AND PROGRESS TRACKER

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

SIX MONTH TREATMENT PLAN Update on _____:

Week # _____ Update on _____:

Week # _____ Update on _____:

SIX MONTH TREATMENT PLAN Update on _____:



THE FOUNDATIONS OF THE PROGRAM: COMMUNICATION & COLLABORATION

- **Every Monday** the GPD Team holds **Rounds**; The GPD Liaison, Program Manager, Clinician (LCSW), Property Manager and both Independent Living Counselors (ILC) meet to discuss all of their cases. Every resident is staffed at least monthly; this standing time allows for increase attention to veterans who are struggling.
- **Every 3rd Monday of the month** we hold a **GPD/SSVF/HUD VASH Huddle**; all 3 teams meet in their entirety to discuss upcoming referrals to either program, apartment identification and landlord/unit compatibility. We have found that discussing compatibility as it relates to tenant/landlord has increased positive outcomes in veterans maintaining their housing.
- We participate in the **monthly By-Name List** meetings and the CoC.
- We offer an abundance of groups on site that are coordinated with other community agencies; bringing resources to the veterans so that local relationships and local supports can be established.
- On site community engagement: Medical Education groups delivered by former CMO for the VA Ocala CBOC monthly, Marion County Career Source is on site monthly, local ministry that assists with community medical, vision, medication for our non-VA health care eligible veterans, ID assistance and the United Way Strong Families Program (classes focused on skill building, work ethic and career opportunities, budgeting, conflict resolution etc) to highlight a few.

WRAPPING UP

- FY 13 through 16 the average length of stay at this site was approximately 700 days. The tracker was instituted in 2017. Over FY 17- 21 this site saw a steady decrease in the length of stay; with the average of approximately 300 days.
- Currently FY 24 resulted in 71 discharges total; 6 asked to leave due to rules violation with 3 involving aggression (#3 on exit form), 3 needed a higher level of care (#4), 4 were incarcerated (#7); 2 left without consulting staff (#6); resulting in an 83% positive discharge to permanent housing success rate with an average length of stay of 227 days.
- The ***Plan and Progress Tracker*** is at the heart of the program; identifying targeted interventions and providing a working document to reinforce accomplishments for veteran while providing accurate documentation for partners to gauge progress.

WRAPPING UP

- Standing meetings with partners (ex: GPD/SSVF/HUD VASH Huddle) allows dedicated time for increased collaboration between providers
- We are continually improving and adding to services; service delivery continues to be an evolving process influenced by veteran needs and outcomes of the program
- The goal being to accept ALL veterans in and to wrap them in as many layers of services possible; as each layer strengthens their ability to achieve their goal of permanent housing

THANK YOU!!

DATA INTEGRITY



Choose **VA**

VA



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DATA INTEGRITY

The following is required to ensure outcomes are accurate:

- Accurate discharge information about each Veteran provided to your GPD liaison
- Timely reporting of Veteran admissions and discharges to your GPD liaison
- Regular reviews of the data with your GPD liaison

If you are unsure, please ask your liaison. Don't shortchange your program or your Veterans!

DATA INTEGRITY QUIZ QUESTION 1

It's 12 days after the veteran was admitted to your agency's GPD project in the service-intensive program model and it's apparent the Veteran would be better served (and would prefer clinical services) with the clinical program model your agency also operates under the same FAIN. What should you do?

- A. The Veteran was admitted to the service-intensive model, and nothing can be done at this point to change the program model. Your agency should offer services from the clinical model while the veteran remains admitted to service-intensive in HOMES.
- B. Inform your liaison that same day (12 days after admit) and your liaison can change the Veteran from service-intensive to clinical treatment under the same FAIN in HOMES. This does not require a discharge.

DATA INTEGRITY QUIZ QUESTION 2

It's 23 days after the veteran was admitted to your agency's GPD program in the service-intensive program model and it's apparent the Veteran would be better served (and would prefer clinical services) with the clinical program model your agency also operates under the same FAIN. What should you do?

- A. The Veteran was admitted to the service-intensive model, and nothing can be done at this point to change the program model. Your agency should offer services from the clinical model while the veteran remains admitted to service-intensive in HOMES.
- B. That same day (23 days after admit) coordinate with your liaison to discharge the Veteran from that FAIN and admit them same day to the same FAIN, but this time under clinical treatment.

ANSWER: QUESTION 1

B. Inform your liaison that same day (12 days after admit) and your liaison can change the Veteran from service-intensive to clinical treatment under the same FAIN in HOMES. This does not require a discharge.

Liaisons are able to update the program model based on the clinical needs of the Veteran for 14 days following program entry. To document a change to the Service Model in HOMES, GPD liaisons will be able to directly edit the HOMES Entry Form and select a new program model from the dropdown in item 3e.

ANSWER: QUESTION 2

A. The Veteran was admitted to the service-intensive model, and nothing can be done at this point to change the program model. Your agency should offer services from the clinical model while the veteran remains admitted to service-intensive in HOMES.

If it is after 14 days, the program model cannot be changed in HOMES. In that case, the Veteran should receive services from the other program model but cannot change program models.

The Veteran MUST NOT be discharged in HOMES and admitted same day to a different program model, same FAIN. This skews data as the Veteran is still in the same program/FAIN.

DATA INTEGRITY QUIZ QUESTION 3

If a veteran is admitted to or discharged from my agency's GPD project, when do I inform the GPD liaison?

- A. At the beginning of the month for billing purposes. No need to earlier as I have SQUARES and can check eligibility on my own.
- B. Same day. The liaison needs to complete certain pieces in HOMES, schedule to meet with the Veteran, and verify eligibility.

ANSWER QUESTION 3

B. Same day. The liaison needs to complete certain pieces in HOMES, schedule to meet with the Veteran, and verify eligibility.

There are timeline requirements for noting entries and exits in HOMES for GPD liaisons. If they miss these deadlines Veterans are not counted in the performance measures, which skews data and can make a GPD project seem unsuccessful with measures when it is not.

Establish a process with your GPD liaison that is timely.

WRAP UP

Next call:

- **Tuesday, April 8, 2025 @ 2pm EST, 1pm CST, 12pm MST/AZ, 11am PST, 10am AK, 9am HI**