



# Supportive Services for Veteran Families (SSVF)

## SSVF National Webinar Series

FY 2019 Grants Management  
and Reporting Updates

November 8, 2018

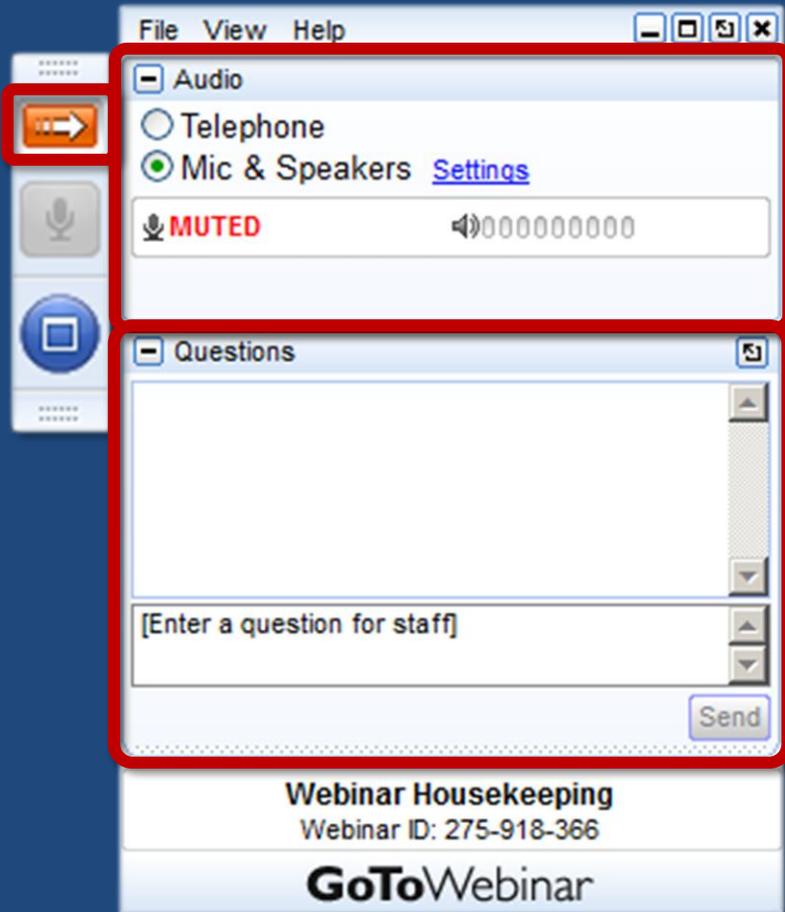
[Link to Audio Recording](#)

# Webinar Format

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- Webinar will last approximately 90 minutes
- Participants' phone connections are "muted" due to the high number of callers
  - Questions can be submitted during the webinar using the Q&A function
- Questions can also be submitted anytime to [SSVF@va.gov](mailto:SSVF@va.gov)

# How to Submit Questions during the Webinar



## Your Questions

Submit questions and comments via the Questions panel

# Webinar Topics

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- **Welcome**
- **SSVF FY 2019 Addendum to MOA**
- **FY 2019 Resolution Process**
- **FY 2019 Budget Resubmissions**
- **Program Change Requests**
- **SSVF GIFTS Online Requirements**
- **HHS Payment Management System Reminders**
- **Updates to SSVF Participant Satisfaction Survey**
  - Riccardo Aiello and M. Davis

# SSVF FY 2019 Addendum to MOA

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- September 2018 – VA learns of increased SSVF budgets for both FY 2018 and FY2019
  - October 11<sup>th</sup> – SSVF Program Office notifies grantees of ability to reinstate 5.7% uniform reduction that was applied to FY 2019 renewal grant awards
  - October 22<sup>nd</sup> – SSVF Program Office notifies grantees of ability to apply an additional 2% uniform increase to all FY 2019 renewal grant awards
  - Overall funding increase is 8.17%
  - Consider training needs!
- **Increases must be processed via an Addendum to the SSVF FY 2019 MOA during FY 2019 Quarter 1**
  - Grantees will receive SSVF Addendum template to sign and return to SSVF Program Office
  - Instructions will be provided to grantees via email on how to formally accept or decline the funding increase (GIFTS online requirement form).]

# FY 2019 Resolution Process

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- FY 2019 Resolution Process will begin on November 16<sup>th</sup>!
  - This has been delayed to allow for VA to determine method for applying the 8.17% funding increase to existing grants (Addendum)
- Resolutions will allow grantees to review and confirm the grant program elements for FY 2019.
  - Elements include information related to projected # of HHs to be served, geographic areas served, and they type of services to be provided, and breakdown of ADM, SER, and TFA.
  - If there are significant changes from the original application submission, such as adding removing subcontractor services, then the resolution is the place to ensure this is reflected.
- Resolutions will assume the grant program is operating under the 8.17% funding increase!

# FY 2019 Budget Resubmission

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- Note that Resolutions will assume the grant program is operating under the 8.17% funding increase!
- Grantees will have the opportunity to resubmit budgets
- Budget resubmissions will be processed under a separate GIFTS Requirement form, NOT with the Resolutions (more details to come)
  - Reminder, that budget resubmissions should align with Resolution information and, if accepted, the final increased award amount (Addendum)

# Recap

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- Addendum Requirement (Accept/Decline)
- Resolution Requirement
  - Based on acceptance of funding increase, or notify Regional Coordinator if declining
- Budget Resubmissions
  - Should align with Resolution submissions

*\*These will likely happen simultaneously.*

# FY 2019 Program Change Requests

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## Q1 and Q2: Addendums and Resolutions

- To allow time for SSVF Program Office to review and process Resolutions, no Program Change Requests will be processed during Quarters 1 and 2
- FY 2019 Program Change Requests will be accepted during Quarters 3 and 4

# FY 2019 GIFTS Online Requirements

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- Quarterly Grantee Certification Forms
  - Due Dates: 1/21/19; 4/22/19; 7/22/19; End of Year Certification will be due on 11/14/19
- Program Change Request Forms
- Travel and Training Request Forms – *always open*
- Critical Incident Forms – *always open*
- Rapid Re-Housing Waiver Forms – *always open*
- Other forms assigned, as needed
  - Grievance Inquiries, Extensions, End of Year, Prevention Threshold, Audit Review, Contact Updates (coming soon!)
- Grantees are notified via email of requirements and deadlines. Refer to Companion Guides on SSVF website!  
[https://www.va.gov/homeless/ssvf/index.asp?page=/official\\_guide/reporting\\_and\\_monitoring\\_requirements](https://www.va.gov/homeless/ssvf/index.asp?page=/official_guide/reporting_and_monitoring_requirements)

# HHS Payment Management System (PMS)

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- SSVF grant funds are reflected in one (1) single account
  - SSVF no longer divides grant funds among 3 subaccounts
- FY 2019 SSVF accounts have naming convention:  
**YEAR-STATE-###-19**
  - Compliance with SSVF program requirements and budget limitations must still be maintained. Tracking and documentation requirements still apply for monitoring purposes
  - Grantees must spend at least 90% of total grant funds on provision and coordination of supportive services, including TFA
  - Grantees may not exceed 10% of total grant award for administrative costs (direct and indirect)
  - SSVF Program Office will provide instruction for how to submit program change requests that may required budgetary review (>10%)

# Quick Reminder for FY 18 EOY Reporting

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- End of Year Requirement Forms in GIFTS
- Financial Expenditure Report (FER) – Excel
- Financial Status Review (FSR) in the HHS PMS System
- Final draw downs should reflect final reporting submissions
  - Note that all FERs reflect original grant award (on signed MOA). Justifications may be used to reflect any grants that either voluntary returned funds or may have been reduced by mandatory quarterly sweeps.

# Additional Questions?

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SSVF Program Office  
ssvf@va.gov

Website:

[www.va.gov/HOMELESS/ssvf.asp](http://www.va.gov/HOMELESS/ssvf.asp)

Thank You!



November 8,  
2018

**MDAC INTRODUCTION AND  
PARTICIPANT SATISFACTION  
SURVEY OVERVIEW FOR  
SSVF GRANTEEES**

# ABOUT MDAC

- A full service market research company that provides insights which are analytical, strategic, tactical, operationally relevant, and impactful
- Established in 1985 with an experienced and diverse staff comprised of former private sector executives, government administrators, and academics
- National and regional demonstration projects, campaign and program evaluations and tracking studies
- [www.mdavisco.com](http://www.mdavisco.com)

# IMPORTANCE OF WORK

- Information provided from Veterans helps sustain a continuous improvement process to better serve our veterans and their families.
- Participation is essential to assess veteran perceptions of services received, to help determine potential actions to increase veteran satisfaction and to reduce operational burden.
- Requirement under SSVF final rule

# ASSESSMENT PROCESS OVERVIEW

- Veteran registered through weblink once within 30 days of final services
- If cell phone number & e-mail are included, text/e-mail invitation sent to veteran.
  - *(If a veteran does not have access to the internet, he or she has the option to take the survey by phone.)*
- Veteran provides feedback
- Receive quarterly reports with feedback from the veterans you serve
  - Update your contact information in GIFTS!

# VETERAN REGISTRATION PROCESS

- No change to veteran registration process
- New unique grantee-specific registration links for Fiscal Year 2019 were issued in October
- Please contact MDAC immediately if you have not yet received your new link.
- Old links have been deactivated and will no longer work

# REGISTRATION SCREEN SHOT 1



Progress  46%

## Grantee Registration Supportive Services for Veteran Families (SSVF) Program

Welcome, 12-AK-001

- Please only register individuals once, and within 30 days of final services.
- If you provide an email and/or cell phone number, Veterans will be emailed and/or texted a link to take the survey.
- If Veteran does not have online access, he/she can call in to MDAC (Mon-Fri: 9:00 AM ET to 9:00 PM ET; Sat.: 10:00 AM ET to 9:00 PM ET; Sun: 1:00 PM ET to 9:00 PM ET) to take the survey with a live interviewer. Please provide the veteran with MDAC's dedicated phone number for the VA SSVF survey, 1-800-626-3313, and the respondent ID that will appear on the following page.
- Without the Respondent ID, the veteran will not be eligible to take the survey over the phone.

Next

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# REGISTRATION SCREEN SHOT 2



Progress  76%

Veteran's First Name

Veteran's Cell Phone (xxxxxxxxxx) *If no phone number, please type "9999999999".*

Veteran's Email Address (yourname@xxx.com) :

[Back](#) [Next](#)

# REGISTRATION SCREEN SHOT 3



Thank you for registering a veteran to take the VA SSVF Survey!

Please provide the veteran with MDAC's phone number for the VA SSVF survey,

VA SSVF Survey Line: 1-800-626-3313  
the Veteran's response id: 039056

Tuesday, November 6, 2018 6:49 PM

©Voxco

**Presented By M. Davis and Company, Inc.**

# BEST PRACTICES

- Save the registration link as a desktop shortcut on all PC's used to register veterans.
  - Do not save as a web browser “favorite” or “bookmark”.
  - Check your new desktop shortcut to be sure you used the correct link (right-click, “properties”). The link should look similar to this:  
<http://mdacsurvey.mdavisco.com/SE/1/VaStart?p=AA999>
- Close your browser window in between registrations (do not use the browser “back” button).

# BEST PRACTICES

- If your organization operates under multiple grants, be sure you are using the correct registration link (*check the Grant ID on the welcome screen*)
- Save/Print a screenshot of the Thank You page with the Respondent ID for your own records.
- Encourage veteran participation!

# PARTICIPANT SATISFACTION SURVEY REMINDERS

- Train staff
- Register, register, register!
- Encourage participation
- Review quarterly reports
  - Celebrate success
  - Identify areas for improvement
- FY 18 Results
  - Registered over 49,000 Veterans! (FY18 44,00 registered)
  - Response rate over 20%! (FY18 13%)
  - 72% rated services above average or excellent
  - 80% of Veterans are satisfied or very satisfied with the courteousness of, and timeliness of communication with, the staff person they dealt with most often.

# QUESTIONS?

- MDAC
  - Please email or call if you do not have a grant-specific weblink to register veterans, or if you have any questions
  - [vassvf@mdavisco.com](mailto:vassvf@mdavisco.com)
  - 215-790-8900 ext 124
- Resources available on SSVF website
  - Webinar slides, copy of survey
  - <https://www.va.gov/homeless/ssvf>