

# HVRP Quarterly Performance Reporting Listening Session

## March 30, 2022

### Q&A

#### TRACKING

**Q:** We carried over 60 participants from Program Year (PY) 2020 and have lost contact with many of them. I know that if I exit that many it will be an issue on the Technical Performance Report (TPR). What is the best approach to exit these clients? I am in Incremental Funding Year 2 so do I exit them in the 4th quarter knowing we are starting a new grant year, or what would you suggest?

**A:** If an HVRP grantee is no longer providing services to the participant and the participant is not scheduled to receive future services in the next 90 days—the participant should be exited in the TPR regardless of employment status. The participant's TPR service end date should match the last date they received a service. The grantee should then reflect those exits in the TPR. If that last service date was in the previous PY, then the previous year's TPR should be revised and the participant's carryover entry in the current PY's TPR should be deleted. If a grantee anticipates any issues with a given TPR, they should contact their Grant Officer's Technical Representative (GOTR) before submitting the TPR.

#### ***Definition of Exiter***

*Exiter—For the purposes of VETS' competitive grants, a participant who is placed or dropped during a quarter and is not scheduled to receive future homeless veterans program services for the next 90 or more days is considered an exiter. The following services do not count as "future services:"*

- *Peer support groups;*
- *Informational mailings;*
- *Co-enrolled partner services extending beyond the end of the active period of performance for the competitive grant award;*
- *Follow-up tracking services; and*
- *Referral to supportive services.*

*Once a participant placed into employment becomes an exiter, the sequence for tracking outcomes is determined by the exit quarter. Those participants experiencing a gap in service of 90 days or more due to a delay before the beginning of training, a serious health/medical condition, and/or temporary departure from the area such as for National Guard/Reserve duty may be temporarily exempted from being exited for a portion of the grantee's period of performance. ([FY21 Funding Opportunity Announcement \[FOA\]](#)), Attachment B: Definitions and Terms, p.6)*

**Q:** We have a participant who stopped communicating with us. We learned secondhand that the individual has become employed based on the assistance we provided. The participant appears unwilling to provide evidence of employment. What should I use for evidence of employment?

**A:** The grantee should record any available documentation of the participant's employment. It may also be helpful to emphasize to the participant the importance of demonstrating the value of the HVRP program so that the program can continue serving veterans experiencing homelessness. If there is any question of whether the grantee should record a placement for the participant, they should contact their GOTR to discuss the specific situation.

### ***Documenting Placement/Long-Term Employment Outcomes***

*The following are approved methods for documenting placement/employment outcomes (including dates of employment, hourly wages and hours worked):*

- *Automated employment data base systems*
- *Contacts with employers*
- *Employer statement of earnings*
- *Family or business financial records*
- *Quarterly estimated tax for self-employed persons*
- *Unemployment insurance wage records*
- *Pay stubs*

*All data sources and methods used must be documented and are subject to an audit. Self-attestation (a signed statement by the participant) may be used as a last resort in instances where obtaining the above documentation is overly burdensome. The grantee must document its efforts to obtain the above documentation before using self-attestation. (Competitive Grants Technical Performance Report Technical Assistance Guide (TAG), p.14, [HVRP website](#))*

**Q:** Can we use an attestation from the case manager or housing manager stating the participant is working, or do we perform a site visit to their place of work to confirm the participant is in fact working there? Is a self-attestation acceptable documentation for verifying employment?

**A:** The grantee should record any available documentation of the participant's employment, including any information provided by other service providers working with the participant. It may also be helpful to emphasize to the participant the importance of demonstrating the value of the HVRP program so that the program can continue serving veterans experiencing homelessness. If there is any question of whether the grantee should record a placement for the participant, they should contact their GOTR to discuss the specific situation.

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**Q:** If you have a Veteran working in the Gig Economy (e.g., Uber, Lyft, Postmates), how do you report hourly wage on the TPR? Earnings vary week to week.

**A:** The grantee should calculate an estimated average hourly rate, using as much information as is available on the time worked and amount earned. For example, if a participant worked 30 hours over two weeks for a total of \$250, then an estimated hourly rate would be \$8.33. The TPR does this calculation for you when inputting participant information using the “Form View.”

### ***Definition of Average Hourly Wage At Placement***

*Average Hourly Wage At Placement—The mean hourly wage rate for those employed participants reported by the grantee during the quarter. The grantee determines the hourly wage to use in instances where a participant is employed multiple times. ([FY21 FOA](#), Attachment B: Definitions and Terms, p.1)*

**Q:** We have situations where Rapid Rehousing paid for new housing or transitional housing for the participant. Vouchers have also been issued by Volunteers of America (VOA), Young Women's Christian Association (YWCA), or a county veterans’ program. These situations do not seem to fit the available data entry options in the TPR.

**A:** If there are partnerships or co-enrollments that do not seem to fit within the TPR, the grantee is encouraged to note those in the Identifying Achievements section of the Technical Performance Narrative (TPN). As always, if there are questions on how to report for a specific participant, the grantee should reach out to their GOTR.

**Q:** Trainings provided by a new employer like formal classroom and On-the-Job Training (OJT) are not reflected because they weren't set up or paid by HVRP and happened after job start/exit. Often TPRs do not reflect all the good stuff happening out there.

**A:** If there are partnerships or practices that do not seem to fit within the TPR, the grantee is encouraged to note those in the Identifying Achievements section of the TPN. That is a great way to share the good work that grantees are doing!

**Q:** The participant received employment at full-time hours, but the participant's medical appointments and other events have caused the participant to work far fewer hours. This results in lower median quarterly earnings than planned in the TPR, which signals a yellow and/or red

flag in the TPN Action Column. How do grantees respond in the TPR when the actual differs significantly from planned median quarterly earnings?

**A:** An unexpected reduction in earnings for one participant will not likely be enough of a difference to reduce the grantee's performance on the earnings indicator below the 85 percent of goal built into the TPR. However, if that does occur, the grantee can and should be discussing red or yellow flags in the TPN, including underlying causes of any underperformance and remedies the grantee is taking to improve performance. As always, the grantee should be communicating any unexpected results or circumstances with their GOTR prior to submitting quarterly reports.

**Q:** Am I correct in looking as far back as possible in my state workforce agency's (SWA) case management system for the date first registered at the American Job Center (AJC)? Some have been in the system for many, many years. Some even pre-date the SWA's transition to the current case management system. The field in the TPR does not ask for date of co-enrollment, it asks for the date first registered at the AJC. Would we utilize the date that our grant number was entered into the AJC profile of the participants?

**A:** The intent is to be recording co-enrollment across HVRP and the AJC, so the grantee should look at the period of service that is concurrent with HVRP. If needed, the grantee can certainly talk with AJC staff to provide any clarification of the information in the AJC case management system. For co-enrollment across HVRP and the AJC, there are two points of entry in the TPR. The first is the Date First Registered in AJC, and the second is whether Co-Enrolled in AJC. The Date First Registered should reflect the first date of service *with the AJC* that is concurrent with HVRP services, that may be before or after the initial enrollment with HVRP. If the participant is co-enrolled, then Co-Enrolled in AJC should reflect "1" for "yes." Also see [Veterans' Program Letter \(VPL\) 03-16](#).

**Q:** Where can I find explicit directives on allowable support services vs. follow-up services?

**A:** This information can be found in the FOA under which a grantee applied for an HVRP grant, as well as in the TPR itself and the corresponding TPR Field Definitions Reference Guide available on the [HVRP website](#). (Follow-up services are also described in the definition of "Exiter" included on page 1 of this Q&A document.) If a grantee identifies a specific scenario not captured in these resources, then they should first consult their GOTR. The GOTR can always contact the National Office for further information.

## COMMUNICATION

**Q:** How can I get on the mailing list for these meetings?

**A:** Please send your contact information, including your grant number (if a current recipient) and/or organization, to [HVRP@dol.gov](mailto:HVRP@dol.gov), requesting to be added to the HVRP email list.