National Veterans' Technical Assistance Center (NVTAC) Menu of Services

NVTAC Menu of Services

The Department of Labor, Veterans' Employment and Training Services (DOL/VETS) funds the National Veterans' Technical Assistance Center (NVTAC) to provide programmatic support to Homeless Veterans' Reintegration Program (HVRP) grant recipients at no cost. NVTAC offers an array of services and expertise including one-on-one consultations and technical assistance, customized training, web-based training, best and promising practices, peer-to-peer learning opportunities, an extensive Community of Practice, and much more.

Individualized technical assistance can cover a wide range of topics based on grant recipient needs. Examples of topics include, but are not limited to:

- *Collaboration and partnerships*

- *Enrollment at the American Job Center*

- *Intake and assessment*

- *Job development and placement*

- *Outreach to veterans, employers, or partners*

- *Training for new staff*

- *Career-driven training and career pathways*

- *Employee retention and morale*

- *Leadership and management skills*

- *Outreach and engagement strategies for veterans experiencing homelessness*

- *Knowledge of models for career development and business engagement for veterans experiencing homelessness to reintegrate into the workforce*

- *Intake, assessment, and case management strategies that may result in veterans experiencing homelessness reintegrating into the workforce*

- *Experience with public and private systems/institutions to assist with coordination and integration of supportive services for veterans experiencing homelessness*

- *Analysis of changes and updates to DOL/VETS policies or other federal agency policies impacting individuals/veterans experiencing homelessness*

- *Coordinated Entry*

- ***...and much more!***

In addition to individualized technical assistance, NVTAC also provides various training opportunities for HVRP grant recipients, including:

Community of Practice (CoP)

The NVTAC CoP is a monthly forum for HVRP grant recipients to connect with each other and with NVTAC staff. This virtual community provides a space for grant recipients to share challenges and best practices around serving homeless veterans and to interact via webinars, training, and discussion forums. Please visit the NVTAC website to view upcoming topics and register for sessions. Previous CoP sessions are available at any time on the NVTAC website.

Virtual Learning Courses (VLC)

NVTAC offers a series of VLCs twice per year to support HVRP staff and leadership to continually improve their services to veterans. The classes are interactive and designed to increase opportunities for HVRP staff and leaders to share their insights and promising practices, as well as provide a space for collaboration. Previous VLC sessions can be viewed at any time on the NVTAC website.

Peer-to-Peer Learning

By request, NVTAC offers peer-to-peer facilitated sessions to connect grant recipients serving similar areas and/or populations to provide mentorship and share best practices. Peer-to-peer facilitated sessions can be held individually between two grant recipients, for entire states or regions, and more, based on the needs of grant recipients.

Personalized Lunch and Learn Sessions

By request, NVTAC offers one-day or multiple-day lunch and learn sessions for states, regions, or organizations with grant recipients in multiple states. Lunch and learn sessions are individualized based on the request, and can include multi-topic training opportunities, facilitated discussion, question and answer (Q&A) sessions, and more.

Do you have a training need that is not listed above? Reach out to NVTAC@dol.gov and we would be happy to discuss your request!

It takes a village!

DOL/VETS regional staff, located across the country, are also available to provide technical assistance to grant recipients. Each grant has an assigned Grant Officer Technical Representative (GOTR), who is typically the State Director for Veterans' Employment and Training (DVET) within their state. The name and contact information of the GOTR is found on the Notice of Award cover page under "Program Official Contact Information." The GOTR is responsible for federal oversight, monitoring, and grant compliance. Any questions about performance-related issues as outlined in the table below should be directed to your GOTR. NVTAC works closely with GOTRs to provide comprehensive, coordinated, and impactful support leading to successful HVRP grants.

NVTAC *does not* provide technical assistance on financial management, grant amendments, project budgets, or quarterly reporting. Grant recipients should refer to their GOTR for questions related to these topics. While NVTAC does not provide technical assistance on quarterly reporting, grant recipients can find VETS Grantee Reporting System (VGRS) training on the NVTAC website.

Are you unsure about whether to ask NVTAC or your GOTR for help on a specific topic? Reach out to NVTAC@dol.gov **and we can guide you in the right direction!** While not all inclusive, the following table is a quick reference for topics covered by NVTAC and GOTRs:

For questions about Contact:	NVTAC	GOTR
Collaboration and Partnerships	✓	
Coordinated Entry and Homelessness Systems	✓	
Enrollment at the American Job Center	✓	✓
Financial Management (i.e. Close-Out)		✓
Grant Amendments		✓
Outreach, Intake, and Assessment	✓	
Job Development and Placement	✓	
Outreach to Veterans, Employers, or Partners	✓	
Project Budget (i.e. SF-424, SF-424A, Budget Narrative)		✓
Quarterly Reporting		✓
Training for New Staff	✓	
Participant Training	✓	
HVRP Staff Retention	✓	
Follow-Up Strategies	✓	
Corrective Action Plans (CAP)	✓	✓