

HVRP Case Manager Survey

Introduction

We are conducting an effectiveness study of the Homeless Veterans Reintegration Program (HVRP) in the Veterans Employment and Training Service (VETS). The purpose of this survey is to get your perspective as a grantee on changes that have recently been introduced by VETS and your interaction with DVOP and LVER representatives, as well as to better understand some of the characteristics of your program and its participants. All of the information that you provide will be used to inform the HVRP as to its effectiveness.

Questions for the survey begin on the next page. You may want to print out a hard copy of the survey provided in the email sent to you so that you can gather any data or information that you will need to answer questions. Once you have begun the survey, you can stop and return at any time using the username and password provided to you via email. Please answer each question as honestly and accurately as possible.

Thank you for your participation, and please contact Marissa Shuffler via email at MShuffler@icfi.com or (703) 934-3662, or Kenneth Fenner via email at Fenner.kenneth@dol.gov or (202) 693-4728 with any questions or comments.

Responses to this data collection will be used only for statistical purposes. The reports prepared for this study will summarize findings across the sample and will not associate responses with a specific district or individual. We will not provide information that identifies you or your district to anyone outside the study team, except as required by law.

Public Burden Statement

Participation in this survey is voluntary. This survey should not be responded to unless a valid OMB control number is displayed. Public reporting burden for this collection of information is estimated to average 1.4 hours (84 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden or any other aspect of this collection of information including suggestions for reducing this burden to the U.S. Department of Labor, The Office of the Assistant Director for Veterans' Employment and Training, 200 Constitution Ave, N.W., Room S-1316, Washington, DC 20210 (phone: 202-693-4700).

Demographics

1) How long have you been employed by your organization?

- Less than 1 year
- 1-5 years
- 6-10 years
- Over 10 years

2) How long have you been in your current position?

- Less than 1 year
- 1-5 years
- 6-10 years
- Over 10 years

3) Please mark your level of experience in each of the following areas:

	0-2 years	3-5 years	6-9 years	10+ years
Job Training/Employment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness/Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case Management/Benefits Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4) Please provide an average number of hours per week that you participate in the following activities.

Participant outreach	
Housing (i.e., emergency, transitional, long term)	
Case Management	
Mental health services/substance abuse services	
Physical health services (i.e., medical, dental, vision)	
Legal services	
Vocational aptitude assessment/ Employment Development Plan (EDP) development	
Occupational skills training	
GED completion	
Basic skills training (e.g., social skills)	
Outreach to potential employers	
Resume development	
Job search/placement services	
Career planning services	
Follow-up support/aftercare	
Other	
Total Number of Hours Worked Per Week (On Average)	

Intake & Assessment

5) Which of the following evaluation(s) do individuals go through during intake? *(Mark all that apply)*

- A psychosocial evaluation
- An aptitude evaluation
- A skills and interest evaluation
- We do not conduct any evaluations during intake
- Don't Know/Not Sure
- Other (please specify)

If you selected other, please specify

6) Approximately what percentage of clients that undergo intake are enrolled in your organization's employment services program?

_____ %

7) For what reasons might an individual be denied intake into HVRP related activities at your organization? *(Mark all that apply)*

- Individual is/may be actively using drugs and/or alcohol
- Individual has severe mental health issues
- Client is unwilling to agree to or abide by program rules (e.g., mandatory counseling, mandatory drug testing, job search requirements)
- We do not deny anyone participation
- Don't Know/Not Sure
- Other (please specify)

If you selected other, please specify

8) How does your program determine a potential HVRP participant's job readiness?

9) Is the determination of job readiness related to the decision to enroll the veteran participant into the HVRP program?

- Yes
- No
- Don't Know/Not Sure

10) When a potential HVRP participant is assessed as “not ready for employment,” describe the process that the program uses to address specific barriers to employment.

11) What is your participant to case manager ratio?

_____participants to 1 case manager

12) Where are clients typically living/staying while enrolled in your program? (Mark all that apply)

- In emergency shelter or transitional housing, provided by our organization
- In emergency shelter or transitional housing, provided by a partner agency
- In permanent supportive housing
- In permanent housing (private market) with a subsidy
- In permanent housing (private market) without a subsidy
- Don't Know/Not Sure
- Other (please specify)

If you selected other, please specify

13) For clients that have a temporary living situation (e.g., emergency shelter, transitional housing), is any assistance provided to help them locate permanent housing?

- Yes, our organization helps clients locate and secure permanent housing.
- Yes, a partner organization helps clients locate and secure permanent housing.
- Clients are responsible for finding their own permanent housing.
- Other (please specify)

If you selected other, please specify

14) Are any of the following employment service providers involved in the intake/assessment process? (Mark all that apply)

- Employment specialists who are employees of our organization
- Disabled Veterans' Outreach Program (DVOP) representatives
- Local Veterans' Employment Representatives (LVERs)
- None of the above

15) If any of the above participate in the intake/assessment process, please describe how their involvement is coordinated:

16) Outside of the DVOP and LVER, do case managers help HVRP participants access any One Stop career center services?

- Yes
- No
- Don't Know/Not Sure

17) Please describe how case managers aid participants in accessing these services.

18) Please describe why case managers do not aid participants in accessing these services.

DVOP/LVER Interaction

19) With how many of the following individuals does your organization have some type of interaction?

Disabled Veterans Outreach Program (DVOP) _____
representative:
Local Veterans Employment Representatives _____
(LVER):
Employment specialists who are employed _____
directly by your organization:

20) What is your organization's proximity to DVOP(s)/LVER(s) with whom you interact?

- Co-located (Full-time)
- Co-located (Part-time)
- Located in the same city
- Not located in the same city but less than 20 miles apart
- Located over 20 miles apart
- Other (please specify)

If you selected other, please specify

21) In general, how frequently does your organization interact with DVOP(s)/LVER(s)?

- Daily
- 2-3 times per week
- Weekly
- 2-3 times per month
- Monthly
- A few times per year
- Never
- Other (please specify)

If you selected other, please specify

22) How often does your organization interact with DVOP(s)/LVER(s) regarding each of the following issues?

	Daily	2-3 times per week	Weekly	2-3 times per month	Monthly	A few times a year	Never
Basic skills (job seeking, job readiness, soft skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessments (vocational)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Development Plan (EDP) development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job development/Preparation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potential employer outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant follow up/Retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23) How would you rate the responsiveness of the DVOP(s)/LVER(s) working with your organization?

- Completely Unresponsive
- Somewhat Unresponsive
- Neither Responsive nor Unresponsive
- Somewhat Responsive
- Completely Responsive
- Not Applicable

24) How could the DVOP(s)/LVER(s) be more responsive to your organization's needs?

25) What are your expectations of a DVOP/LVER? (For example, what do you believe are or should be the duties and responsibilities of a DVOP/LVER?)

26) Does your organization set goals for the DVOP(s)/LVER(s)?

- Yes
- No
- Don't Know/Not Sure

27) Please rate how well the DVOP(s)/LVER(s) are meeting your expectations.

- Not At All Meeting Expectations
- Moderately Meeting Expectations
- Completely Meeting Expectations
- Not Applicable

28) Please explain why you chose this rating.

29) How would you define an effective DVOP/LVER?

30) Based on your definition, please rate the effectiveness of the DVOP(s)/LVER(s) with whom your organization interacts.

- Very Ineffective
- Somewhat Ineffective
- Neither Effective nor Ineffective
- Somewhat Effective
- Very Effective

31) Please explain why you chose this rating.

32) Do the DVOP(s)/LVER(s) working with your organization provide access to training and technical assistance resources for your HVRP participants?

- Yes
- No
- Don't Know/Not Sure
- Not Applicable

33) How would you rate the effectiveness/usefulness of training and technical assistance resources provided by the DVOP(s)/LVER(s)?

- Very Ineffective/Not Useful
- Somewhat Ineffective/Not Useful
- Neither Ineffective nor Effective
- Somewhat Effective/Useful
- Very Effective/Useful

34) Are the DVOP(s)/LVER(s) assigned to your organization involved in team building with your staff?

- Yes
- No
- Don't Know/Not Sure

35) How would you rate the effectiveness of the DVOP(s)/LVER(s) in team building with your staff to address participants' barriers to employment?

- Very Ineffective
- Somewhat Ineffective
- Neither Ineffective Nor Effective
- Somewhat Effective
- Very Effective
- Not Applicable

36) Please explain why you chose this rating.

37) Do the DVOP(s)/LVER(s) provide job leads?

- Yes
- No
- Don't Know/Not Sure

38) How would you rate the effectiveness/usefulness of the job leads provided by the DVOP(s)/LVER(s)?

- Very Ineffective/Not Useful
- Somewhat Ineffective/Not Useful
- Neither Ineffective nor Effective
- Somewhat Effective/Useful
- Very Effective/Useful
- Not Applicable

39) Please explain why you chose this rating.

40) How would you rate the quality of job leads provided by the DVOP(s)/LVER(s)?

- Poor Quality
- Moderate Quality
- High Quality
- Not Applicable

41) Please explain why you chose this rating.

42) How would you rate the DVOP(s)/LVER(s)' effectiveness in building partnerships with local employers?

- Very Ineffective
- Somewhat Ineffective
- Neither Ineffective nor Effective
- Somewhat Effective
- Very Effective
- Not Applicable

43) Please explain why you chose this rating.

Common Measures

44) To what extent did you notice a change in your program's employment or retention outcomes following the introduction of the Common Measures reporting method?

- To a great extent
- To some extent
- Not at all
- I don't know

45) Please explain why you chose this rating.

46) To what extent has the introduction of Common Measures affected the actual number of participants receiving training?

- To a great extent
- To some extent
- Not at all
- I don't know

47) Please explain why you chose this rating.

48) To what extent has the introduction of Common Measures affected the actual number of participants placed in employment?

- To a great extent
- To some extent
- Not at all
- I don't know

49) Please explain why you chose this rating.

50) To what extent has the introduction of Common Measures affected your organization's ability to provide services to homeless veterans?

- To a great extent
- To some extent
- Not at all
- I don't know

51) Please explain why you chose this rating.

52) In which of the following areas have you implemented changes to your program due to the introduction of Common Measures? (Mark all that apply)

- Participant data/Information collection
- Administration
- Fund allocation
- Assessment/Intake
- Job training and skill building
- GED/Certificate attainment
- Literacy attainment
- Follow up or job retention services
- No changes
- Other (please specify)

If you selected other, please specify

53) If your organization has made changes in any of the above areas due to the introduction of Common Measures, please briefly explain what changes were made and why.

54) To what extent has the introduction of Common Measures affected the way your organization collects information about participants?

- To a great extent
- To some extent
- Not at all
- I don't know

55) Please explain why you chose this rating.

56) To what extent has the introduction of Common Measures resulted in additional burden on your organization in any way?

- To a great extent
- To some extent
- Not at all
- I don't know

57) Please explain why you chose this rating.

58) To what extent has the introduction of Common Measures impacted your organization's financial resources?

- To a great extent
- To some extent
- Not at all
- I don't know

59) Please explain why you chose this rating.

60) To what extent has the introduction of Common Measures affected perceptions of staff performance?

- To a great extent
- To some extent
- Not at all
- I don't know

61) Please explain why you chose this rating.

62) To what extent has the introduction of Common Measures affected the morale in your organization?

- To a great extent
- To some extent
- Not at all
- I don't know

63) Please explain why you chose this rating.

64) To what extent has the introduction of Common Measures affected any of your organization's practices or policies?

- To a great extent
- To some extent
- Not at all
- I don't know

65) Please explain why you chose this rating.

66) To what extent do current reporting tools and processes accurately assess your organization's retention and employment outcomes?

- To a great extent
- To some extent
- Not at all
- I don't know

67) Please explain why you chose this rating.

68) To what extent has the new requirement that all participants must be exited by the end of the grantee's period of performance affected your retention and employment outcomes?

- To a great extent
- To some extent
- Not at all
- I don't know

69) Please explain why you chose this rating.

70) Please provide feedback for improving the Common Measures reporting system. These could include recommendations for improving how data is collected, successful methods for collecting required data utilized by your organization, or any additional data that is not currently collected but should be incorporated into Common Measures.

71) Are there any other Department of Labor programmatic changes that have affected your organization? If so, please explain.

Additional Information

72) **FIRST YEAR GRANTEES:** Please provide insight on specific challenges you face.

73) **ALL OTHER GRANTEES:** What advice would you like to pass on to new grantees?

74) **OPTIONAL:** Please provide any additional comments or suggestions that may be useful to understanding the effectiveness of the HVRP.

75) Please provide feedback regarding the structure of the survey questions, difficulty in completing particular questions, appropriateness of answer options, or any other information that will be useful for future versions of the survey.

Thank you for your participation!

Please contact Marissa Shuffler at MShuffler@icfi.com with any additional questions or concerns.