

Grant & Per Diem (GPD) National Program Office: Service Center Frequently Asked Questions

VHA Homeless Programs Office (11HPO)

Overview of GPD Service Center Grants and FAQs

[GPD Provider Website](#) (external)
[GPD SharePoint 0365](#) (internal)

GPD SERVICE CENTER FAQs

Where can I find the requirements for Service Center grantees?

- In the [Notice of Funding Opportunity](#) under which the grant was funded
- In the [Service Center inspection packet](#)
- GPD Regulations on the [GPD Provider Website](#)
- The original grant application submitted by the grantee and any subsequent change of scope approvals

Is Veteran eligibility for Service Center grants the same as for GPD transitional housing?

General Veteran eligibility standards for a GPD Service Center grant are the same as general eligibility standards for GPD Per Diem Only transitional housing grants. For example,

- Veterans generally ineligible for GPD include:
 - Dishonorable discharge, and/or
 - Bad conduct discharge (from a General court-martial)
- Veterans eligible to receive Service Center services must be homeless

How does billing and per diem work for Service Centers?

- Per diem rates are issued by the GPD National Office in the form of a per diem activation email
- The Service Center's per diem rate is paid per hour, not per night of care
- Per diem rates can change every year because they are based on the current VA state home program per diem rate for domiciliary care
 - *Temporary per diem rates are still in effect because of the COVID-19 emergency*
- Service Center grantees may not bill more than eight hours per day per Veteran served
- Billing is done per hour—fractions of hours should be rounded up (e.g. Veteran served in a Service Center for 2 hours, 25 minutes; the grantee may bill for 3 hours)
 - There is no minimum threshold of time that needs to be met before rounding up
- In cases where a Veteran receives services at the Service Center two different times in the same day, the grantee may document the combined service hours (rounding up to the whole hour)

- Grantees need to make sure that their requested per diem rate for the Service Center does not result in billing that is greater than the costs they are incurring
- Grantees must have documentation to support billing and GPD liaisons must check the documentation to substantiate billing
 - Service Center grantees must maintain a daily sign-in/out log for the Veterans served
 - Logs capture any information needed to verify eligibility; what time services began and ended; and generally, what services were provided during that period
 - Logs serve as the supporting documentation for monthly billings summarized on the voucher form
 - Grantees must provide GPD liaisons with a daily census of all Veterans served/billed for in each month
 - GPD liaisons are expected to plan regular visits to the Service Center to verify that the current log aligns with who is being served at that time

What is different about documentation requirements for Service Centers?

- At a minimum, GPD grantees operating Service Centers must have documented proof of Veteran status and homelessness
 - Grantees may use [SQUARES](#) to determine eligibility
- Grantees must document the Veteran's presence for the hours billed along with any grant related items
 - If the service includes brief engagement and referral there may not be a Veteran file on record, but there must be something denoting the referral (e.g. a log)
 - If the grantee provides some type of ongoing service (e.g. case management/employment assistance), there must be some type of record documenting the services provided
- Depending on the number of hours billed and the services provided, a Service Center GPD grantee's documentation may vary across clients and/or Service Centers
 - Clinical documentation for each client should always be applicable to the level of care provided, the services listed in the grant application, and should correlate with the amount of time billed per day per Veteran
- The GPD Liaison will not document client contact in HOMES or the electronic health record
 - However, it is important for someone within the local VA homeless program to partner with the Service Center to provide outreach services to link Veterans with appropriate resources including VA healthcare or other resources to end their homelessness where desired

May Veterans already enrolled in GPD transitional housing and/or HCHV (Healthcare for Homeless Veterans) CRS (Contract Residential Services) access Service Centers?

No, GPD grantees operating Service Centers may not bill for Veterans already served by or enrolled in GPD or in HCHV CRS because GPD and HCHV housing programs include services to facilitate obtaining housing and employment or benefits. If there are extenuating circumstances, please consult with the GPD National Program Office.

What are the performance metric targets for Service Centers?

Due to the short-term use of Service Centers, performance is not tracked via HOMES and VSSC at this time. It may be useful for Service Center grantees to track their performance for use in future grant applications.

Must GPD liaisons complete a quarterly compliance review for Service Centers, including an environmental review?

Yes. A quarterly environmental review must be conducted and stored in the administrative file for the grant. A quarterly review meeting should be scheduled with the grantee. Liaisons should use this time to discuss program progress, future plans, challenges, successes, and to review documentation of services provided to Veterans.

What is different about the inspection process for Service Centers?

VA inspection teams must use the Service Center inspection packet instead of the Transitional Housing inspection packet. The Service Center packet is shorter and focuses the inspection on only those items that may be applicable to a Service Center.

What do I do if I have questions?

Please contact the GPD National Program Office via email at GPDgrants@va.gov.