



# Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness (LSV-H) Grant Program

FY24 Grantee Onboarding Day 1  
August 13, 2024

Recording: <https://veteransaffairs.webex.com/recording/service/sites/veteransaffairs/recording/playback/1ec7cf43bcc103da1ffbacc76d1a15fe>

Password: Homeless1!



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# Legal Services for Veterans Team



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# Agenda

- I. Legal Background
- II. Eligibility
- III. SQUARES Overview
- IV. Compliance / FAQs
- V. Questions



# Legal Background



# Legal Background

- Authority: Section 4202 of the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 ([Public Law 116-315](#))
- Codified at: [38 U.S.C. § 2022A](#)
- Implemented by: [38 C.F.R. Part 79](#)



# Eligibility



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# Eligible Veterans

- A Veteran's eligibility for the LSV-H Grant is determined by a two-prong test. First, the individual must be found to be a 'Veteran' pursuant to 38 U.S.C. 101(2). Second, the individual must be found to be homeless or at-risk for homelessness pursuant to 38 CFR § 79.15.
  - Regarding the first element: The definition of "Veteran" found in 38 U.S.C. 101(2) is to be used ("A person who served in the active military, naval, air, or space service, and who was discharged or released therefrom **under conditions other than dishonorable.**"). Additionally, the length of service requirements set forth in 38 U.S.C. 5303A apply to this grant program.
  - Regarding the second element: 38 CFR 79.15 states "To be eligible for legal services under this part, an individual must be a: (1) Homeless veteran or (2) Veteran at-risk for homelessness."
    - Homeless: means a Veteran who is homeless as that term is defined in subsection (a) or (b) of section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302).
    - At Risk for Homelessness: 38 CFR 79.15(b)(1-9) goes on to provide a list of conditions of which at least one must be met to be considered 'at-risk for homelessness'.



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# Determining LSV-H Eligibility

- When determining Veteran Eligibility for LSV-H, reviewing their DD-214 is the best method to use. However, Veterans experiencing homelessness don't always have a copy of their DD-214. In these situations, we recommend the following steps to help determine if an individual is an eligible Veteran for LSV-H:
  - **First** - NPRC: Submit a request to the National Personnel Records Center (NPRC). NPRC prioritizes requests for Veterans who are homeless. Please note that if you do need to submit a request to NPRC, you **WILL** be able to bill the LSV-H Grant for your efforts to that end. If the potential client turns out to not be eligible, you just won't be able to provide services beyond the records request. If the potential client is eligible, you'll be able to provide covered legal services under the grant in the normal course. (<https://vetrecs.archives.gov/VeteranRequest/home.html>).
  - **Second** – SQUARES: Status Query and Response Exchange System (SQUARES) is a VA web application that provides VA employees and external organizations (homeless service community partners, law enforcement partners (police departments, sheriff departments, courts, and jails) local, state and federal agencies with reliable, detailed information about Veteran eligibility. Please note that SQUARES requires log-in via ID.me. We will be providing a SQUARES overview during onboarding in August.
  - **Third** – DPRIS: The LSV Business Team can run a search in the Defense Personnel Records Information Retrieval System (DPRIS). This search works best for Veterans discharged after 2002. The LSV Business Team will need the consent of the Veteran to allow us to conduct a search for the limited purpose of determining eligibility. Email us at [LSVGrants@va.gov](mailto:LSVGrants@va.gov) if you'd like us to run a DPRIS search for you.



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## Status Query and Response Exchange System (SQUARES) Overview August 13, 2024

# Agenda

- **SQUARES Overview**
- **SQUARES Application Instructions**
- **VA Grantees (External Managers/Users)**
- **Friendly Reminders**
- **SQUARES 3.0 Release (October 2024)**
- **Search Tools**
- **Questions and Answers**





**Status Query and Response Exchange System (SQUARES)** is a web-based application that returns unique information regarding the Veteran's particular eligibility status for healthcare and/or homeless program services in a secure environment. Depending on the SQUARES outcomes, VA employees and homeless service partners are provided with an eligibility determination so they can begin the enrollment or referral process to assist Veterans with accessing VA healthcare and homeless programs--Supportive Services for Veterans Families (SSVF), Grant and Per Diem (GPD) and Housing and Urban Development – VA Supportive Housing (HUD-VASH).

In October 2024, SQUARES 3.0 will be released and it will include Veteran's eligibility information specifically available for the LSV-H Grant and other dynamic enhancements (noted on Slide 15).



The words “homeless” and “Veteran” should not be in the same sentence. VA remains committed to ending homelessness among Veterans because it is our nation’s duty to ensure all Veterans have a place to call home.

Achieving the goal of ending homelessness requires a collective effort by VA, homeless service community partners, criminal justice partners (police/sheriff departments, courts, correction offices, and jails) and local, state and federal agencies. Many of our partners may be the first to encounter a Veteran experiencing homelessness or at risk of homelessness.

The successes realized by SQUARES teach us that for services to be effective, they must be easy to access, streamlined and meet unique needs.

With its speed and ease of use, SQUARES vastly improves access to homeless program services and health care. As of August 9, 2024, there were over 3,900 SQUARES Users nationwide. For general information about SQUARES, watch the [\*\*SQUARES Overview Video\*\*](#).





Veterans who are not **eligible** are assisted with referrals to local community resources.



**Over 3,900 Total Users**  
(Internal VA Users: Over 900)  
(External VA Users: Over 3,000)



**Over 400,000 queries were conducted** to obtain Veteran eligibility information.

# SQUARES Website (Application Instructions)

The screenshot shows a web browser at the URL [va.gov/homeless/squares/](https://va.gov/homeless/squares/). The page title is "VA Homeless Programs" and the sub-page is "SQUARES". A left-hand navigation menu includes options like "For Veterans", "For Family Members & Spouses", "For Employees", "For Business", "Forms & Publications", "Jobs", "Volunteer or Donate", and "Public & Intergovernmental Affairs". Below the menu is a "Veterans Crisis Line" banner with the text "DIAL 988 then PRESS 1". The main content area features the heading "VA Homeless Programs" and "SQUARES" in large blue text. Below this, there are links for "Training | Apply | FAQs | Executive Summary | Contact Us". The introductory text describes SQUARES as a VA web application that provides information to VA employees and external organizations, including homeless service community partners, law enforcement partners, and local, state, and federal agencies. It mentions that users submit identity attributes for homeless individuals and that SQUARES returns information regarding the Veteran's status and eligibility for healthcare and homeless programs. Two video links are provided: [SQUARES Overview](#) and [SQUARES Search Tools](#). To the right of the text is a logo consisting of a house outline with the word "SQUARES" in red inside, and the tagline "Using Data to End Veteran Homelessness" below it.

***Use the current application instructions included online (if you apply before October 2024).  
New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.***



# SQUARES Website (Application Instructions)



If you have business need for SQUARES and would like to become an authorized user, please click on the tab below to obtain instructions on how to apply for access (based on your specific access level).

Review the [Frequently Asked Questions](#) (FAQs) and contact the [SQUARES Help Desk](#) if you need assistance and if you would like to add a FAQ to the list.

Training

VA Users Only

Standard Users Only

SQUARES Managers (VA Grantees Only)

## Standard Users

(Click on Standard Users Only Button)

## SQUARES Managers

(VA Grantees) (Click on the SQUARES Managers (VA Grantees Button) – Access needs to be granted before Standard Users

(Note: Register with your business email using Chrome)

*Use the current application instruction included online (if you apply before October 2024).*

*New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.*



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# SQUARES Website (Application Instructions)

## Standard Users Only

If you are **not a VA Employee** and have a business need for SQUARES, please click on the link below to obtain instructions on how to apply to become an authorized Standard User for all external organizations. (Note: Your organization must designate a SQUARES Manager before you apply for access.) Contact the [SQUARES Help Desk](#) to see if your organization has an active account.

(Click on the Application Instructions for your specific application type)



Application Instructions

## SQUARES Managers (VA Grantees Only)

If you are a **VA Grantee** and have a business need for SQUARES, please click on the link below to obtain instructions on how to apply to become an authorized approving official (SQUARES Manager). (Note: Your organization must designate a SQUARES Manager before standard users can apply for access.) Contact the [SQUARES Help Desk](#) to see if your organization has an active account.



Application Instructions

***Use the current application instructions included online (if you apply before October 2024).  
New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.***



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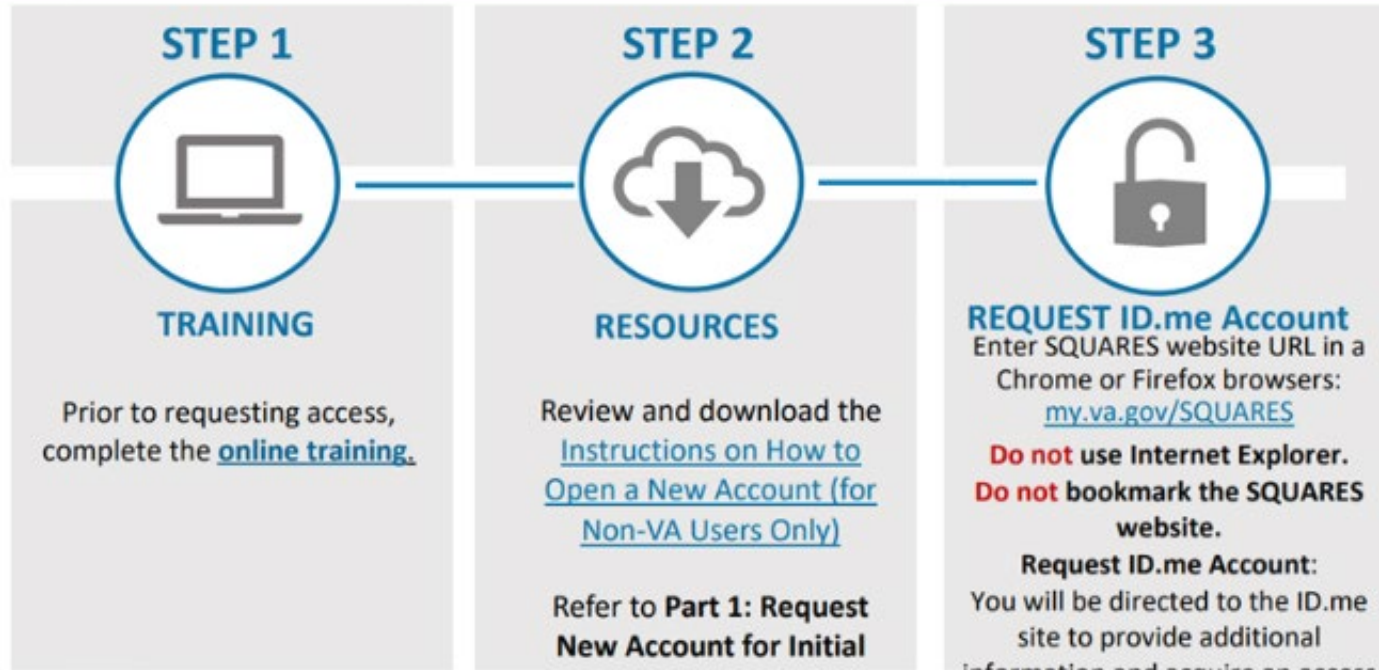


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# Non-VA Users: Getting Started with SQUARES



*Use the current application instructions included [online](#) (if you apply before October 2024).  
New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.*

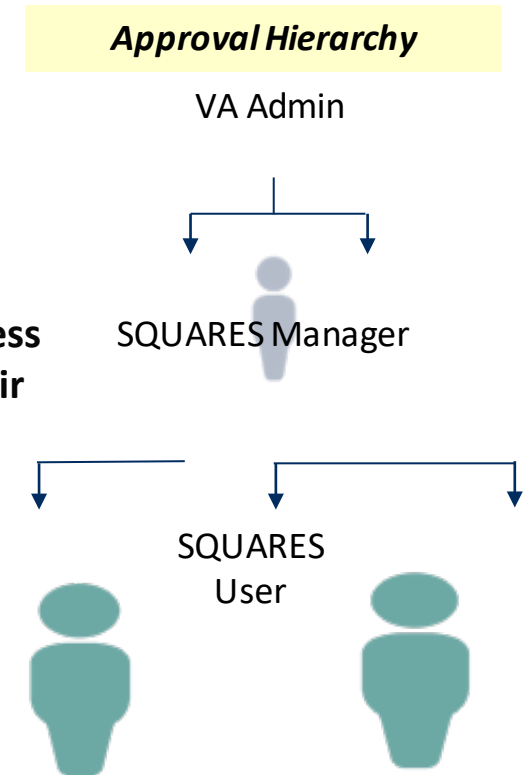


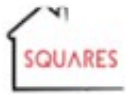
## NonVA Users (External SQUARES Users)

**NonVA Users:** Standard Users need to independently apply for access and organization's designated SQUARES Managers will approve their access.

Standard Users should apply (after their organization's designated SQUARES Managers are granted access). Submit a Help Desk Ticket if you need assistance.

**Please Note:** External Organizations that have a business need to verify eligibility for homeless programs include VA Grantees, Federal, State and Local Government and Law Enforcement (criminal justice agencies such as police departments, sheriff departments, courts, correction offices, and jails).





# New Managers/VA Grantees: Getting Started with SQUARES

## STEP 1



### TRAINING

Prior to requesting access, complete the [online training](#).

## STEP 2



### RESOURCES

Download

[Instructions to Managers - Quick Reference Guide](#)

**Part 1:** Complete the Registration Form. (Skip this step if you are a VA Grantee and your organization is listed in the organization drop-down box. Contact the [Help Desk](#) if your organization is not listed in

## STEP 3



### REQUEST ID.Me Account

Enter the SQUARES website URL in a Chrome or Firefox browser: [my.va.gov/SQUARES](https://my.va.gov/SQUARES)

You will be directed to ID.me to provide additional information and acquire an access code. If you have an existing ID.me account, please use your

***Use the current application instructions included [online](#) (if you apply before October 2024).  
New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.***



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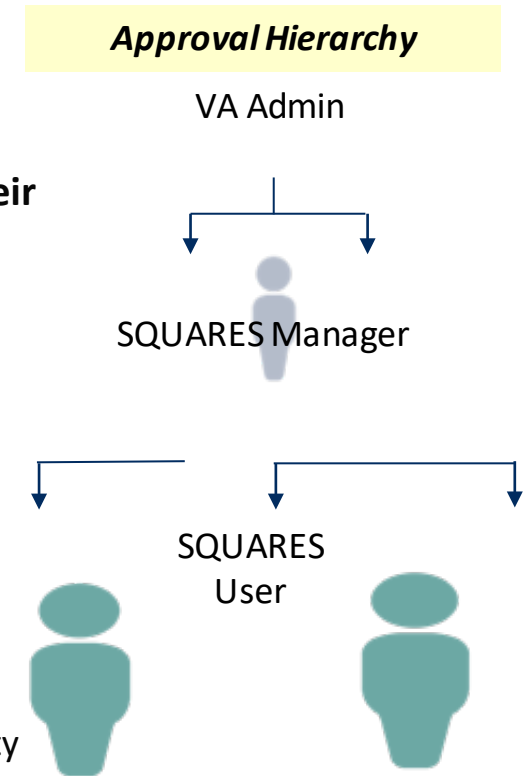
## SQUARES Managers (VA Grantees)

**VA Admin:** Approve SQUARES Managers (after they register for a manager-level account as VA Grantee on the SQUARES Website)

**SQUARES Managers:** Designated Approving Officials (assigned by their organizations) to approve users from their organizations when application requests are automatically routed to them.

- Each organization must designate a SQUARES Manager
- Managers need to apply for access (prior to their users)
- Managers need to provide their users with the application instructions (posted on the SQUARES Website for Standard Users) and the organization's information (as it appears in the SQUARES System)

**Please Note:** External Organizations that have a business need to verify eligibility for homeless programs include VA Grantees, Federal, State and Local Government and Law Enforcement (criminal justice agencies such as police departments, sheriff departments, courts, correction offices and jails). VA Grantee Organizations are preloaded in the system; however, all new Managers/Users need to independently apply for access.



## SQUARES Search Options

- **Single: Results for One Record**
- **Advanced: Drill Down Results**
- **Bulk: Results for Multiple Records**

Demo on [SQUARES Search Tools](#)

In October 2024, SQUARES 3.0 will be released and it will include Veteran's eligibility information specifically available for the LSV-H Grant and other dynamic enhancements (noted on Slide 15).



# Friendly Reminders

- **SQUARES Users**
  - All SQUARES Users need to independently apply for an account (using Chrome and business email)
  - All SQUARES Users will be approved by their organization's designated approving official (SQUARES Manager)
- **SQUARES Managers**
  - All SQUARES Managers need to independently apply for an account (using Chrome and business email)
  - All SQUARES Managers need to apply for access (before their SQUARES Users)
  - All SQUARES Managers are approved by VA and are not required to sign a new Data Use Agreement
  - All SQUARES User Accounts that are not approved by SQUARES Managers will be in pending status until they are approved by the SQUARES Manager
  - Weekly Reminders are forwarded to SQUARES Managers via email to approve pending accounts
  - Select a reason for deactivating accounts (as needed)
  - SQUARES Managers are required to designate a Backup Manager from their User's List that we can contact if the SQUARES Manager is out for an extended period of time or leaves the organization
- **All SQUARES Users/Managers**
  - Review the application instructions included [online](#) for your specific application role
  - All SQUARES Users need to login at least once a month to retain access
  - Submit a [Help Desk Ticket](#) (if assistance is needed with your application submission or current account)
  - Contact [LSVGrants@va.gov](mailto:LSVGrants@va.gov) (if you have eligibility questions)
  - Login to retain your access before the deadline (if you receive a deactivation notice from Salesforce)
  - Use the bulk search template to conduct bulk searches (Please do not modify the template)

***Use the current application instructions included [online](#) (if you apply before October 2024).***

***New application instructions will be updated and released when SQUARES 3.0 is released in October 2024.***

## **SQUARES 3.0**

***(Scheduled Release Date: October 2024)***

### **SQUARES 3.0 will include the following enhancements:**

- New Application Instructions, Video Vignettes, and other training materials
- New User-Friendly Application
- New LSV-H Eligibility Matrix
- New Search Tools
- New Help Desk
- More Automation

**Existing Registered SQUARES Users/Managers will be transitioned to the new system (SQUARES 3.0) in October 2024.**

**Webinars will be provided in Q1/2025 to showcase the new features of SQUARES 3.0. Registration information will be released later this Fall.**

## Questions and Answers



[SQUARES Help Desk](#)  
[SQUARES Resources Website](#)  
[SQUARES Overview Video](#)





# Eligible Veterans

- A Veteran’s eligibility for the LSV-H Grant is determined by a two-prong test. First, the individual must be found to be a ‘Veteran’ pursuant to 38 U.S.C. 101(2). Second, the individual must be found to be homeless or at-risk for homelessness pursuant to 38 CFR § 79.15.
  - Regarding the first element: The definition of “Veteran” found in 38 U.S.C. 101(2) is to be used (“A person who served in the active military, naval, air, or space service, and who was discharged or released therefrom **under conditions other than dishonorable.**”). Additionally, the length of service requirements set forth in 38 U.S.C. 5303A apply to this grant program.
  - Regarding the second element: 38 CFR 79.15 states “To be eligible for legal services under this part, an individual must be a: (1) Homeless veteran or (2) Veteran at-risk for homelessness.”
    - Homeless: means a Veteran who is homeless as that term is defined in subsection (a) or (b) of section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302).
    - At Risk for Homelessness: 38 CFR 79.15(b)(1-9) goes on to provide a list of conditions of which at least one must be met to be considered ‘at-risk for homelessness’.



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# Eligible Veterans - Continued

## Eligible Veterans 38 USC 5303A

### §5303A. Minimum active-duty service requirement

- (a) Notwithstanding any other provision of law, any requirements for eligibility for or entitlement to any benefit under this title or any other law administered by the Secretary that are based on the length of active duty served by a person who initially enters such service after September 7, 1980, shall be exclusively as prescribed in this title.
- (b)
  - (1) Except as provided in paragraph (3) of this subsection, a person described in paragraph (2) of this subsection who is discharged or released from a period of active duty before completing the shorter of-
    - (A) 24 months of continuous active duty, or
    - (B) the full period for which such person was called or ordered to active duty,  
is not eligible by reason of such period of active duty for any benefit under this title or any other law administered by the Secretary.
  - (2) Paragraph (1) of this subsection applies-
    - (A) to any person who originally enlists in a regular component of the Armed Forces after September 7, 1980; and
    - (B) to any other person who enters on active duty after October 16, 1981, and has not previously completed a continuous period of active duty of at least 24 months or been discharged or released from active duty under [section 1171 of title 10](#).
  - (3) Paragraph (1) of this subsection does not apply-
    - (A) to a person who is discharged or released from active duty under [section 1171 or 1173 of title 10](#);
    - (B) to a person who is discharged or released from active duty for a disability incurred or aggravated in line of duty;
    - (C) to a person who has a disability that the Secretary has determined to be compensable under [chapter 11](#) of this title;
    - (D) to the provision of a benefit for or in connection with a service-connected disability, condition, or death;
    - (E) to benefits under [chapter 19](#) of this title;
    - (F) to benefits under [section 2011, 2012, 2013, 2044, or 2061](#) of this title;
    - (G) to benefits under [chapter 30](#) or [chapter 37](#) of this title by reason of-
      - (i) a discharge or release from active duty for the convenience of the Government, as described in [sections 3011\(a\)\(1\)\(A\)\(ii\)\(II\) and 3012\(b\)\(1\)\(A\)\(iv\)](#) of this title;
      - (ii) a discharge or release from active duty for a medical condition which preexisted service on active duty and which the Secretary determines is not service connected, as described in clauses (A)(ii)(I) and (B)(ii)(I) of [section 3011\(a\)\(1\)](#) of this title and in [section 3012\(b\)\(1\)\(A\)\(ii\)](#) of this title;
      - (iii) an involuntary discharge or release from active duty for the convenience of the Government as a result of a reduction in force, as described in clauses (A)(ii)(III) and (B)(ii)(III) of [section 3011\(a\)\(1\)](#) of this title and in [section 3012\(b\)\(1\)\(A\)\(v\)](#) of this title; or
      - (iv) a discharge or release from active duty for a physical or mental condition that was not characterized as a disability and did not result from the individual's own willful misconduct but did interfere with the individual's performance of duty, as described in [section 3011\(a\)\(1\)\(A\)\(ii\)\(I\)](#) of this title; or
    - (H) to benefits under [chapter 43](#) of this title.



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# Eligible Veterans – Multiple Discharges

- Note: Generally, a discharge under dishonorable conditions will not bar a former service member from receiving VA benefits **if** that service member has another period of service which ended under honorable conditions for which the statutory bars would not apply—as VA benefits would be predicated on that honorable period of service. If you have questions about this, please contact the LSV Program Team at [LSVGrants@va.gov](mailto:LSVGrants@va.gov).



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# Military Discharge Upgrades – DADT

- On Sept. 20, 2023, DOD announced it will proactively review military records of veterans whose military records indicate their administrative separation was the result of their sexual orientation and who received a less than honorable conditions discharge.
- [Don't Ask Don't Tell Resources \(defense.gov\)](https://www.defense.gov)



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# Compliance



# Grievance Process

- **New for FY24 Grant Year:** Per Section 29 of the LSV-H Grant Agreement, grantees shall utilize their existing grievance process to address Veteran client concerns raised at intake, during the provision of, or following the completion of legal services.
- The VA Program Office strongly encourages grantees to adopt and follow a formal process for receiving, reviewing, and responding to Veteran client concerns and complaints about the VA grant funded services. In the event the grantee does not have an existing grievance process, the grantee shall make a best effort to assist the Veteran client to ensure their legal needs are met, including making referrals to other providers when the grantee determines that it is unable to serve the Veteran client.
- If the grantee is unable to assist the Veteran client to their satisfaction, the grantee may refer the Veteran client to the VA Program Office at [LSVGrants@va.gov](mailto:LSVGrants@va.gov). The VA Program Office's review will be limited to the application of program criteria established in 38 CFR Part 79. The VA Program Office will not offer legal advice or access the merit of a Veteran client's underlying legal claim.



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# Partnerships with Faith-Based and Neighborhood Organizations

## Written Notice to Veterans about Protections

- **New for FY24 Grant Year.** Effective April 3, 2024 a final rule amended 38 C.F.R. 50. Consistent with the requirements of 38 C.F.R. 50, all LSV-H grantees who provide legal services to Veterans under an LSV-H funded project must give written notice to Veteran clients about protections against religious discrimination. Grantees are responsible for ensuring that subrecipients comply with this requirement.
- Background:
  - Executive Order 14015 dated February 14, 2021: Establishment of the White House Office of Faith-Based and Neighborhood Partnerships.
    - Organizing more effective efforts to serve people in need across the country and around the world in partnership with civil society.
    - Empowering faith-based and secular organizations to assist in the delivery of vital services in our neighborhoods.
    - Ensuring that Federal grants are consistent with applicable laws.
  - Final Rule FR Doc. 2024-03869 dated March 4, 2024: Partnerships with Faith-Based and Neighborhood Organizations
    - Nine Federal agencies (including HUD, DOL, DOJ, DHHS)
    - Maximize participation by Veterans and community-based organizations in projects funded by Federal grants and maximize consistency across Federal agencies.



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# Partnerships with Faith-Based and Neighborhood Organizations

## Written Notice to Veterans about Protections - Continued

- Again, all LSV-H grantees who provide legal services to Veterans under an LSV-H funded project must give written notice to Veteran clients about protections against religious discrimination. Grantees are responsible for ensuring that subrecipients comply with this requirement.
- This requirement applies to all LSV-H grantees regardless of the organization type (e.g., non-profit, State government, local government, Tribal government, faith-based organization, non-faith-based organization, housing authority).
- The LSV Program Office will provide Instructions and Template Language during the August onboarding sessions.



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# Attorney-Client Privilege

- The LSV Program Office will **never** ask for information that is protected by the Attorney-Client Privilege (ACP). The LSV Program Office has no need to collect the Names of Veterans served or key details of their cases. To ensure that information covered under ACP is not inadvertently provided to the LSV Program Office, please do the following:
  - Please review any materials for ACP that are provided to the VA / uploaded to VA systems prior to submittal.
  - Please do not copy VA Employees or shared VA mailboxes (such as [LSVGrants@VA.gov](mailto:LSVGrants@VA.gov)) on correspondence to Veteran clients.
  - For the limited reporting information VA does need to collect, please utilize a Unique Client Identifier (discussed in later slides) instead of providing the Veteran's name and/or DOB.

**NOTE: VA will delete any information we believe to be covered under ACP. This could result in a non-compliance finding and/or delayed payments.**

# Unique Client Identifier

- When information is requested at the Veteran level (such as on the *LSV Caseload Tracking Tool* or during an Office of Business Oversight Audit), grantees need to utilize a Unique Client Identifier (UCI) instead of providing personally identifiable information for a given Veteran. A UCI is a unique combination of letters and numbers which is used to produce unduplicated counts of Veterans served over time. UCIs are widely used in other US Government grants such as those funded by the Legal Services Corporation, IRS's Low Income Taxpayer Clinics and others.
- **Change From FY22 Grant Year:**
  - If your caseload tracking software generates a UCI, you are welcome to use that.
  - If your caseload tracking software doesn't generate its own UCI, please use the following UCI naming convention:
    - Two-character State/Territory abbreviation for where grantee is located
    - Four-digit year Veteran was last discharged from the military
    - First three letters of Veteran's first name
    - Veteran's four-digit year of birth
    - First letter of Veteran's last name



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# Compliance Requirements – SF425

- The SF-425, also known as the Federal Financial Report, is a form used by federal agencies in the United States to collect financial information from recipients of federal grants, cooperative agreements, and other types of federal funding. Its purpose is to track and report how federal funds are being utilized by the recipient organizations.
- The SF-425 seeks to provide a standardized format for recipients to report on the financial aspects of their federally funded projects. It captures information such as expenditures, obligations, and unobligated balances, allowing federal agencies to monitor the financial performance of the projects and ensure compliance with applicable regulations.
- By collecting this financial data, the SF-425 enables federal agencies to assess the progress and effectiveness of the projects they fund, verify that funds are being used for their intended purposes, and ensure accountability and transparency in the use of federal funds. The LSV-H requires the following SF-425s:
  - **A Mid Year SF-425 (for the 7 month period August 1, 2024 – February 28, 2025) is due by March 31, 2025**
  - **A Final SF-425 is due by January 27, 2026**



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# Compliance Requirements – Quarterly Report

To ensure compliance with 38 CFR 79 and 2 CFR 200, a Quarterly Report must be completed. Areas covered in the Quarterly Report include:

- Compliance with requirements of 38 CFR 79
  - Data Quality
  - Training and Webinars
  - Budget
  - Legal Services Provided
  - Certification
- Quarterly Reports are cumulative in nature and will be completed the Electronic Grants Management System (eGMS). Instructions can be found in our Grant Recipient Guide. Reports are due one month after the end of each Quarter:
    - Q1 (August 1, 2024 – October 31, 2024): Report due no later than November 30, 2024.
    - Q2 (November 1, 2024 – January 31, 2025): Report due no later than February 28, 2025
    - Q3 (February 1, 2025 – April 30, 2025): Report due no later than May 31, 2025
    - **Q4 (May 1, 2025 – September 30, 2025 – 5 Months Total): Report due no later than October 31, 2025**



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# Compliance Requirements – Caseload Tracking Tool

The LSV Caseload Tracking Tool is a living Excel file that tracks legal services provided to Veterans at the case level. The following information is captured in the LSV Caseload Tracking Tool:

- Unique Client Identifier for Veteran
- Veteran’s Age at Time of Screening
- Veteran’s Race
- Veteran’s Ethnicity
- Veteran’s Gender
- Veteran’s Housing Status Upon Screening
- Veteran’s Rurality Status
- Presenting Legal Problem
- Level of Legal Services Provided
- Type of Legal Service Provided
- Status of Legal Problem
- Housing Status at Exit
- Hours Spent on Legal Problem
- Group Training Details
- Confirmation if Veteran is new or carry-over from prior grant year

**Note: Grantees will provide a copy of their LSV Caseload Tracking Tool no later than one month after the end of each quarter.**

# Determining Rurality

"Rural" is any area that is not located in a standard metropolitan statistical area or a primary metropolitan statistical area. To determine if an area is considered Rural, please utilize the LSV-H Rural County Lookup Excel file located on the LSV-H National Site. Simply find the County and State where the Veteran resides / last resided in Column 'C' then refer to the 'Yes' or 'No' listed in Column 'D'.

2015 GEOID	State	2015 Geography Name	Considered Rural for LSV-H Grant?
01001	AL	Autauga County, Alabama	No
01003	AL	<b>Baldwin County, Alabama</b>	No
01005	AL	Barbour County, Alabama	Yes
01007	AL	Bibb County, Alabama	Yes
01009	AL	Blount County, Alabama	Yes
01011	AL	Bullock County, Alabama	Yes
01013	AL	Butler County, Alabama	Yes
01015	AL	<b>Calhoun County, Alabama</b>	No
01017	AL	Chambers County, Alabama	No
01019	AL	Cherokee County, Alabama	Yes
01021	AL	Chilton County, Alabama	Yes

# Women Veterans

Per 38 U.S.C. 2022A(e), For any fiscal year, not less than 10 percent of the amount authorized to be appropriated for grants under this section shall be used to provide legal services to women Veterans.

- **Example 1:** Legal Aid Florida receives \$300,000 in funding under the LSV-H Grant.
  - Legal Aid Florida is expected to provide at least \$30,000 in legal services (38 CFR 79.20) to women Veterans.
- **Example 2:** Legal Aid Texas received \$150,000 in funding under the LSV-H Grant.
  - Legal Aid Texas is expected to provide at least \$15,000 in legal services (38 CFR 79.20) to women Veterans.



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# LSV-H Interaction With Other USG Grants - LSC

- The LSV Program Office is aware that Legal Services Corporation (LSC) prohibits their grantees from providing criminal defense however that does not apply to the LSV-H 'dual status' grantees. To quote LSC:

*“The restriction on criminal cases is found in the LSC Act and applies only to LSC funds and private funds by operation of Section 1010(c), 42 U.S.C. 2996i(c). The restriction does **\*not\*** extend to public funds—which include Federal grants—or Tribal funds as long as the public or Tribal funds are used for the purposes for which they were granted. In the case of LSV grants, because criminal representation is a permitted activity, LSC grantees would be able to use LSV funds consistent with that purpose.”*

- If grantees have any additional questions regarding LSC’s position, please contact Stefanie Davis – Senior Associate General Counsel and Ethics Officer with LSC’s Office of Legal Affairs (Office: 202-295-1563 / Email: [sdavis@lsc.gov](mailto:sdavis@lsc.gov)). The LSV Program Office is unable to provide any further information on this topic.



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# LSV-H Interaction With Other USG Grants –VA Grants

Grants allocated for the LSV-H grant program within the Department of Veterans Affairs have a specific and exclusive focus on providing services and support to eligible veterans under this program. It is crucial to note that these grants cannot be utilized to deliver services or fulfill the scope of work authorized by other VA grants. The intent is to ensure a clear separation and avoid any overlap in the provision of services, thereby maintaining the integrity and targeted impact of both the LSV-H program and other VA grant initiatives. These other VA grant initiatives include but are not limited to:

- Grant and Per Diem Program
- Supportive Services for Veteran Families (SSVF)
- Staff Sergeant Parker Gordon Fox Suicide Prevention Grant (SSG Fox SPGP)



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# FAQs



# Compliance FAQs

- **Change in Eligibility During Representation:**
  - **Grantee Question:** What if a Veteran's eligibility changes during the course of representation?
  - **LSV Program Team Response:** VA expects Grantees to complete their scope of representation to a Veteran client in the event their eligibility status has change during the representation.
  - **Example:** Grantee is representing an eligible Veteran client who was at-risk for homelessness with a driver's license revocation issue. During representation, Veteran became permanently housed. Grantee should complete work on the driver's license revocation issue. At the end of this scope of work, the Veteran would not be eligible for additional legal services under LSV-H

# Compliance FAQs

- **Requirement to Document Homelessness Status:**
  - **Grantee Question:** How do we document if a Veteran is Homeless or At Risk for Homeless in our casefile?
  - **LSV Program Team Response:** VA is **not** requiring documentation determining if a Veteran is Homeless or At Risk for Homeless in the Grantee's casefile. Some Grantees have let the VA know that they will document this using a memo-to-file in their casefile. VA does not object to this and may adopt this in future grant years. But again, for this grant year (August 1, 2024 – September 30, 2025) VA is **not** requiring documentation determining if a Veteran is Homeless or At Risk for Homeless in the Grantee's casefile.



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# Compliance FAQs

- **Incorrect Eligibility Determination:**
  - **Grantee Question:** What if after we screen a Veteran we learn that the Veteran was ineligible for legal representation under LSV-H?
  - **LSV Program Team Response:** Legal services must be provided by competent legal professionals who conduct themselves in good faith. If this situation arises, please contact the LSV Program Team at [LSVGrants@va.gov](mailto:LSVGrants@va.gov). Most likely, we will advise to complete the scope of representation for the Veteran client but refrain from taking on additional legal needs.



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# Compliance FAQs

- **Question about Trainings:**

- **Grantee Question:** We're planning on delivering a training to a Veterans group. Can we bill the time for the preparation of the training as well as the training itself?
- **LSV Program Team Response:** Training Veterans is an allowable activity under this grant. Such trainings should be captured on the 'Group Training' Tab of the Caseload Tracking Tool. The hours associated with a training should include preparation, travel (if applicable), and the actual training.



# Compliance FAQs

- **Question about Family Law:**

- **Grantee Question:** 38 CFR 79.20(b) allows for Legal services relating to family law, including assistance in court proceedings for child support and custody, divorce, estate planning, and family reconciliation. Can we provide legal services to a Veteran's family members?
- **LSV Program Team Response:** The LSV-H Grant provides covered legal services to eligible Veterans; not Veteran Families. Services provided to a Veteran Family will not be covered by the VA under this grant. While the legal services provided to eligible Veterans may result in a net benefit to that Veteran's family, the Veteran must be the client.



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# Compliance FAQs

- **Question about Retainer Fees:**

- **Grantee Question:** We will be subcontracting out a portion of the work under this grant to local attorneys. Can we pay these subcontractors a retainer fee?
- **LSV Program Team Response:** While 2 CFR 200.459 allows the use of retainer fees to third-parties in limited circumstances, we strongly advise against their use for the LSV-H Grant. If you believe you need to utilize a retainer fee with a subcontractor, please contact the LSV Program Team at [LSVGrants@va.gov](mailto:LSVGrants@va.gov) to discuss.





# Compliance FAQs

- **Question about Income Cap:**
  - **Grantee Question:** Is there an income cap that Veterans must be under in order to qualify for LSV-H?
  - **LSV Program Team Response:** There is no income cap requirement for LSV-H. The income cap referenced in Paragraph 1 of 24 CFR 576.2 does not apply. 38 CFR 79.15(b) references Paragraph 1 of 24 CFR 576.2 only as it applies to places where Homeless Veterans sleep:
    - “At risk for homelessness” in this part means an individual who does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter **or another place described in paragraph (1) of the definition of “homeless” in 24 CFR 576.2.**



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# Compliance FAQs

- **Question about Guard and Reserve Time for LSV-H Eligibility**
  - **Grantee Question:** Do members of the Guard and Reserve qualify for the LSV-H Grant.
  - **LSV Program Team Response:** – A Member of the Guard/Reservist **could** be eligible for the LSV-H Grant if they:
    - Have active duty time (38 U.S.C. 5303A);
    - Were discharged or released from that active duty time under conditions other than dishonorable (38U.S.C. 101(2));
    - Is either statutorily homeless or at-risk for homeless (see above and 38 CFR 79.15

**Note – There is no requirement for this period of Active Duty to have been a combat deployment.**

# 38 U.S.C. 5303A

## Eligible Veterans 38 USC 5303A

### §5303A. Minimum active-duty service requirement

- (a) Notwithstanding any other provision of law, any requirements for eligibility for or entitlement to any benefit under this title or any other law administered by the Secretary that are based on the length of active duty served by a person who initially enters such service after September 7, 1980, shall be exclusively as prescribed in this title.
- (b)
  - (1) Except as provided in paragraph (3) of this subsection, a person described in paragraph (2) of this subsection who is discharged or released from a period of active duty before completing the shorter of-
    - (A) 24 months of continuous active duty, or
    - (B) the full period for which such person was called or ordered to active duty,is not eligible by reason of such period of active duty for any benefit under this title or any other law administered by the Secretary.
  - (2) Paragraph (1) of this subsection applies-
    - (A) to any person who originally enlists in a regular component of the Armed Forces after September 7, 1980; and
    - (B) to any other person who enters on active duty after October 16, 1981, and has not previously completed a continuous period of active duty of at least 24 months or been discharged or released from active duty under [section 1171 of title 10](#).
  - (3) Paragraph (1) of this subsection does not apply-
    - (A) to a person who is discharged or released from active duty under [section 1171 or 1173 of title 10](#);
    - (B) to a person who is discharged or released from active duty for a disability incurred or aggravated in line of duty;
    - (C) to a person who has a disability that the Secretary has determined to be compensable under [chapter 11](#) of this title;
    - (D) to the provision of a benefit for or in connection with a service-connected disability, condition, or death;
    - (E) to benefits under [chapter 19](#) of this title;
    - (F) to benefits under [section 2011, 2012, 2013, 2044, or 2061](#) of this title;
    - (G) to benefits under [chapter 30 or chapter 37](#) of this title by reason of-
      - (i) a discharge or release from active duty for the convenience of the Government, as described in [sections 3011\(a\)\(1\)\(A\)\(ii\)\(II\) and 3012\(b\)\(1\)\(A\)\(iv\)](#) of this title;
      - (ii) a discharge or release from active duty for a medical condition which preexisted service on active duty and which the Secretary determines is not service connected, as described in clauses (A)(ii)(I) and (B)(ii)(I) of [section 3011\(a\)\(1\)](#) of this title and in [section 3012\(b\)\(1\)\(A\)\(ii\)](#) of this title;
      - (iii) an involuntary discharge or release from active duty for the convenience of the Government as a result of a reduction in force, as described in clauses (A)(ii)(III) and (B)(ii)(III) of [section 3011\(a\)\(1\)](#) of this title and in [section 3012\(b\)\(1\)\(A\)\(v\)](#) of this title; or
      - (iv) a discharge or release from active duty for a physical or mental condition that was not characterized as a disability and did not result from the individual's own willful misconduct but did interfere with the individual's performance of duty, as described in [section 3011\(a\)\(1\)\(A\)\(ii\)\(I\)](#) of this title; or
    - (H) to benefits under [chapter 43](#) of this title.



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# Questions



# Veterans Crisis Line

- Veterans
- Service Members
- Family Members
- Friends



Confidential crisis chat at [VeteransCrisisLine.net/Chat](https://VeteransCrisisLine.net/Chat) or text **838255**



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# Veterans Homeless Hotline



National Call Center  
for Homeless Veterans

**877-424-3838**

*va.gov/homeless*

- The Call Center can provide immediate resources, but the local VA facility will need to reach out for more permanent assistance, usually within a few days.
- Be sure to provide a phone number or location to speak with the Veteran for follow-up.



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