VETS GRANTEE REPORTING SYSTEM (VGRS)

GRANT RECIPIENT FREQENTLY ASKED QUESTIONS (FAQ)

Release 1.3.1.3

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HISTORY

SYSTEM INFORMATION

System Name	VETS Grantee Reporting System (VGRS)
System Version:	Release 1.3.1.3
Production Release Date:	04/22/2025

DOCUMENT INFORMATION

Document Version Number	Publication Date	Summary of Change
1.0	8/29/2024	Initial Publication
1.1	01/27/2025	Updates made to reflect all system changes from releases 1.0.1, 1.1.1, 1.2.0, and 1.2.0.1
1.2	04/22/2025	Updates made to reflect all system changes from releases 1.3.0, 1.3.1, 1.3.1.1, 1.3.1.2, 1.3.1.3

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Introduction and Purpose

This document provides explanations for frequently asked questions (FAQ) regarding the Department of Labor (DOL) Veterans' Employment and Training Service (VETS) Grantee Reporting System (VGRS). This document provides information specific to Homeless Veterans' Reintegration Program (HVRP) grant recipients, who will be referred to as **grantees** throughout this FAQ guide.

VGRS is a digital solution that supports grantees' submission of quarterly reporting data to VETS. This scope will eventually include other grant programs such as the Jobs for Veterans State Grants (JVSG) and Stand Down grants.

VGRS is a cloud-based application built on Appian and hosted on the AWS GovCloud environment. VGRS adheres to Federal Risk and Authorization Management Program (FedRAMP) requirements. VGRS is a modern information system within DOL and complies with the Cybersecurity Policy Portfolio (CPP), the Department of Labor Manual Series (DLMS), the Federal Information Security Modernization Act (FISMA) of 2014; NIST SP 800-53 Rev. 5, OMB Circular A-130, the eGovernment Act of 2002, and the Privacy Act of 1974.

Points of Contact

Please direct all policy and program related questions to your assigned Grant Officer's Technical Representative (GOTR).

For system-related issues, contact the VGRS Support Team.

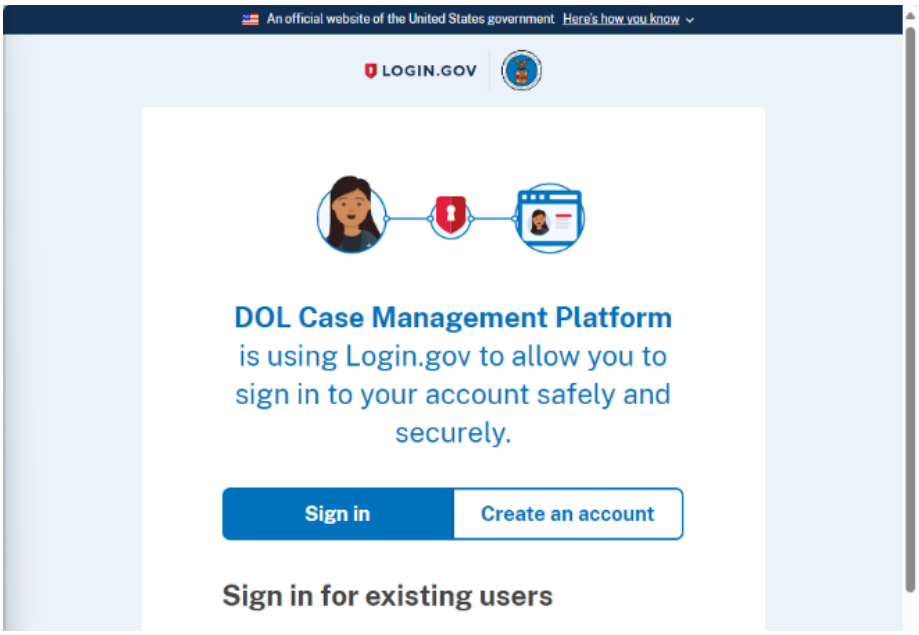
Access Related Questions

Where is the link to VGRS?

Registered grantee users will access VGRS through the DOL Case Management Platform (CMP) at https://cmp.dol.gov/suite/sites/vgrs.

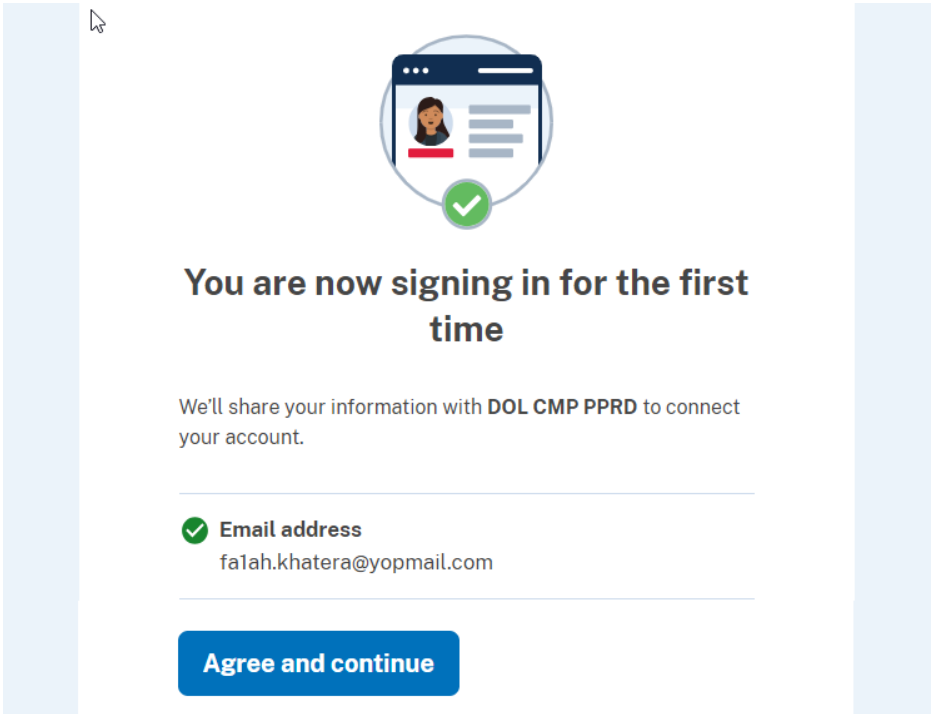
How do I submit a VGRS registration request?

1. Access the Department of Labor (DOL) Case Management Platform (CMP) environment through the Login.gov CMP login link (https://cmp.dol.gov/suite?signin=login-gov).



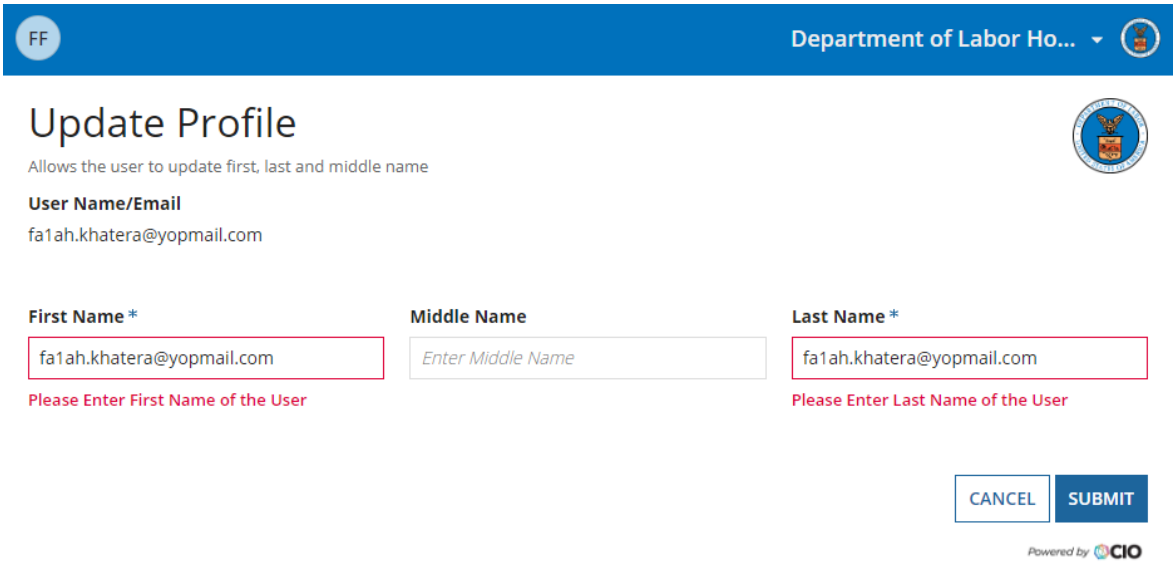
2. **Sign in to Login.gov**.
    - If you do not have a Login.gov account, select the **Create an account** tab to create one at this time or you will be unable to proceed.

3. If it is your first time signing into the CMP environment with your Login.gov account, you will be shown a screen like the one below, asking you to agree and continue access to this system for the first time. Select **Agree and continue**.

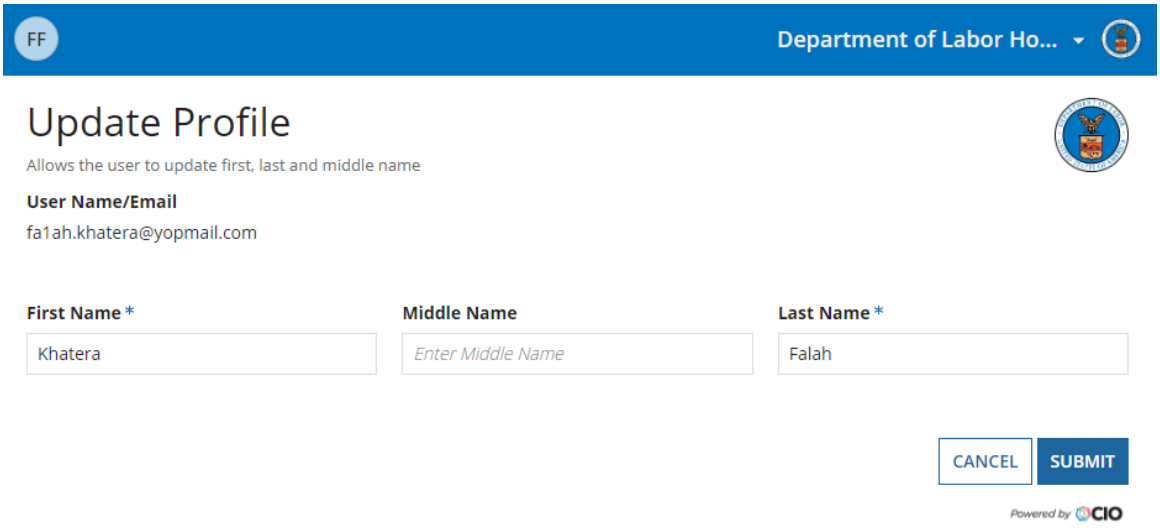


4. You will be redirected to a Login.gov users Rules of Behavior for the CMP. Select **Agree & Continue** to proceed.

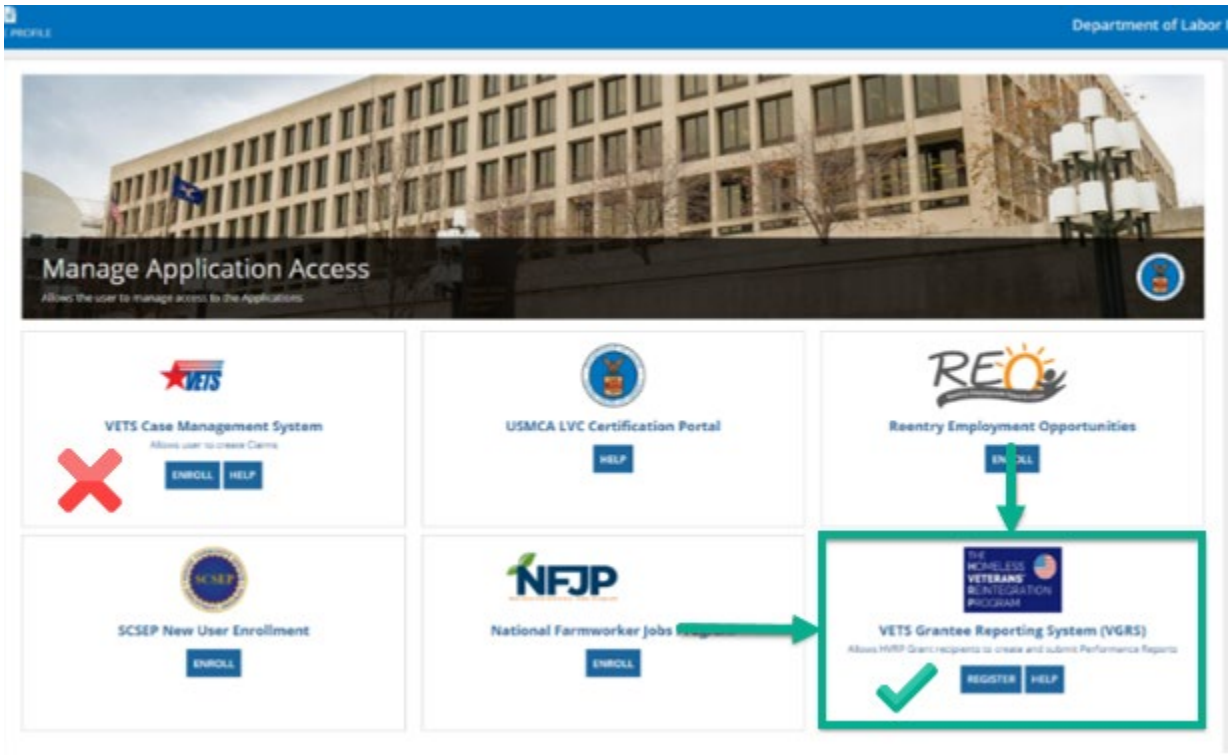
5. At the **Update Profile** page, enter your **First Name** and **Last Name.** This is the name your GOTR(s) will see when reviewing your registration request.



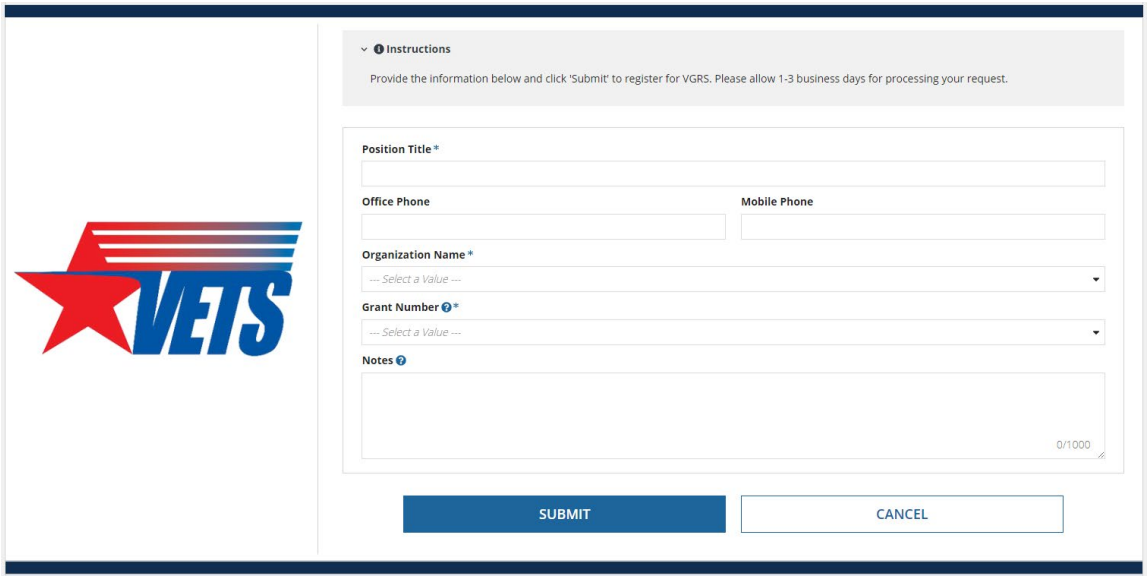
6. Click **Submit**.



7. On the CMP Manage Application Access Home page look for the VETS Grantee Reporting System (VGRS) card with the HVRP graphic on the bottom right. **Do not select the VETS Case Management System card**. Click on **Register**.



8. Complete the registration form fields and click **Submit**.
    - If you require **access to more than one grantee organization and/or grant number**, you must input those within the Notes field.
    - You can only submit **one registration request to VGRS at a time**.



9. **Send an email to your GOTR(s) informing them of your pending VGRS access request**.
    - Failure to send this email may delay your access to VGRS as the system does not automatically notify GOTRs when a registration request is submitted.

What happens after I submit my VGRS registration request?

Please allow up to ten business days for the GOTR(s) to adjudicate your request. If your request was:

- **Approved** – you will receive an email from VGRS<donotreply@dol.gov> stating that your request was approved. You can now access VGRS (https://cmp.dol.gov/suite/sites/vgrs).
- **Rejected** – you will receive an email from VGRS <donotreply@dol.gov> notifying you of the rejection. The system will allow you to submit a new request. Review the email to see why it was rejected. Contact your GOTR(s) to reconcile any issues prior to submitting a new registration request.

What should I do if I submitted my VGRS registration request and I have not received an approved or rejected email?

Send an email to your GOTR(s), with a CC to VGRS@dol.gov, to remind them that you have a pending VGRS access request.

What should I do if my registration request was approved but am having issues logging into VGRS?

Confirm the following:

1. You have received a VGRS approval email sent to the email address directly related to your Login.gov account, and;
2. You have signed into Login.gov using the related email address;
3. You are using the correct link: VGRS at https://cmp.dol.gov/suite/sites/vgrs.

Should one of the statements above be untrue, then you will be required to correct that by either following up with your GOTR regarding the registration request OR signing into the correct Login.gov account.

What should I do if my VGRS account has been deactivated due to inactivity?

Sign in to VGRS at least once a month to avoid any access issues. **Your VGRS account will deactivate if you do not login every 60 days. VGRS will not notify you in advance of the deactivation.**

If your account is deactivated due to inactivity, send an email to VGRS@dol.gov to request reactivation.

How many users are allowed per grant?

Each grant is authorized up to six (6) VGRS user accounts.

When I login to the system, why can't I access my grant(s)?

Go to your User Profile (the link can be found on the VGRS Homepage's Quick Links box) and see if you have any records associated with your account.

If you see:

- **No Grantee Organization(s) or Grant Number(s) listed** - inform your GOTR that you need membership to your grantee organization(s) and your requested grant number(s).
- **Your Grantee Organization(s) is listed, but no Grant Number(s)** - inform your GOTR that you need Grantee User Access to your associated grant number(s).
    - **Note:** closed or terminated grants will not be listed.

- **Grantee Organization(s) or Grant Number(s) listed that are not your own** - contact your GOTR to address this error.
- **Both your Grantee Organization(s) and Grant Number(s) are listed** - no further action is needed. You can access your assigned grant(s) under the "My Grants" section of the VGRS Home page.

Participant & Enrollment Questions

Will VGRS allow us to input the participant's full last name?

No, it does not record the full last name. It will ask for the first 4 letters of the last name. The system also has a built-in validation that prevents input of more than 4 characters for a participant last name.

What if my participant doesn't have a last name that is four characters long? What if my participant doesn't have a middle name?

If your participant does not have a middle name, use an asterisk. For participants that have a last name less than four characters long, input asterisks until it reaches four characters.

Examples:

- A participant with the last name of Lee would have a single asterisk added to their name: Lee*
- A participant with the last name of Yi will need two asterisks added: Yi**.

Does the Custom Identifier take letters and numbers or just numbers?

The Custom Identifier takes letters and/or numbers.

If someone identifies as multiple races, how do we identify in the system?

Multiple checkboxes for different races can be selected, so if you have a participant that identifies as White and Asian, you can select both. The only box that cannot have multiple selections is "Participant Did Not Identify."

If a veteran served through several overlapping periods of service, is there a preferred method for choosing the most accurate?

Select the period that best represents when the participant served in the military (i.e. select the era that reflects approximately 50% or more of their service period).

How do I know what type of training to choose?

The HVRP Glossary of Terms describes the training types and will help you to determine which training to select in VGRS.

A participant enrolled in a training but has not completed it yet, why won't the system let me save my form?

If you have a training lasting longer than 90 days, enter the training end date that aligns with the end of the reporting quarter. Then add a second training row for the same training type that starts on the first date of the quarter and ends on the date training concludes or the end of the reporting quarter, whichever date occurs first. Continue to add training rows for each reporting quarter until the participant's training concludes.

What if the participant had begun training in Q1 but didn't complete it until Q2?

Follow the practice described above.

Would a best practice be to wait to until a training end date is known before entering it into VGRS since you can't save without an end date?

Yes, this would be best practice. You will not be able to save a training without an end date.

What if the participant was placed but lost their job shortly thereafter?

If the veteran was placed in employment and subsequently lost employment prior to the end of the reporting quarter, there are two possibilities:

- The veteran returns and continues to receive program services and any placement data is deleted from VGRS prior to creating the performance report for the reporting quarter, or
- The veteran does not return to the program and the grant recipient exits them with an Other Reason for Exit.

Why do I see a 90 day inactive flag for some of my participants?

The 90 day inactive flag is to help you identify participants that do not have a recorded training or service in the last 90 days.

Examples:

- You created an enrollment with a service start date but did not add any training or services received. That participant would be flagged 90 days after the recorded start date to indicate that the participant should have a training or service recorded.
- A participant last received a service on July 15th but as of October 14th, no additional training or services have been recorded. The participant is flagged to indicate that 90 days have elapsed, and the grantee should confirm that a training or service was provided in the past 90 days. If not, the grantee should confirm the need for continued services or exit the participant.

How are carryover participants handled?

VGRS captures all 12 quarters of the grant's Period of Performance (PoP). Carryovers from one program year (PY) to the next PY no longer exist.

System Messages/Flags

I received a "The Task Could Not Be Submitted" error when on a Manage page. What does this mean?

This error appears when you have a Manage page open for more than 60 minutes, causing the system to time out. Simply refresh the page and open the Manage screen once more. This will restart the timeout for another hour before it appears again.

Other Questions

How do I save filters?

The following steps apply to any pages and tables with a search and/or filter feature.

1. Navigate to your table (or grid) of choice.
2. Select your desired filters.
    a. Anything input into the Search bar field will not get saved with your filters, so be intentional in what you're filtering.
3. Click on the funnel icon to the right of the filters.
4. Select **Save filters as**…
5. Enter your desired filter name.
    a. Select the "Set as default" option only if you want it to be your view for that table/grid any time you were to navigate to the related page.
6. Click **Save**.

How does DOL define PII?

Please visit the Guidance on the Protection of Personally Identifiable Information (https://www.dol.gov/general/ppii) for the definition.

I have a policy related question about participants/enrollments, placements, etc.

All policy related questions should be sent to your GOTR.

Acronyms/Abbreviations

CMP: Case Management Platform

DOL: Department of Labor

FAQ: Frequently Asked Questions

GOTR: Grant Officer's Technical Representative

Grantee: Grant Recipient

HVRP: Homeless Veterans' Reintegration Program

VETS: Veterans' Employment and Training Service

VGRS: VETS Grantee Reporting System