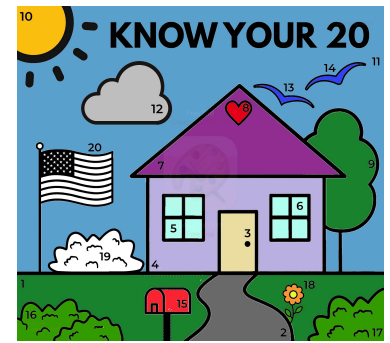




Springfield/Sangamon County 100-Day Challenge Veteran Homelessness



Final Report

Executive Summary

- HCoC agencies, veteran organizations, and community partners recently came together in collaboration with RE!NSTITUTE for a 100 Day Challenge on Veteran Homelessness, a focused effort to improve housing outcomes for veterans. Throughout the challenge, the team worked closely and collaboratively to ensure housing-focused conversations were consistently taking place. This unified approach led to stronger coordination across systems, and as a result, **18 veterans were successfully housed**.

Background & Purpose

- In May 2024, the Heartland Continuum of Care (HCoC) participated in a 100-Day Challenge with RE!NSTITUTE focused on addressing unsheltered homelessness. Building on the momentum and strategies developed through that experience, HCoC launched a 50-Day Veteran Focus to better understand veteran homelessness in Sangamon County. This effort provided valuable insight into current partnerships and systems, revealing both strengths and opportunities for improvement in how the community supports veterans.
- Following this, the Illinois Office to Prevent and End Homelessness launched another 100-Day Challenge, supported by technical assistance from RE!NSTITUTE and the Supportive Housing Providers Association. To continue the progress, HCoC reconvened the same dedicated partners from the 50-Day Veteran Focus—including Helping Hands, Fifth Street Renaissance, MERCY Communities, the Department of Veterans Affairs, the Veterans Assistance Commission, and the Salvation Army—to build on shared goals and deepen collaboration.

Challenge Goal

- **Goal:**
 - **House 20 veterans in 100 days. Have 100% of veterans identified and consolidated on one Veteran By-Name List (VBNL)**

Workstreams - Community Wins

- **Veteran By-Name List and Case Conferencing**
 - **Consolidated list**
 - Increased communication between CoC and Veteran Partners - to ensure veterans are being added to the VBNL.
 - **Intentional housing-focused conversations**
 - Cross-agency case conferencing, shared housing plans
 - Connection to Coordinated Entry for Veterans
 - Resource/process sharing CoC vs Veteran System
 - **Streamline process for COC and Veteran partners**
 - Working to eliminate middlemen and connect directly to CE and intake lines.
 - [Veteran Pathway to Housing](#)
 - **Data accuracy**
 - List pulls in all individuals marked in HMIS as veterans, them being on this list has helped with data clean-up and accuracy,
- **Landlord Engagement**
 - **Strengthened partnership between Veteran partners and Housing Navigator**
 - Veteran partners have been able to tap into COC housing navigators resources/relationships for their clients
 - **Veteran & Landlord Risk Mitigation launch**
 - Success with COC LRMF, duplicate for veteran partners to provide incentive for landlords
- **Community Training and Education**
 - **Coordinated Entry access**
 - Veteran partners are able to complete coordinated entry assessments via a paper version and then it is sent to someone with HMIS to input.
 - Push for shelter partners to complete CE assessments for veterans
 - **Veteran Pathway to Housing**
 - The updated process has been streamlined and documented into easily accessible materials.
 - A technical assistance (TA) call was held to walk through the new steps, which are now broken down for both **HMIS** and **non-HMIS users**.
 - Supporting documents include a detailed **FAQ**, a Coordinated Entry (CE) script with key information, and clear expectations for providers when a veteran enters the community.
 - **Veteran Support Group**
 - Veteran specific support group at the Washington Street Mission

Results & Outcomes

- **Veterans Housed:** 18
- **Veteran and Landlord Risk Mitigation Fund:** The funding opportunity was started and has begun being pushed out.
- **BNL Consolidation:** Improved data accuracy and quality and stronger case coordination.
- **Agency Collaboration:** Improvements in interagency communication and client tracking.

Barriers

- **Access Points:** Workflows still need to be refined to ensure service providers are identifying and connecting with veterans more quickly and effectively.
- **Non-HMIS Users:** There is a need for clearer workflows and stronger connections between non-HMIS agencies and the Veteran By-Name List (BNL).
- **Process Understanding:** Some agencies are still gaining clarity on the new expectations and processes, which impacts consistency and engagement.
- **Communication Gaps:** Limited communication between veteran-serving agencies and the broader HCoC system continues to be a challenge. Internal communication among veteran agencies can also be strained, hindering coordination.
- **Staffing & Housing Barriers:** Capacity issues within VA programs—particularly HUD-VASH—as well as inconsistent collaboration between veteran providers and Springfield Housing Authority (SHA), contribute to delays.

Recommendations & Next Steps

- **Veteran BNL Maintenance**
 - Continue bi-weekly case conferencing, strengthen collaboration among service providers, and actively engage new partners in the process.
- **Expand landlord engagement and flexible housing resources**
- **Quality Data**
 - Implement Data Quality Management Plant- Quarterly Data Monitoring - each agency in HMIS
- **Encourage continued collaboration between HCoC partners and veteran agencies**
- **Increase training opportunities to HCoC partners**
 - Training for direct service providers- to provide support and provide resources

- Training/education to our community about our homeless response system
- **Ongoing Collaboration Needed:** There was clear agreement on the importance of establishing a dedicated **Veteran Task Group** to continue addressing gaps, removing barriers, and strengthening support for veterans in our community.

Acknowledgments

- A heartfelt thank you to our veteran partners and CoC agencies for your dedication and collaboration throughout the 100-Day Challenge for Veterans. Your commitment made a real impact, and we're grateful for the continued partnership in supporting those who have served.