

# Veteran Pathway to Housing

## NON - HMIS USER

### STEP 1

#### Intake

Identify client as a veteran.

“Are you a veteran?”  
“Are you or have you worked with any veteran agencies?”

### STEP 2

#### Connection to Veteran Services

Call with Veteran to either:

**VA Hotline**  
877-424-3838

**SSVF Pre-Screen**  
217-278-9897

**Veterans Assistance Commission**  
217-753-6680

### STEP 3

#### Connection to COC services

If either hotline is called with the client – Local veteran partners will ensure client is put on the HCoC Veterans By-name list.

### STEP 4

#### Coordinated Entry

A Coordinated Entry assessment should be completed if the veteran is literally homeless.

**\*Connect client to helpline or another access point for an assessment.**

### STEP 5

#### Case Conferencing

If able participate in the Veterans By-Name List meeting.

Discuss housing plans and progress.

### STEP 6

#### Veteran Housed

HUD -VASH  
SSVF Program  
Self-housed  
COC PSH/RRH

[FAQ's for Veteran options](#)

**\*Client can not be refused services if they do not want to share their information in HMIS.**

**To be added to the Veterans By-Name List meeting - reach out to [jamie@heartlandhoused.org](mailto:jamie@heartlandhoused.org)**