

UPLIFT Referrals

Requesting Transit Passes Using Clarity HMIS

Agenda

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UPLIFT Overview

What is UPLIFT?

The Universal Pass for Life Improvement From Transportation (UPLIFT) Program provides quarterly Valley Transportation Authority (VTA) transit passes to adults experiencing homelessness or who are at risk of homelessness. The goal of UPLIFT is to help people get housing or employment by improving access to public transit.

Eligibility Requirements

- Client must be homeless or seriously at risk of losing their housing due to lack of transportation
- Client must be currently receiving case management from your agency

- Eligibility questions will appear in HMIS when you request an UPLIFT transit pass!

Allocation Updates

- For the first month and a half of the referral window for the quarter, agencies may make referrals up to their total allocation
 - This quarter: March 21-April 30.
- In the second and third month of the quarter, any unused allocations will be pooled. Any agency (including agencies who have already used their full allocation) may request passes on a first-come, first-served basis until all passes have been distributed
 - This quarter: May 1-June 30.
- Please review your agency's allocation as it may have changed

Important Dates

- March 21 - First day to request UPLIFT passes using Clarity HMIS (for Apr-Jun 2016 passes)
- March 21 to April 30 - You can request passes up to your agency's total allocation
- May 1 to June 30 - Passes can be requested on a first-come, first-served basis until no more passes are available

Referrals: How to Request a Pass

General Overview

- To refer a client to UPLIFT, create an UPLIFT program enrollment
- Every quarter, you will:
 - Enroll new UPLIFT clients into your agency's UPLIFT program
 - Create status update assessments for continuing UPLIFT clients (or an annual assessment if they have been in the program for a year)
 - Exit clients from UPLIFT if you will not be requesting passes for them
- Other requirements:
 - Standard HMIS requirements: ROI, VI-SPDAT
 - Profile photo for badges

New Clients

- If you have not requested an UPLIFT transit pass (badge or sticker) for your client using Clarity HMIS, then use this process
- Use this process for all of your clients this quarter (starting March 21)

New Clients - Details

- Make sure the client has an ROI!
- If you are requesting a badge for the client, make sure a profile photo is uploaded. Photo requirements:
 - Show the client's entire head
 - No sunglasses
 - Not blurry - would you be able to identify the client based on this image?
- If client does not have a VI-SPDAT, complete a VI-SPDAT
- *Switch to the UPLIFT agency*
- Enroll client into your agency's UPLIFT program
- *Switch back to your home agency when you are done*

Renewals/Continuing Clients

- If your client already has an open UPLIFT program enrollment under your agency, then use this process

Renewals/Continuing Clients - Details

- If the client has been enrolled the UPLIFT program for less than a year:
 - *Switch to the UPLIFT agency*
 - Go to the client's UPLIFT program enrollment
 - Create a Status Update Assessment
 - *Switch back to your home agency when you are done*

- If the client has been enrolled in the UPLIFT program for a year:
 - Complete a VI-SPDAT (under your home agency)
 - *Switch to the UPLIFT agency*
 - Go to the client's UPLIFT program enrollment
 - Create an Annual Assessment
 - *Switch back to your home agency when you are done*

Closing Out a Client

- Use this process if:
 - You are no longer requesting UPLIFT passes for the client OR
 - You are no longer working with the client OR
 - The client is no longer eligible for the program

Closing Out a Client - Details

- *Switch to the UPLIFT agency*
- Exit the client from your agency's UPLIFT program
 - Make sure to fill out their exit destination, housing status, and income information
- *Switch back to your home agency when you are done*

Q&A

For Further Questions

- UPLIFT Administration: UPLIFT@hhs.sccgov.org
- Clarity HMIS Support: sccsupport@bitfocus.com