Santa Clara County Continuum of Care

Universal Pass for Life Improvement and Transportation (UPLIFT)

User Guide

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Chapter 1 - Program 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 clients get housing or employment by improving access to public transit.

The program is a partnership between:

Eligibility Requirements

1. Client must be 18 years of age or older.

2. Client must be (as defined in Title 24 CFR 91.5 of the Code of Federal Regulations):
    a. homeless; OR
    b. at risk of homelessness.

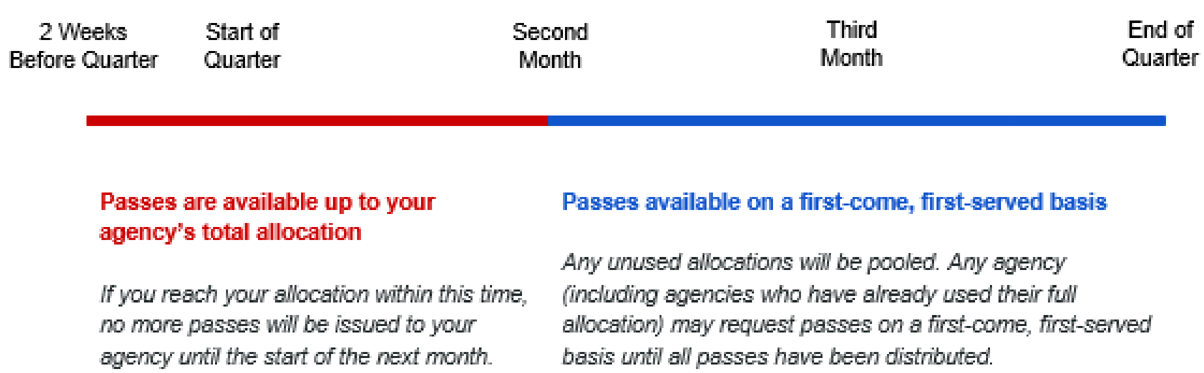
3. Client must be currently receiving case management services once per month at minimum from the agency providing the transit pass.

Allocation

- Every agency that participates in UPLIFT has an allocation (the number of transit passes reserved for that agency at the beginning of every quarter)
- Check with your agency's main UPLIFT contact to find out your agency's allocation

Timeline for Requesting UPLIFT Passes

- 2 weeks before the start of the quarter: you can start requesting transit passes for the quarter.
- Until the end of the first month of the quarter: agencies may make requests up to their total allocation. If you reach your allocation within this time, no more passes will be issued to your agency until the start of the next month.
- 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.



Example: 2017 Schedule

Quarter	First Date to Request UPLIFT Pass	Allocations in Effect: Request passes up to your agency's total allocation	Pooled Stickers: Request passes on a first-come, first-served basis
January - March	12/16	12/16 - 1/31	2/1 - 3/31
April - June	3/17	3/17 - 4/30	5/1 - 6/30
July - September	6/16	6/16 - 7/31	8/1 - 9/30
October - December	9/15	9/15 - 10/31	11/1 - 12/31

Please Note:

- Requests will be filled until all UPLIFT passes have been distributed.
- The First Date to Request UPLIFT varies from year to year. Please check the most recent UPLIFT calendar distributed by OSH for the correct dates.

Receiving UPLIFT

UPLIFT passes are processed on a regular basis by the UPLIFT Administrator at the Office of Supportive Housing (OSH)

The UPLIFT Administrator will email each agency's UPLIFT Point of Contact when badges and stickers are ready for pick-up at the OSH office

If a request has not been filled within 5 business days, please email the UPLIFT Administrator at UPLIFT@hhs.sccgov.org

You can monitor your UPLIFT request in HMIS by using **Monitor Status of UPLIFT Request** (Chapter 4) process.

Chapter 2 – Program Policy

Applicable to the Agency:

- Meet all Santa Clara County Exhibit B-2 Insurance requirements.
- Maintain Program data quality in HMIS.
- Attend meetings to facilitate communication, training, coordination, and evaluation of the program as needed.
- Monitor client's usage of the UPLIFT pass to eliminate fraud, abuse, and unauthorized transfer of the UPLIFT passes.
    - Impose sanctions, per consultation with Santa Clara County UPLIFT Program Manager, on UPLIFT client who violates the UPLIFT Policy such as providing falsifying information, mutilating the UPLIFT pass, transferring/selling the UPLIFT passes...
    - Inform the UPLIFT Community, via HMIS Public Alert, of the UPLIFT sanction.
- Assign and inform the Santa Clara County UPLIFT Administrator of a primary and an alternate UPLIFT Point of Contact (POC's).
- Complete a Corrective Action Plan (CAP) for any loss or missing sticker due to the Agency's loss or mishandling of the UPLIFT pass:
    - 1st incident in one (1) calendar year: CAP signed by the Agency's Program Manager.
    - 2nd incident in one (1) calendar year: CAP signed by the Agency's Executive Director. Agency's next quarter allocation will be automatically reduced by 5% (five percent).
    - 3rd incident in one (1) calendar year: CAP signed by the Agency's Executive Director. The County may impose additional corrective measures which may include the Agency's disqualification from the program.

Applicable to the Case Manager:

- Maintain accurate and up-to-date client's UPLIFT eligibility record.
- Provide, at a minimum, monthly case management and maintain accurate record of the appointment.
- Affix the new sticker onto client's existing badge.
    - A Reminder: **Clients are NOT to be handed a renewal sticker.**

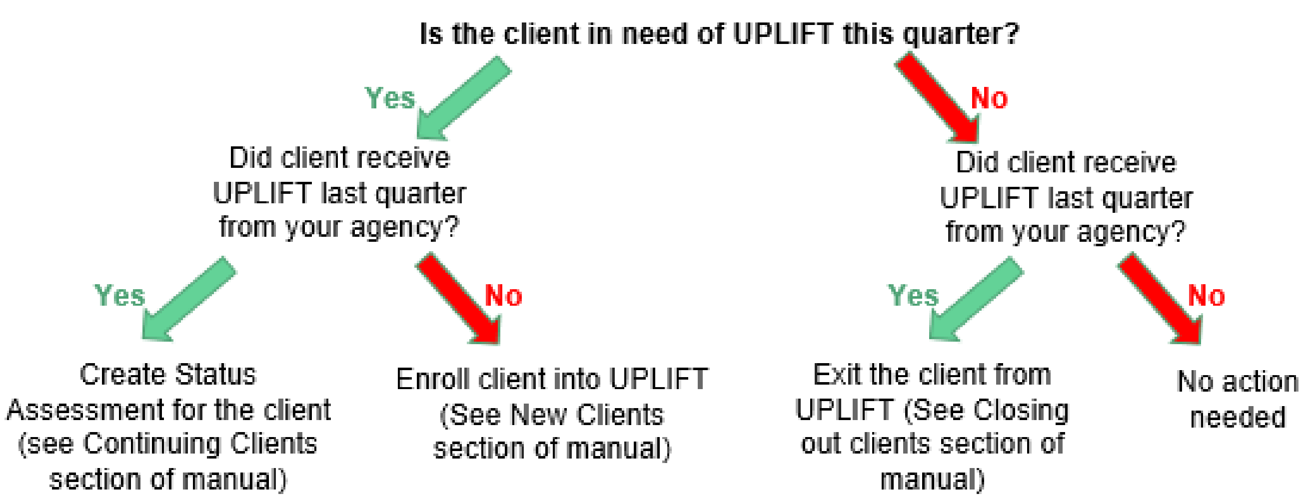
Chapter 3 Request UPLIFT

Standard Procedures

General Information

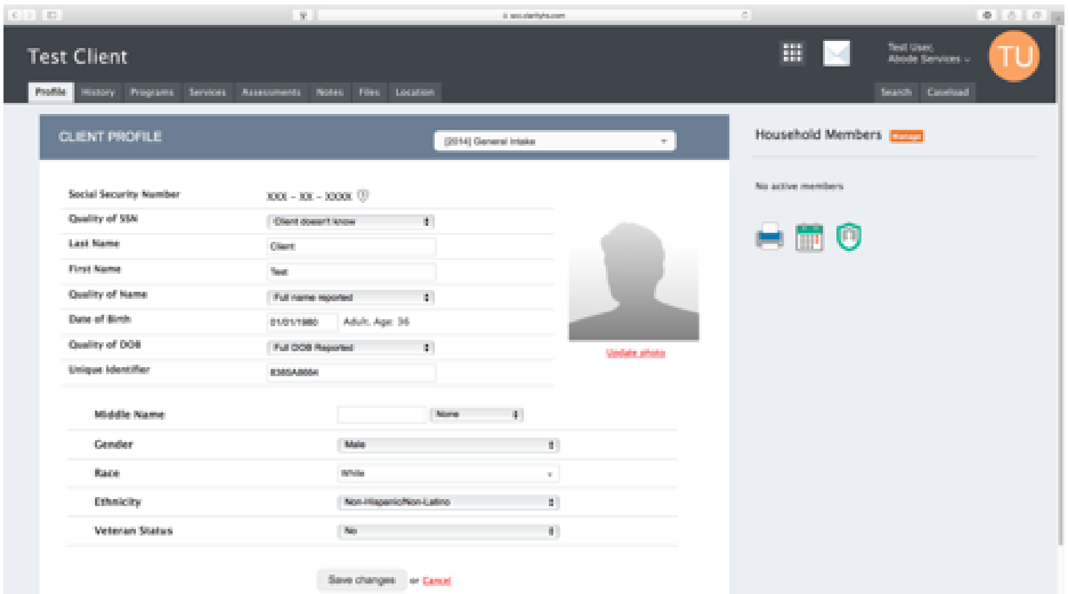
- To refer a client to UPLIFT, create an UPLIFT program enrollment
- Every quarter, you will:
    - Enroll new UPLIFT clients into your agency's UPLIFT program
    - Create status update assessments for continuing UPLIFT clients (or an annual assessment if they have been in the program for a year)
 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

UPLIFT Steps to Follow



Procedures for New Clients

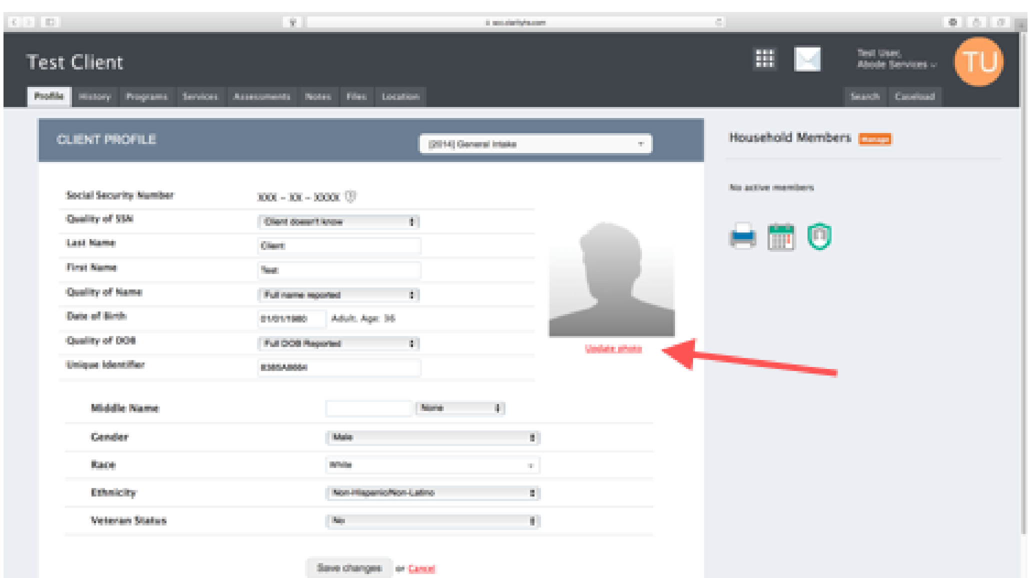
1.Go to the client's profile page



Make sure the client is an adult and has a valid ROI

If requesting a badge, make sure client consented to share their photo

2. Upload a profile photo (used for UPLIFT badge)



Requirements:

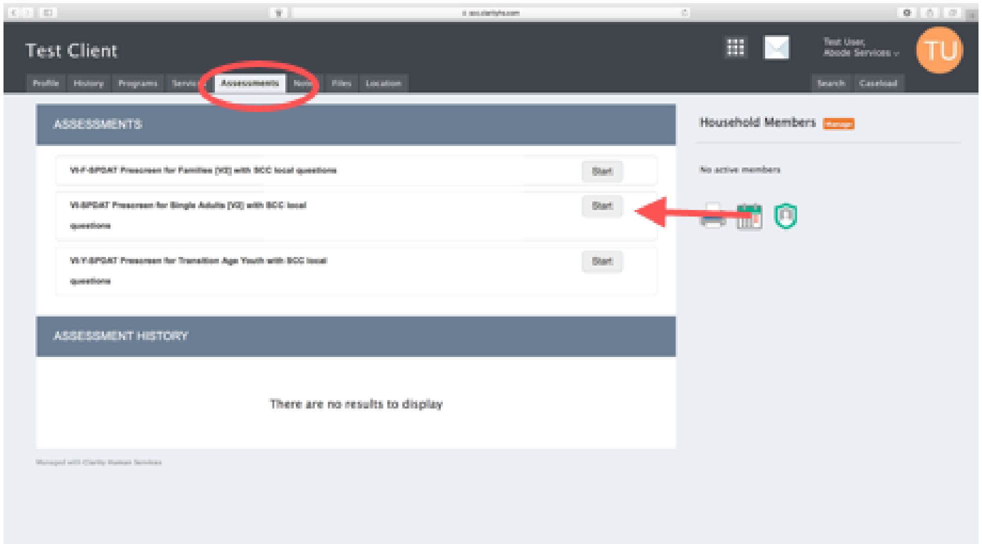
Show entire head

No sunglasses

Be clear (not blurry)

Would this photo be accepted at the DMV?

3. Complete a VI-SPDAT (refers client to housing)



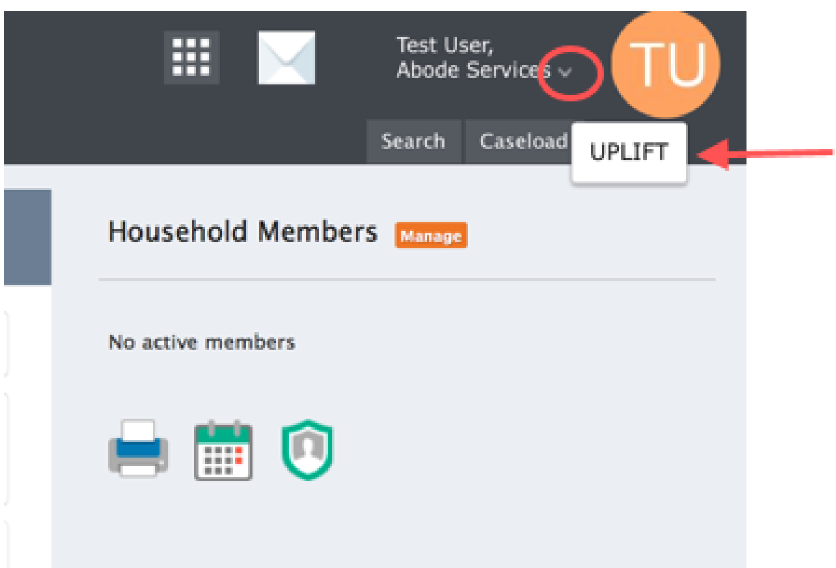
Required for clients who are homeless

(not required if: the client is housed OR the client already has a VI-SPDAT within the last year)

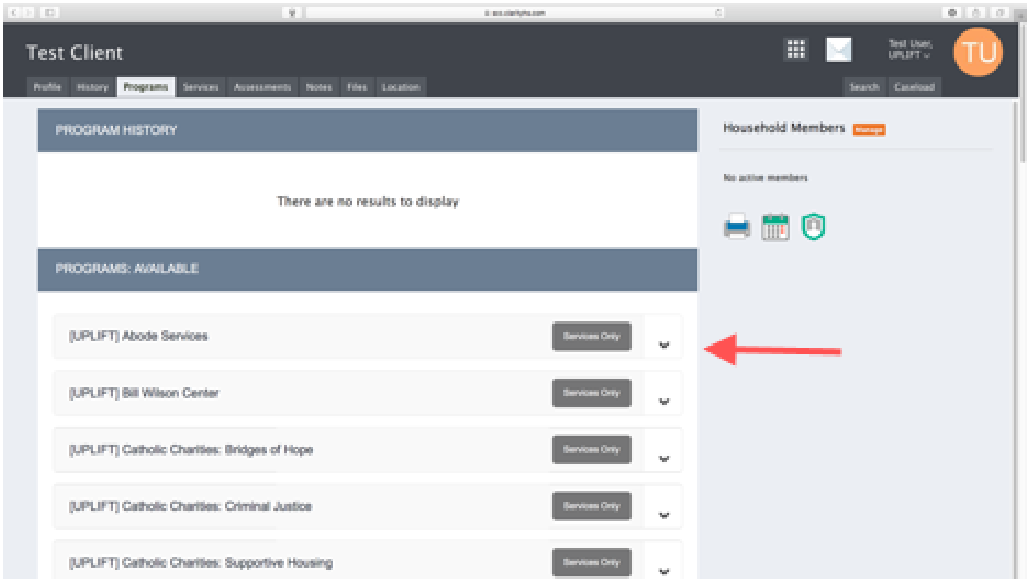
Note:

- **Only trained staff who completed the VI-SPDAT training may complete the VI-SPDAT**
- **If the client is not homeless a VI-SPDAT is not needed**

4. Switch to the UPLIFT agency



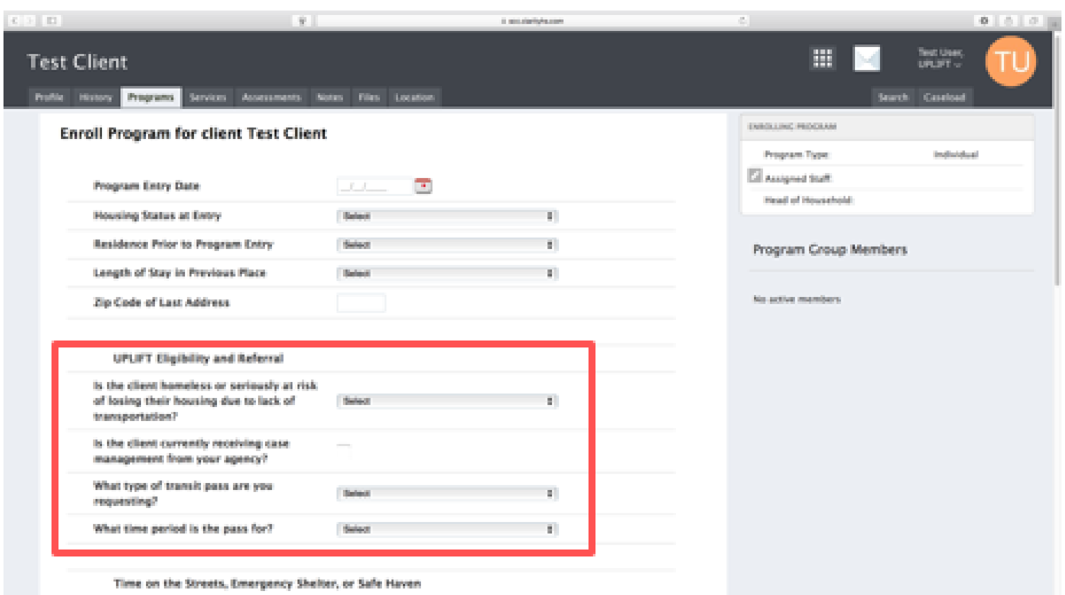
5. Enroll the client into your agency's UPLIFT program



Program Entry Date = the date you are requesting the pass

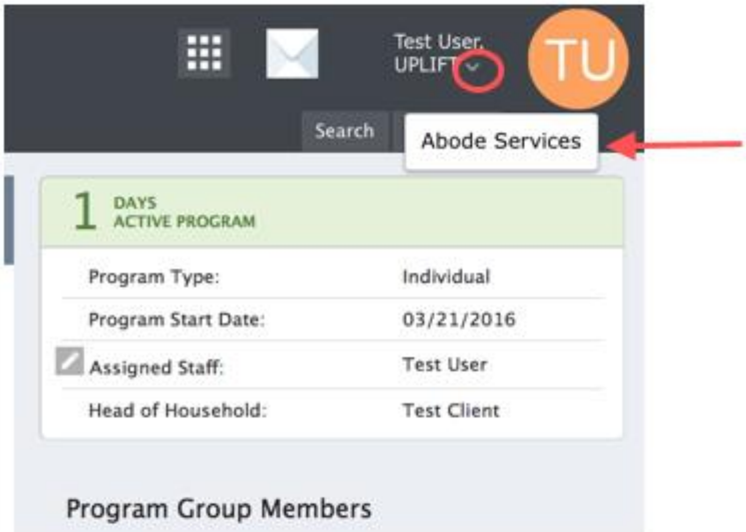
- **Do not backdate on enrollment dates**

Fill out the UPLIFT questions



Make sure to choose the correct type of pass (badge, sticker, or both) and time period (quarter) for the pass

6. Switch back to your home agency

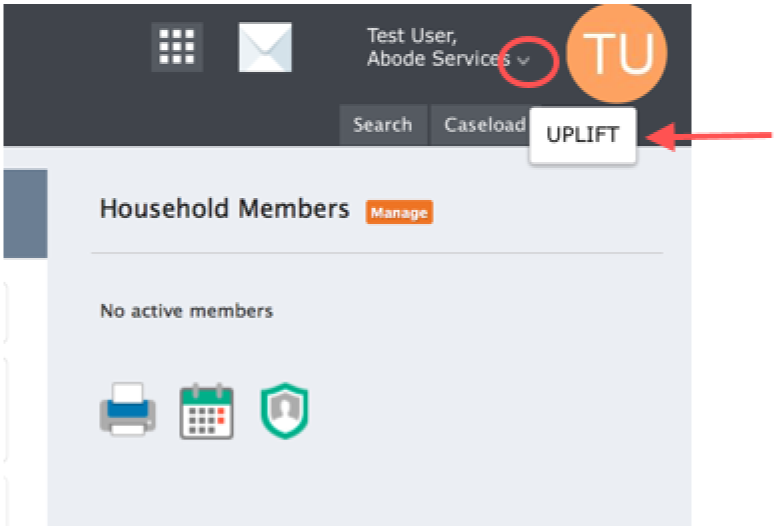


New Client Request Recap

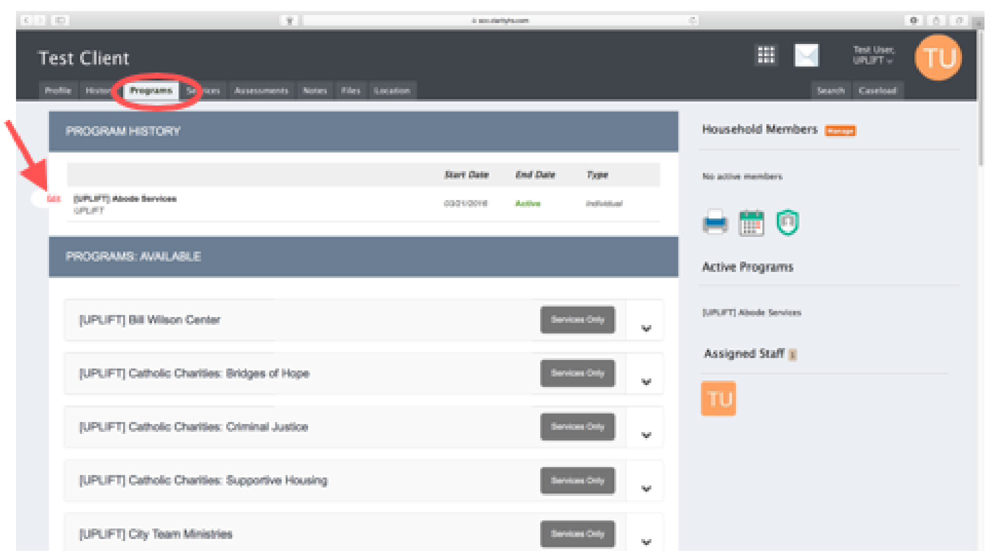
- Make sure the client has a Profile, and their DOB shows the client is an adult
- Make sure the client has an ROI!
- If you are requesting a badge for the client, make sure a profile photo is uploaded. Photo should meet DMV driver's license requirements.
- If client is homeless and does not have a VI-SPDAT, 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*

Procedures for Renewals/Continuing Clients

1. Switch to the UPLIFT agency

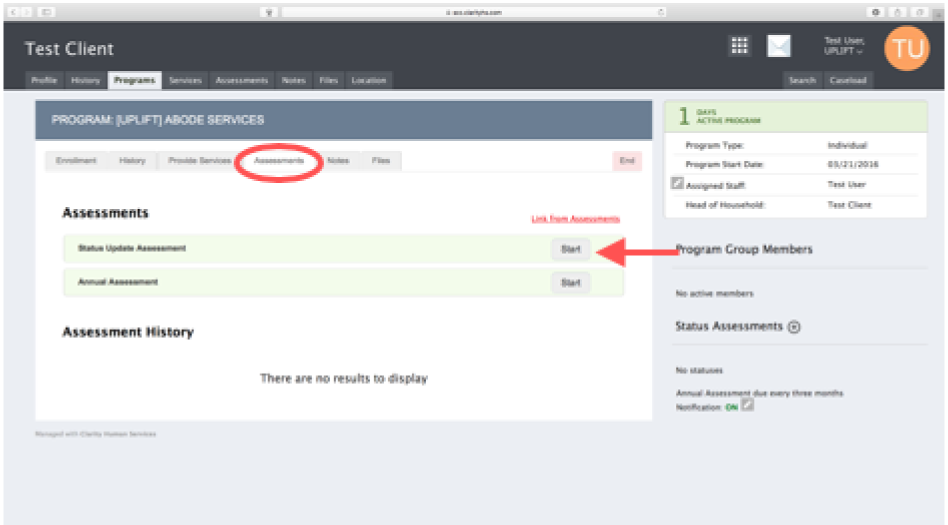


2. Go to the client's UPLIFT program enrollment



Before entering data, make sure the client's ROI is still valid. If not, please upload a new ROI.

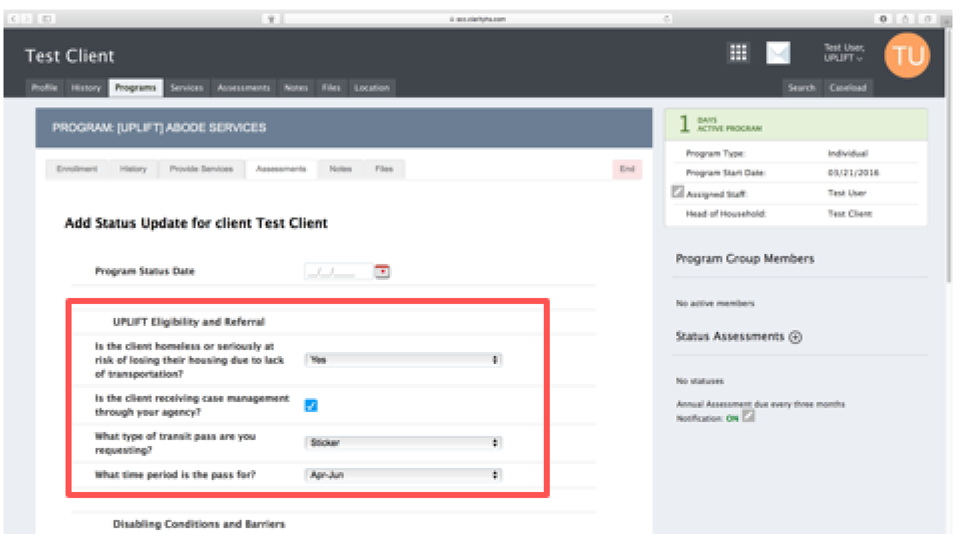
3. Create a Status Update Assessment



Assessment Date = the date you are requesting the pass

(Do NOT go back and edit the enrollment)

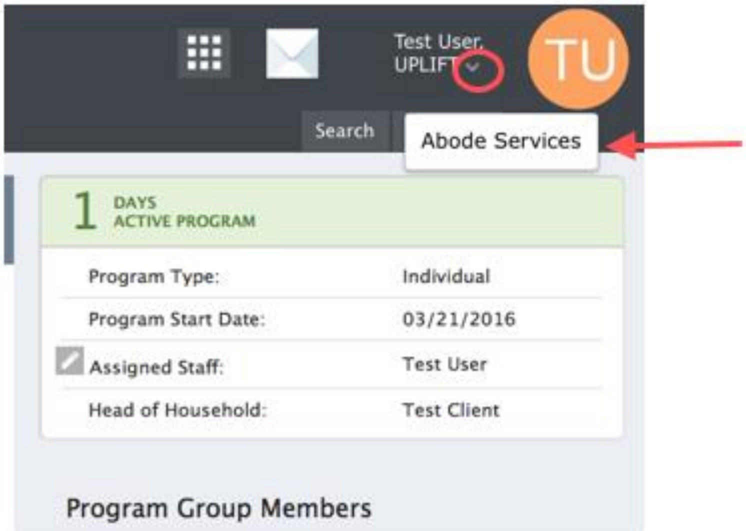
Make sure to update the UPLIFT section



Also update any other information that has changed (housing status, income, benefits, etc)

- **Do not backdate status assessment dates**

4. Switch back to your home agency

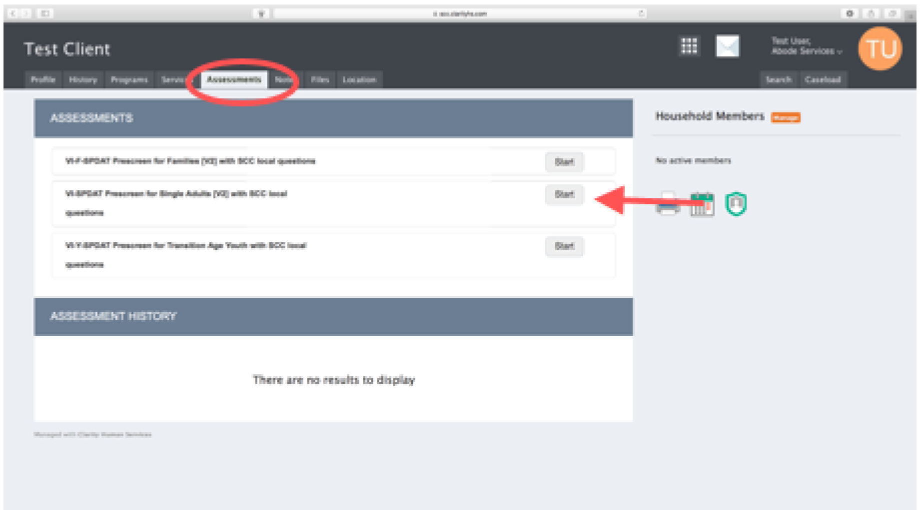


Renewals/Continuing Client Recap

- *Switch to the UPLIFT agency*
- Make sure the client's ROI is still valid
- Go to the client's UPLIFT program enrollment
- Create a Status Update Assessment
- *Switch back to your home agency when you are done*

Annual Assessment for Continuing Clients who have been with the Program for one year:

1. Complete a VI-SPDAT if the client is homeless



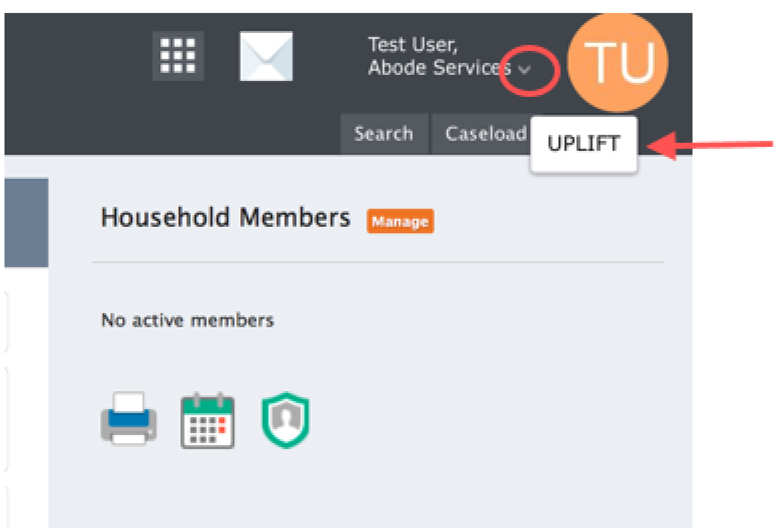
Make sure the client has a valid ROI!

VI-SPDAT is not required if: the client is housed OR the client already has a VI-SPDAT within the last year.

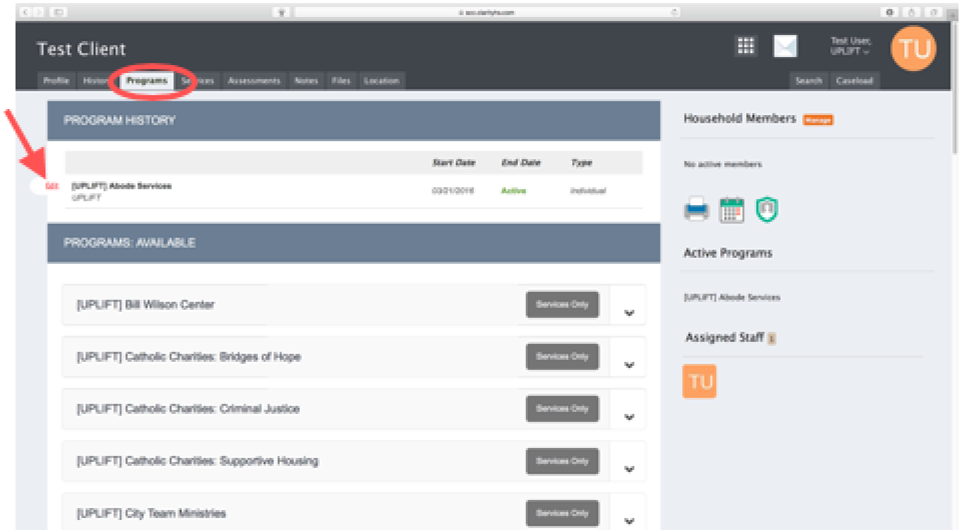
Note:

- **Only trained staff who completed the VI-SPDAT training may complete the VI-SPDAT**
- **If the client is not homeless a VI-SPDAT is not needed**

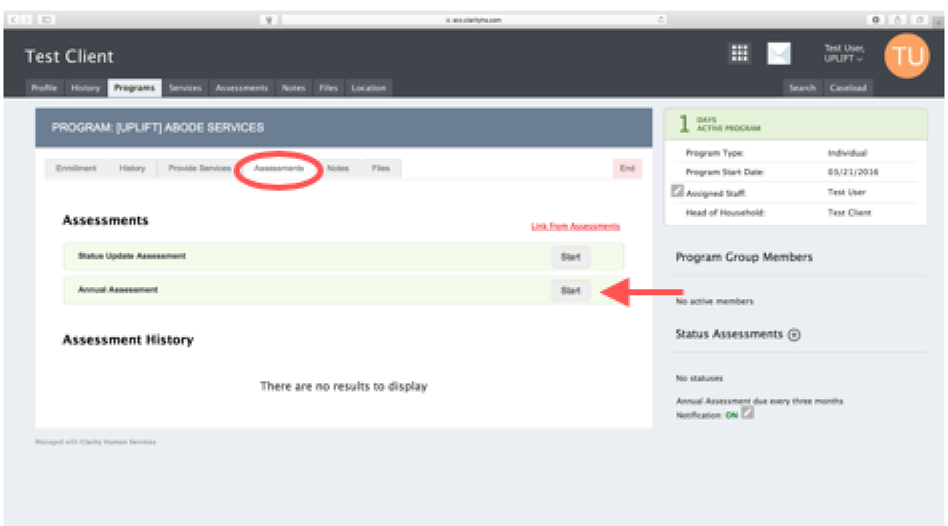
2. Switch to the UPLIFT agency



3. Go to the client's UPLIFT program enrollment

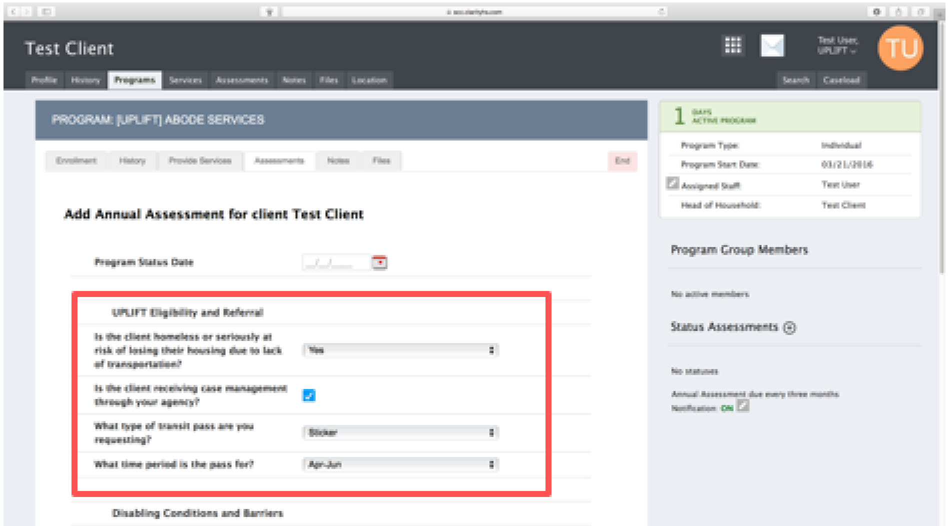


4. Create an Annual Assessment



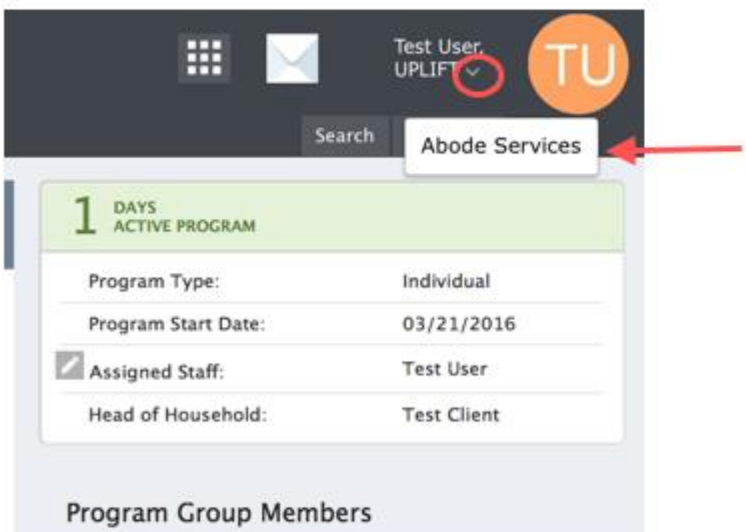
Assessment Date = the date you are requesting the pass

Make sure to update the UPLIFT section



Also update any other information that has changed (housing status, income, benefits, etc)

5. Switch back to your home agency

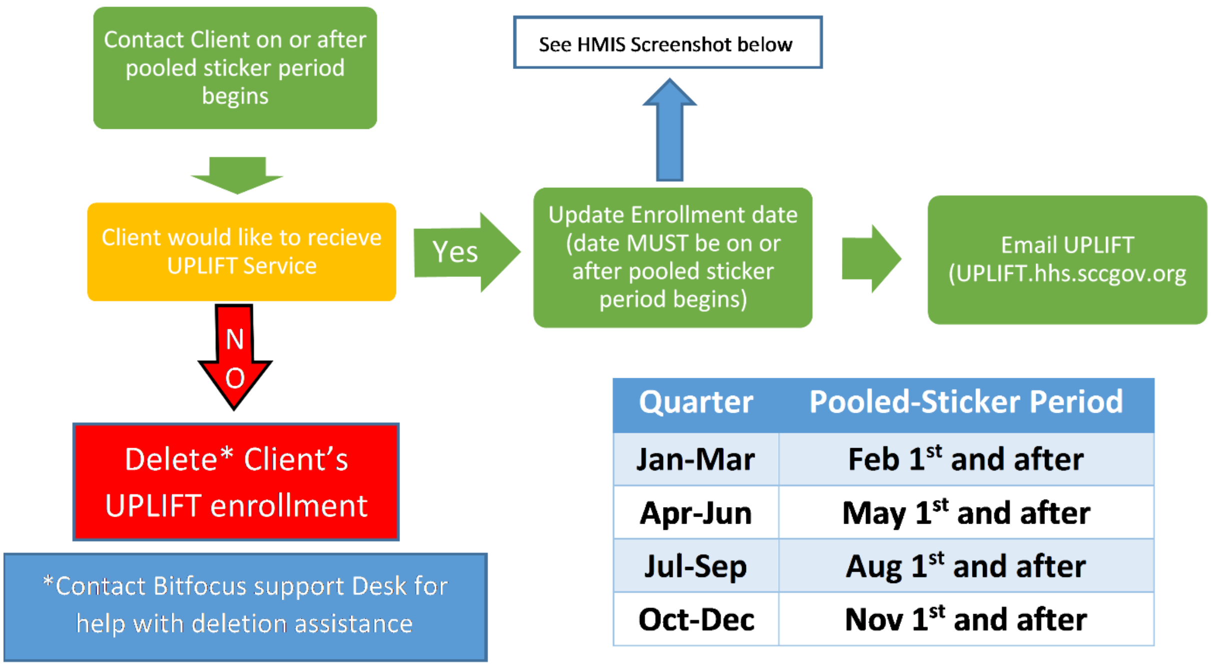


Special Procedures

Allocation Limit

Unfilled UPLIFT Request due to Allocation Limit

New Client - Flowchart

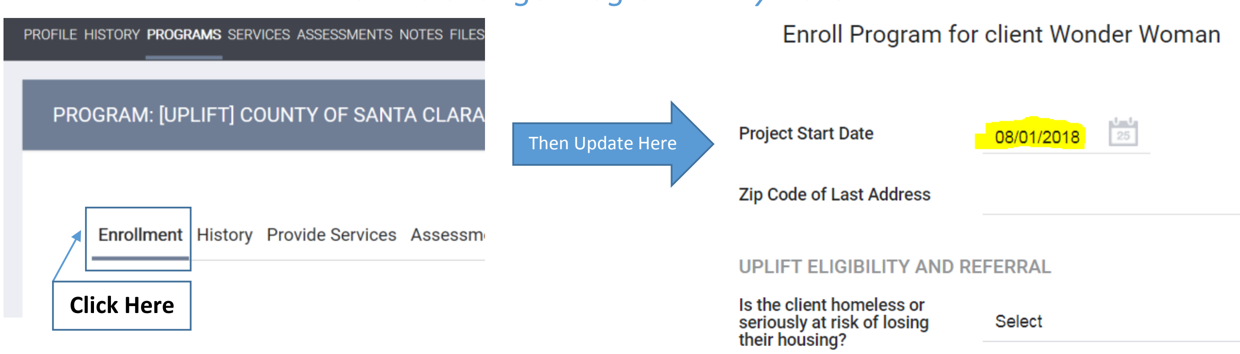


Quarter	Pooled-Sticker Period
Jan-Mar	Feb 1st and after
Apr-Jun	May 1st and after
Jul-Sep	Aug 1st and after
Oct-Dec	Nov 1st and after

Unfilled UPLIFT Request due to Allocation Limit

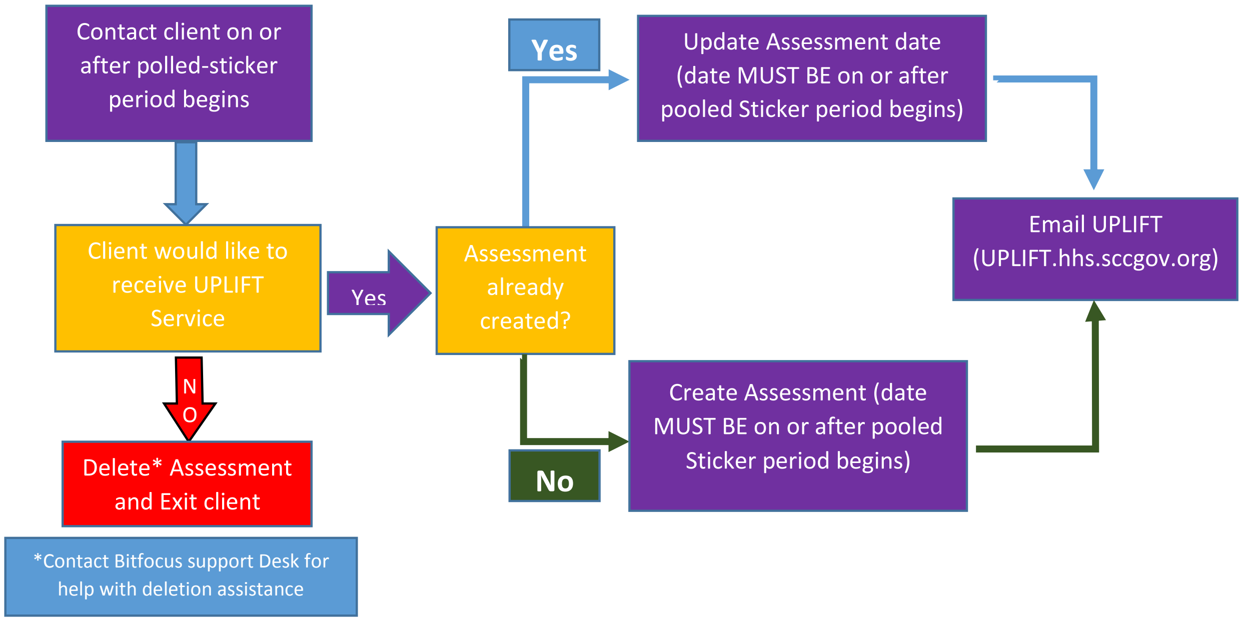
New Client – Flowchart – HMIS Screenshot

How to change Program Entry Date



Unfilled UPLIFT Request due to Allocation Limit

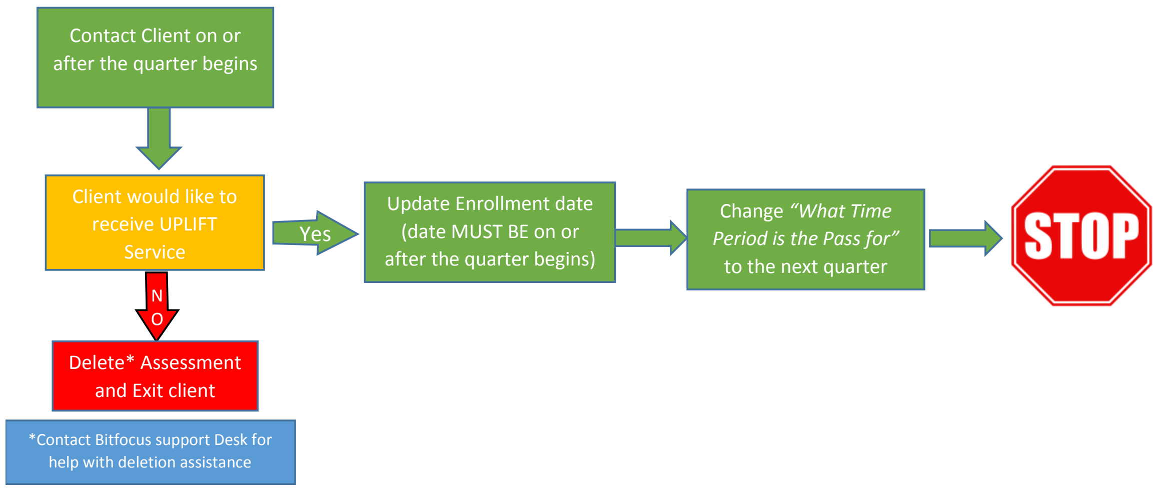
Continuing Client



Unfilled Request from Previous Quarter

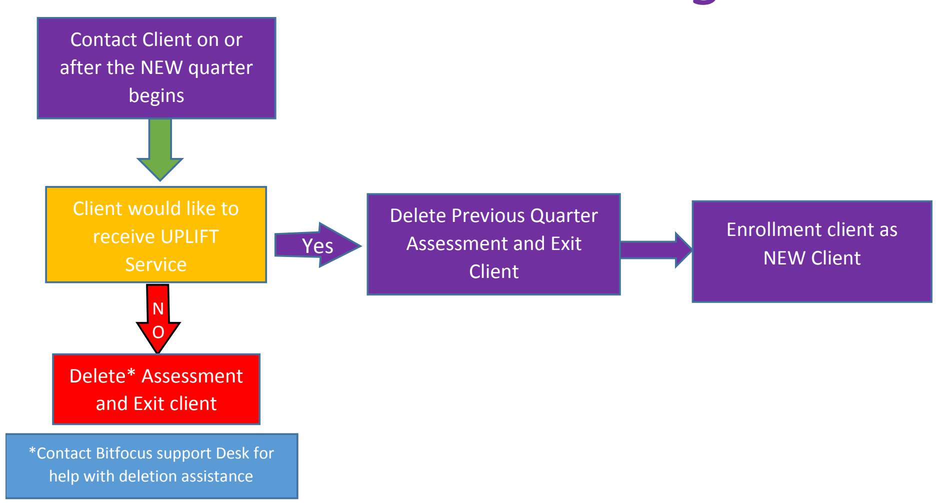
Unfilled UPLIFT Request due to No Sticker Left ☹

New Client



Unfilled UPLIFT Request due to No Sticker Left ☹

Continuing Client



Lost Badge or Sticker

To request a lost or stolen badge:

- Create a Status Assessment for your client
- Email UPLIFT@hhs.sccgov.org detailing the reason why your client needs another UPLIFT pass for this quarter

Replacement passes will only be given out during the 2nd and 3rd months of the quarter. Clients will not be able to have their pass replaced more than once per quarter, and the County reserves the right to not replace a client's badge if they see fit.

- Replacement period

Quarter	Replacement Period
Jan-Mar	Feb 1st and after
Apr-Jun	May 1st and after
Jul-Sep	Aug 1st and after
Oct-Dec	Nov 1st and after

- Example email detailing reason client lost badge:

"Client, HMIS# ABCDEFG came to the office stating that his bus pass was stolen on MM/DD. He is currently homeless and stated that he got really tired and fell asleep in the park and when he woke up his belongings were stolen including his bus pass. He and I explored different options including getting him a lanyard or a badge holder to prevent re-occurrence."

Client Refuses to Sign the Release of Information (ROI)

If a client refuses to sign the consent to have their data entered into HMIS, this should not prohibit them from receiving UPLIFT.

- Create the client anonymously – See SCC HMIS Client Consent Training
- Create UPLIFT servicer referral.
- Send client's picture and name to UPLIFT@hhs.sccgov.org, confirming that the client is 18 years or older.
- Contact UPLIFT Administrator for instructions that should be used rarely and as a last resort.

Client Refuses to Complete the VI-SPDAT

We highly encourage clients to complete the VI-SPDAT. If the client refuses to complete the VI-SPDAT, they can still receive UPLIFT.

- Email UPLIFT@hhs.sccgov.org the reason(s) for not completing VI-SPDAT.

Do NOT create a VI-SPDAT and enter "client refused" for every VI-SPDAT question.

Client Refuses to Share photo in HMIS

Client can still request a badge.

If the client did not give consent to share their photo, follow the normal steps to request a pass, but do NOT upload their photo.

Email client's picture to UPLIFT@hhs.sccgov.org

Client Refuses to share full Date of Birth

- If the client did not give consent to share his/her date of birth

  Enter 01/01/xxxx in HMIS, where xxxx is the year the client was born

  Choose Quality of DOB as "Approximate or partial DOB reported"

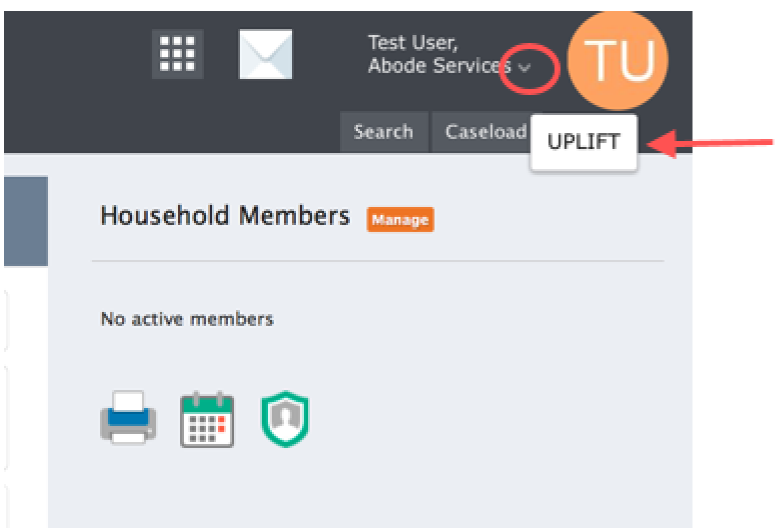
- If the client refuses to have his/her year of birth in HMIS

  Inform UPLIFT@hhs.sccgov.org that client is 18 years or older

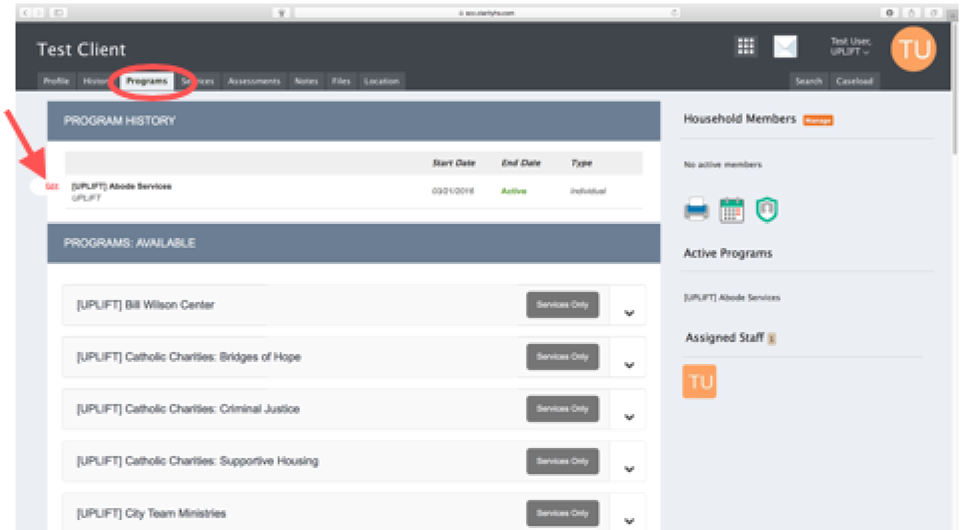
Chapter 4 – Closing out a Client

- 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
- Please note:
    - If you are exiting the client from UPLIFT, please wait until you receive the client's UPLIFT pass before you exit them from UPLIFT
    - You do NOT need to exit the client at the end of every quarter if they will need a pass next quarter through your agency

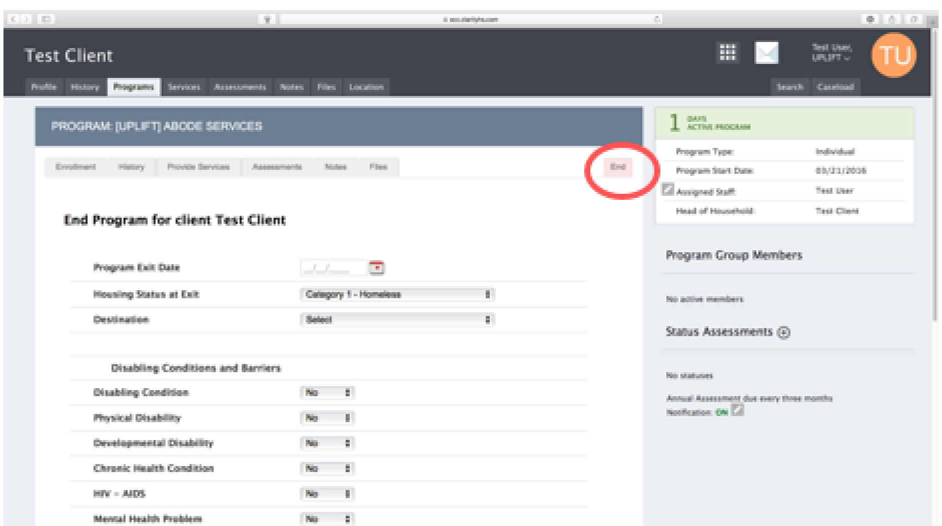
1. Switch to the UPLIFT agency



2. Go to the client's UPLIFT program enrollment

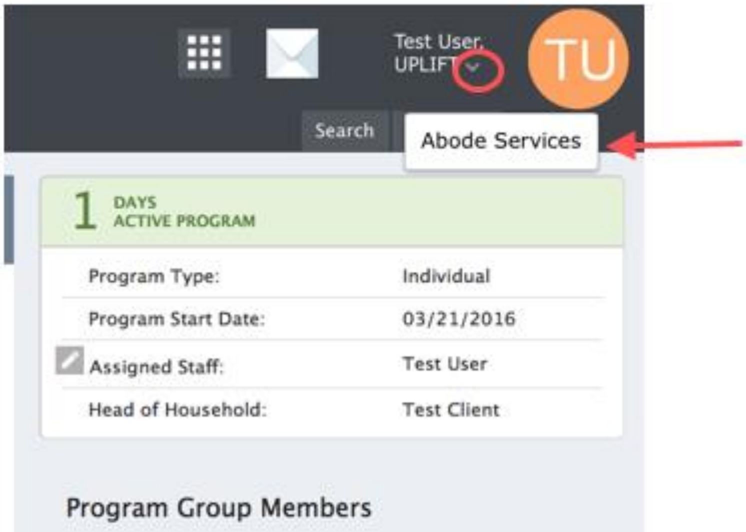


3. Exit the client from the UPLIFT program



Update any information (housing status, income, benefits, etc) that has changed

4. Switch back to your home agency

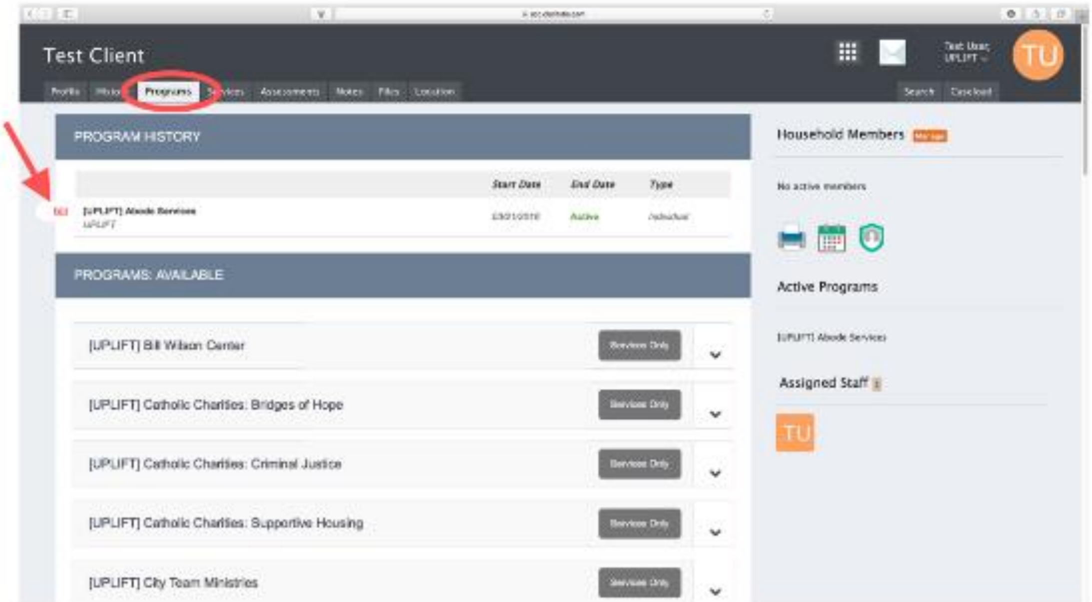


Closing out Client Recap

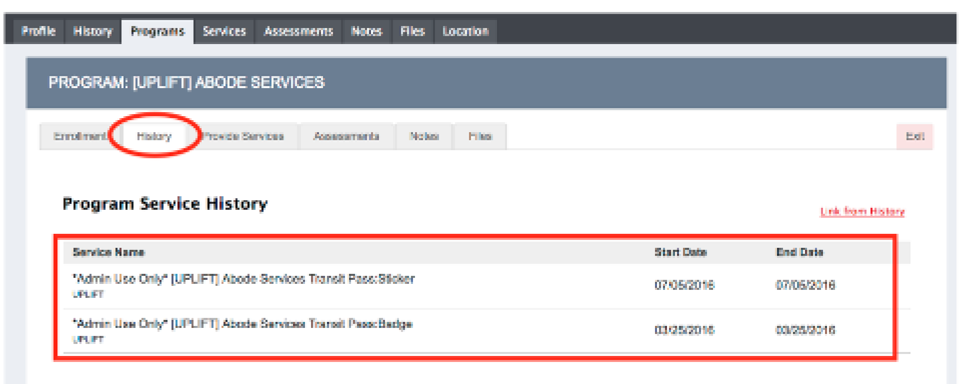
- *Switch to the UPLIFT agency*
- Go to the client's UPLIFT program enrollment
- Exit the client from your agency's UPLIFT program
  - Make sure to fill out their exit destination, housing status, and income information
- *Switch back to your home agency when you are done*

Chapter 5 – Monitor Status of UPLIFT Request

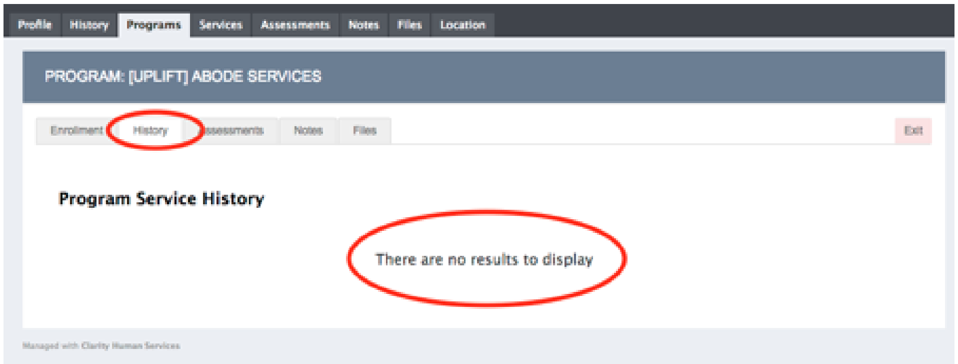
1. Go to the client’s UPLIFT program enrollment



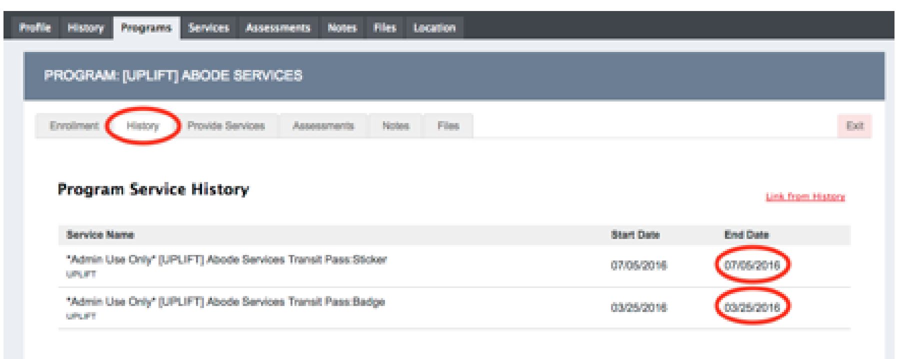
2. Under the History tab, look for the badge and/or sticker services



3. If there are no services, then the UPLIFT request has not been processed yet



4. If there are services, look at the End Date of each service



5. If the Service End Date is...

- ... before you requested the pass, the pass has not been processed yet
- ... after you requested the pass, the pass has been processed

Examples:

	Date of UPLIFT Request	Service End Date
Request has been processed	8/1/2017	8/2/2017
Request has NOT been processed	8/1/2017	7/1/2017

How to Check if a Request had been Filled Recap

You can monitor your UPLIFT request using HMIS:

- Go to the client's UPLIFT program enrollment
- Under the History tab, look for the UPLIFT badge and/or sticker services
  - If there are no services, the UPLIFT request has not been processed yet
  - If there is a service, check the end date of the service
    - If the end date is after you requested the pass, then the request has been processed
    - If the end date is before you requested the pass, then the request has not been processed yet

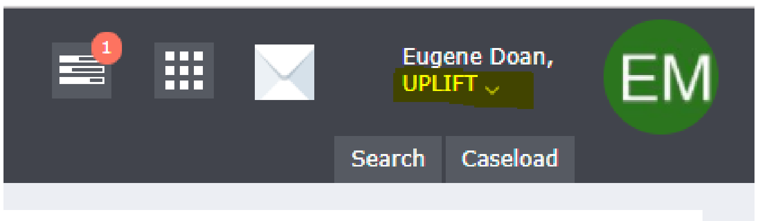
Chapter 6 – Agency Utilization Report

- To Monitor Agency's Utilization rate:
  - Manage Agency's Utilization Internally.
  - Manage Agency's Quarterly Allotment during 1st Month of the Quarter.

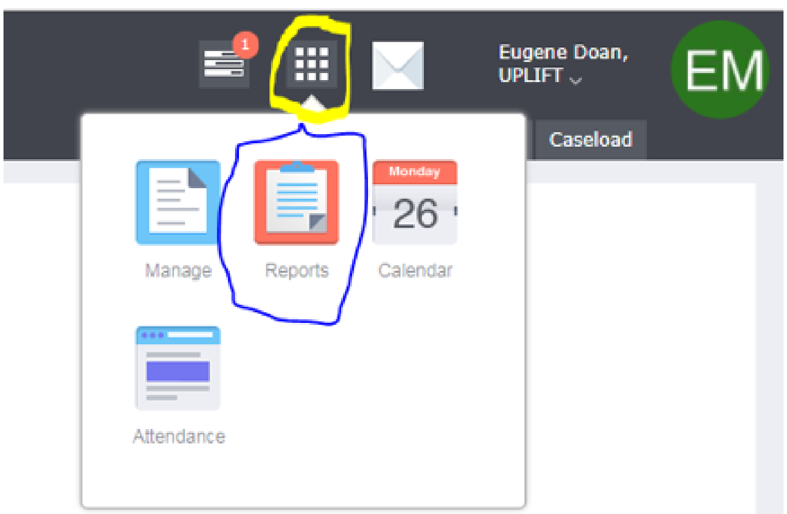
- To Devise Plan and Action Items to Address High Volume Replacement rate.

Procedures:

1. Log into HMIS
2. Switch to UPLIFT Agency

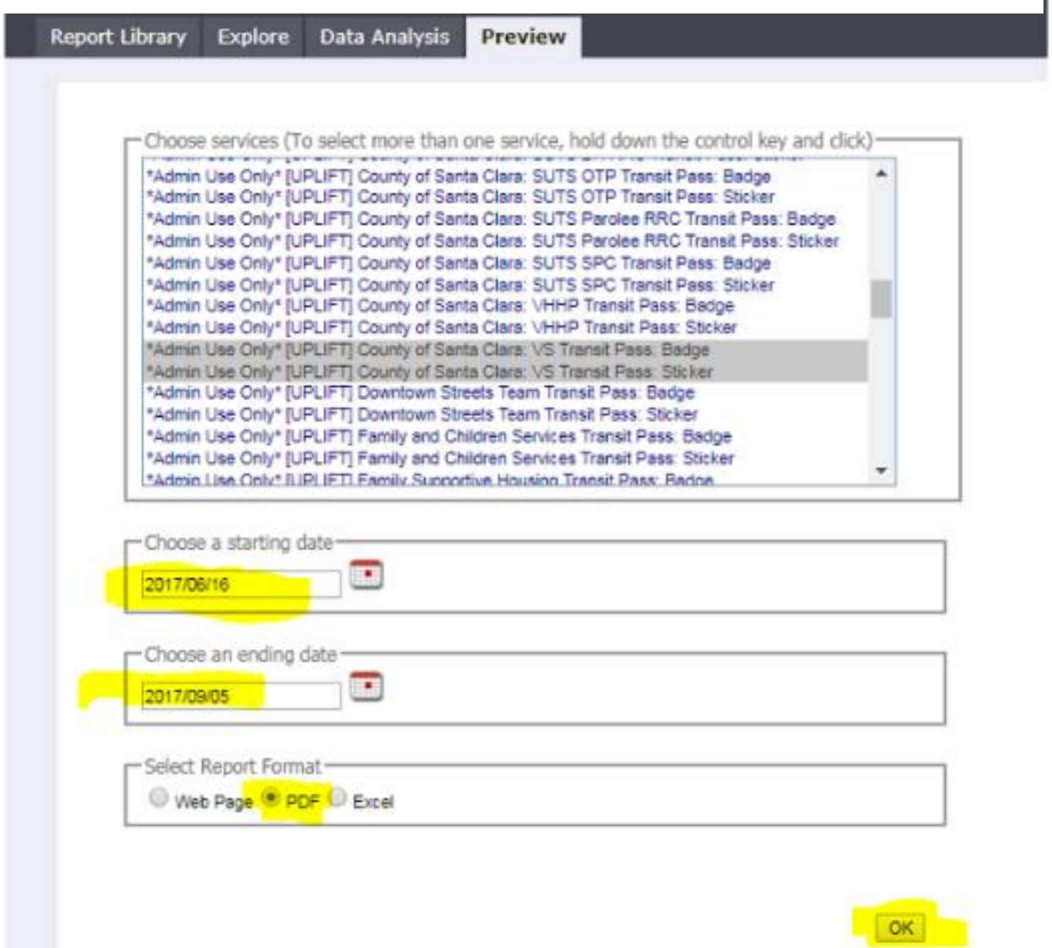


3. Select Reports:



4. Select Service Based Reports then [GNRL-104] Service Summary:

5. Select:
    a. Your Agency:
        i. Sticker or
        ii. Badge or
        iii. Badge and Sticker (hold down Ctrl key for "and")
    b. Select the period of interest.
    c. Select report format.
    d. Click "OK".



Examples of Agency Utilization Report

- Utilization with no Replacement Request:
  - The # of Unique and Total are the same:
    - 87 requests for badges had been filled.
    - 111 requests for stickers had been filled.

Service Summary	UPLIFT	
	Dates Between:	06/16/2017 and 09/05/2017

Admin Use Only [UPLIFT] County of Santa Clara: VS Transit Pass

	Unique	Total
Badge	87	87
Sticker	111	111

- Utilization with Replacement:
  - The # of Unique and Total are different:
    - 83 requests for badges had been filled and 1 is a replacement.
    - 158 requests for stickers had been filled and 4 are replacements.

	Unique	Total
Badge	82	83
Sticker	154	158

Chapter 7 – Frequently Asked Questions

Client who has Multiple Active UPLIFT Programs

Per Agency's own findings or at the UPLIFT Administrator's request, 2nd and/or 3rd agencies are to check with the client if s/he would like his/her program to be managed by 2nd or 3rd Agency.

Scenario	Agency's Action Item	UPLIFT Administrator's Action Item
Client prefers 1st Agency	2nd and/or 3rd Agencies are to Exit client.	Delete 2nd and/or 3rd Agencies' New Enrollment or Status Assessment.
Client prefers 2nd Agency	1st and/or 3rd Agencies are to Exit client	Delete 1st and/or 3rd Agencies' New Enrollment or Status Assessment.
Client prefers 3rd Agency	1st and 2nd Agencies are to Exit client.	Delete 1st and 2nd Agencies' New Enrollment and/or Status Assessment.

If 1st, 2nd, and 3rd Agency submit the request for the same client at the same time, UPLIFT Administrator will delete New Enrollment or Status Assessment from 2nd and/or 3rd Agencies. 2nd and/or 3rd Agencies are to Exit client.

Enlist UPLIFT Administrator's assistance as needed if additional facilitation / coordination is required.

How do I Correct my UPLIFT Request?

Please see the Frequently Asked Questions section at http://scc.hmis.cc/training/uplift/ for a full list of how to correct different issues

Please note: any user who is asked to correct their UPLIFT request 3 times will be asked to rewatch the UPLIFT training before they can continue requesting UPLIFT passes. Important items:

- ROI
- Date of Birth shows the client is an adult
- VI-SPDAT

How do I Get Started?

- If you already have access to UPLIFT in Clarity
  - Start Sending UPLIFT Request Per Allocation and Replacement Policy
- If you do not yet have access to UPLIFT in Clarity
  - Make sure you have a Clarity login
    - Complete required training (General Training and Privacy Training) http://scc.hmis.cc/client-forms/
    - Fill out and sign End User Agreement http://scc.hmis.cc/training/uplift/
    - Ask your agency's HMIS Technical Administrator to request your Clarity login
  - Ask your agency's UPLIFT contact to approve your access to UPLIFT and add you to the UPLIFT email distribution list (email sccsupport@bitfocus.com and UPLIFT@hhs.sccgov.org)

Appendix A: Glossary

- **1st month:** 1st day of the quarter (See 2017 UPLIFT Planned Processing Schedule and Official County Holidays calendar) to the last calendar day of next month
  - Example: Jul-Sep'17 1st month period is from 6/16/2017 to 7/31/2017

- **Pooled period:** 1st calendar day of the 2nd month to the last calendar day of the quarter or until all stickers have been distributed
  - Example: Jul-Sep'17 pooled period is from 8/1/2017 to 9/30/2017 or until all stickers have been distributed

- **Allocation:** Number of stickers allocated to each Agency per quarter. Any unused allocation will be pooled on the 1st day of the second month of the quarter, i.e. Aug 1, 2017 for Jul-Sep'17 quarter.
  - Number of UPLIFT passes (Badge and Sticker + Sticker) issued to an Agency will not exceed Allocation during 1st month.
  - Example:
    - Vocational Services is allocated 125 stickers/quarter
    - Number of UPLIFT passes issued to Vocational Services will be capped at 125 stickers between 6/16/2017 to 7/31/2017
    - Additional requests from Vocation Services will be processed and completed first comes first served during Pooled period.

- **Replacement:** Replacing lost UPLIFT pass because the UPLIFT pass was stolen from the client or client had misplaced it.
  - Maximum one (1) replacement per client per quarter.
  - No replacement during 1st month.
  - Replacement must-have documents:
    - HMIS Status Assessment.
    - Email to UPLIFT (UPLIFT@hhs.sccgov.org) with replacement reason(s).

Appendix B: Helpful Links

- Website: http://scc.hmis.cc/training/uplift/
- UPLIFT Administrator: UPLIFT@hhs.sccgov.org
- Clarity HMIS Support: sccsupport@bitfocus.com