



UPLIFT Program Coordinator Role Expectations



Each agency participating in UPLIFT is required to have a staff member who will serve as their UPLIFT Program Coordinator. Up to two staff members may serve in this role. The UPLIFT Program Coordinator serves as the point-of-contact for their UPLIFT program(s) and is expected to:

- **Ensure there is a process in place for pickup, distribution, and secure storage of stickers/badges.**
 - Any loss of stickers by UPLIFT agency staff will require the submission of a *Corrective Action Plan* signed by the UPLIFT Program Coordinator before the sticker is replaced. The County Office of Supportive Housing (OSH) reserves the right to suspend a agency's participation in UPLIFT for lost stickers or other procedural violations.

- **Approve HMIS UPLIFT program access for new users.**
 - The county's HMIS vendor, Bitfocus, will email the agency's UPLIFT Program Coordinator when a staff has completed the [UPLIFT training](#) requirements. The email will request approval to provide UPLIFT access in HMIS to the staff person. Once access is approved, the UPLIFT Program Coordinator ensures that the staff person understands which UPLIFT program in HMIS to use for their requests. The staff person will be added to the UPLIFT mailing list and will be able to request UPLIFT passes in HMIS through the given program.

- **Complete and return the Allocation Survey each quarter.**
 - The Allocation Survey will be sent to each UPLIFT Program Coordinator about two weeks prior to the start of each quarter.
 - The Coordinator will request the number of stickers that they expect to need for the upcoming quarter. **There is no guarantee that an allocation request can be met.** The final allocation represents the number of stickers that will be reserved for the participating agency for the first month of the quarter.
 - The OSH may decrease a program's allocation depending on overall need and the program's previous quarterly usage rate.

- **Inform the OSH UPLIFT Administrator at UPLIFT@hhs.sccgov.org if a new UPLIFT Program Coordinator is assigned.**