

UPLIFT Transit Pass Program

Training for Participating UPLIFT Providers



Bitfocus



GOALS

**Understand the
UPLIFT Program**

**Understand the
importance of
pass allocations**

**Learn how and
when to Exit a
client**

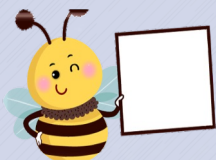
**Know the
eligibility
requirements**

**Learn how to
request passes
for clients**

**Know where to
access resources**



UPLIFT OVERVIEW



Eligibility



Quarterly
Allocations



Important
Dates



Requesting
a Pass



New Clients



Renewals &
Continuing
Clients



Exiting a
Client



The background features a grid of squares in light blue, orange, and grey. Overlaid on this are large, semi-transparent icons for Instagram, Facebook, and Twitter. A small red and white logo is visible in the bottom left corner.

Understanding the UPLIFT Program

WHAT IS UPLIFT

- The Universal Pass for Life Improvement From Transportation (UPLIFT) program is operated by the Santa Clara County Office of Supportive Housing (OSH).
- UPLIFT provides quarterly Valley Transportation Authority (VTA) transit passes to eligible adults experiencing homelessness or at risk of homelessness
- The goal of the UPLIFT program is to help clients attain or maintain housing or employment by improving access to public transit.
- The program is a partnership by the Santa Clara County Continuum of Care (SCC CoC), the VTA, and the City of San Jose.





Eligibility



ELIGIBILITY REQUIREMENTS

Clients must be 18 years of age or older

Clients must be homeless or seriously at risk of losing their housing due to lack of transportation

Clients must be currently receiving case management services AT LEAST once per month from your agency



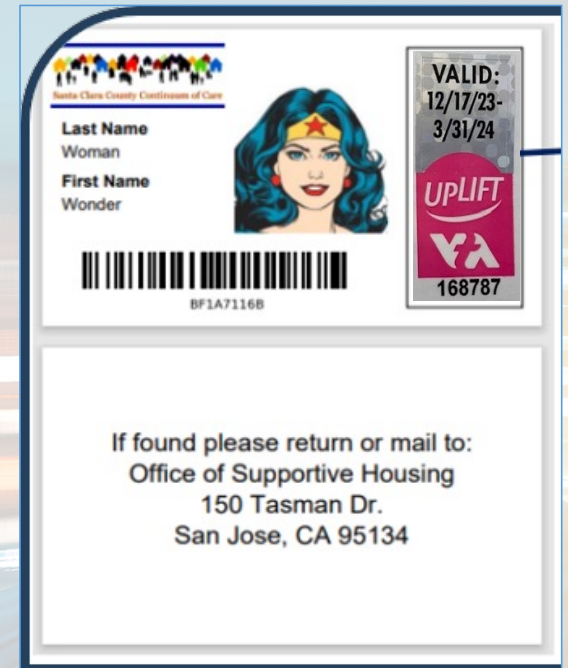
UPLIFT TRANSIT PASS

An UPLIFT transit pass consists of a Badge & Sticker

Badges are reusable and should be retained by client

Stickers are valid for one quarter

The front of the badge contains a space to affix the valid sticker



Allocations



QUARTERLY ALLOCATIONS

Each quarter, participating agencies are provided with an allocation



An allocation is the number of passes reserved for that agency for the **first month** of the given quarter



This allocation may change each quarter based on use & availability



Important Dates



TIMELINE

- In the first month of each quarter, agencies may submit UPLIFT pass requests up to their total allocation
- The first day of the second month of each quarter is the start of the pooled pass period
 - Starting on this day, any unused allocations are pooled and available to all participating agencies on a first-come, first-served basis



SAMPLE CALENDAR – Quarters 1 through 4, 2023

Quarter	Earliest Request Date for UPLIFT Pass	Allocations in Effect: Request Passes up to your agency's total allocation	Pooled Pass Period: First day to request passes on a first-come, first-served basis until no more passes are available
January – March	12/16/2022	12/16 - 1/31/2023	2/1/2023
April - June	3/17/2023	3/17 - 4/30/2023	5/1/2023
July - September	6/16/2023	6/16 - 7/31/2023	8/1/2023
October - December	9/15/2023	9/15 - 10/31/2023	11/1/2023



New Clients



NEW CLIENTS

NEW CLIENT

A New Client is defined as a client who does not already have an open UPLIFT enrollment

SEARCH HMIS

Before enrolling a new client, first search for the client in HMIS – *they may already have a profile*

ROI

Verify the client has a valid ROI – *physically view the ROI to ensure it is valid*

PHOTO

A photo is required when you are requesting a badge for UPLIFT - *ensure permission is provided on the ROI and upload the photo to client's profile*

PHOTO REQUIREMENTS

Clear (not blurry), front-facing full head photo - No sunglasses or masks

VI-SPDAT

If the client is homeless and does not have an existing VI-SPDAT, complete a VI-SPDAT
Only staff that have completed the required training may administer the VI-SPDAT

AGENCY SWITCH

Switch to the UPLIFT agency and enroll client into your agency's UPLIFT program

PRIMARY AGENCY

Switch back to your home agency when you are finished



ADDING NEW CLIENTS DEMO



Continuing Clients



CONTINUING CLIENTS

CONTINUING CLIENT

A client that has been enrolled in the UPLIFT program for less than a year

ROI

Verify the client has a valid ROI – *physically view the ROI to ensure it is valid*

PHOTO

A photo is required IF you are requesting a new badge for the client– *check to ensure the photo meets the photo requirements and permission is provided on the ROI*

AGENCY SWITCH

Switch to the UPLIFT agency

STATUS UPDATE ASSESSMENT

Create a **Status Update Assessment** for the client

PRIMARY AGENCY

Switch back to your home agency when you are finished



CONTINUING CLIENT DEMO

ChromeFileEditViewHistoryBookmarksProfilesTabWindowHelp

Clarity Human Services - Se

scc-train.clarityhs.com/client

Bitfocus and/or L...Bright ItemsClarity Login Insta...Frequently Used...HUD/Other Resou...SCC Related Item...Timezone.io -Remove unwanted...Maps & Driving Dir...All Bookmarks

System

SEARCHCASELOADREFERRALS

LS

Lesly Soto Bright, System

Thu Feb 8 12:28 PM

SEARCH FOR A CLIENT

ADD CLIENT +

SEARCH

Use full name, partial name, date of birth or any combination.

			Date of Birth	Age	Last Four SSN	Last Updated	ROI
		Mickey Mouse (150229)					
		Mickey Milkovich (150289)					
		Mickey Mouse (150229)	01/23/1928	96	4646	09/14/2023	Missing
		Mickey Milkovich (150289)	07/14/1994	29	0000	08/02/2022	Missing
		Mickey Mouse (150229)	01/23/1928	96	4646	09/14/2023	Yes
		Mickey Milkovich (150289)	07/14/1994	29	0000	08/02/2022	Yes

Managed with Clarity Human Services

Your recent client searches:

Mickey Mouse

Scout Test

Wonder Woman

Test Vi

Joseph Test

SELECTING TRANSIT PASS TYPE

Is the client homeless?

Is the client currently receiving case management from your agency?

What type of transit pass are you requesting?

Select

Badge Only

Sticker

✓ Badge and Sticker

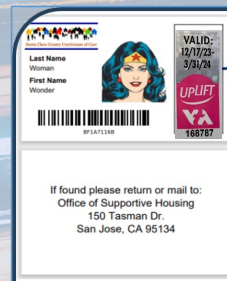
Requesting a pass for a Continuing UPLIFT client

SELECT



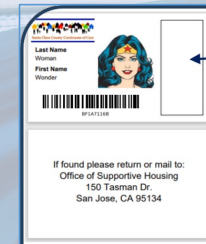
Enrolling a New client in UPLIFT OR
Requesting a pass for a Continuing UPLIFT client who lost their badge

SELECT



Requesting a replacement badge for current UPLIFT client who lost their badge, but already received a sticker for the current quarter

SELECT



Badges must be reused each quarter. Only request a badge if your client is new or if a replacement is needed.

Exiting a Client



EXITING A CLIENT

When to Exit

- A client should be exited from the UPLIFT program if they “skip” a quarter (for example if they did not receive a pass for a given quarter)
- A Client is only considered “continuing” if they receive a pass every quarter

Why Exit?

- You will not be requesting a pass for the client this quarter
- You are no longer working with the client
- The client is no longer eligible for the program



EXITING A CLIENT

AGENCY SWITCH

Switch to the UPLIFT agency

PROGRAM HISTORY

In the PROGRAMS tab, select the appropriate UPLIFT enrollment from which you want to exit the client

EXITTAB

Select the Exit Tab on the far right and fill in the appropriate responses for
Program Exit Date → Destination → Disabling Condition → Education

PRIMARY AGENCY

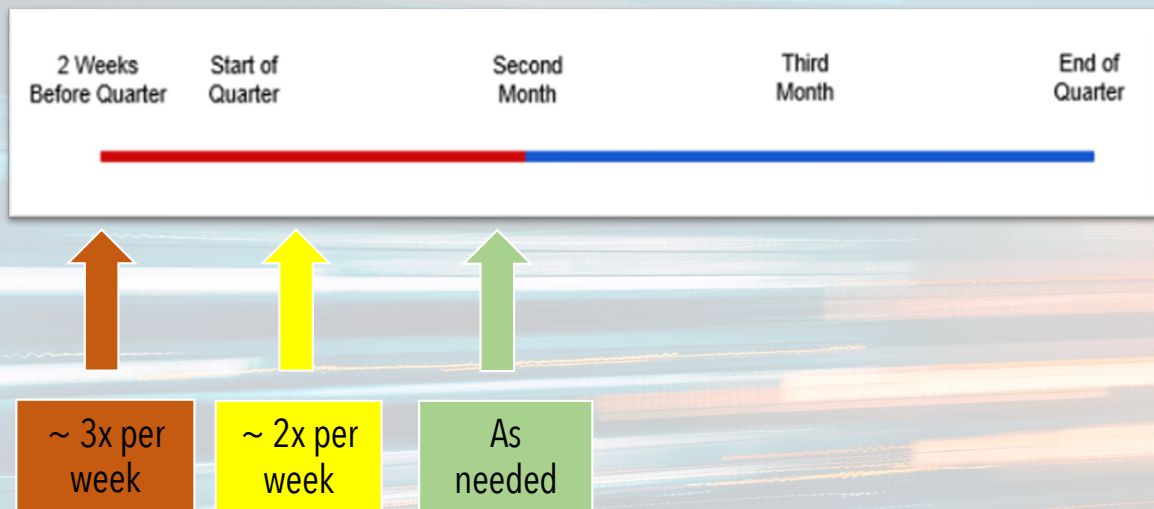
Switch back to your home agency when you are finished



EXITING CLIENTS DEMO



TRANSIT PASS REQUEST PROCESSING



Each time a new batch of UPLIFT requests is processed, program staff at the Office of Supportive Housing (OSH) will send an email to the UPLIFT mailing list

The email will include

- A list of all passes processed in the batch
- The pass pickup process & requirements
- Other reminders as needed



RESOURCES

UPLIFT Webpage

scc.bitfocus.com/UPLIFT

[UPLIFT User Guide](#)

(Required reading when you've finished this training!)

[UPLIFT Program Coordinator
Role Expectations](#)

SCC HMIS Website

scc.bitfocus.com

Questions?

UPLIFT@hhs.sccgov.org

sccsupport@Bitfocus.com



WHAT'S NEXT

Training Completion



Knowledge Test

*You will be redirected to
complete the Quiz*



**Must score 100% to
access UPLIFT Program**

