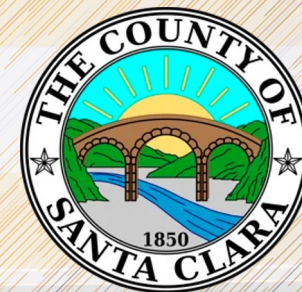


UPLIFT Transit Pass Program

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**

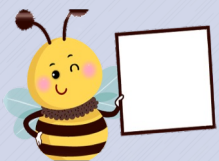
**Know the
eligibility
requirements**

**Learn how to
request passes
for clients**

**Know where to
access resources**



UPLIFT OVERVIEW



Eligibility



Quarterly
Allocations



Important
Dates



Requesting
a Pass



New Clients

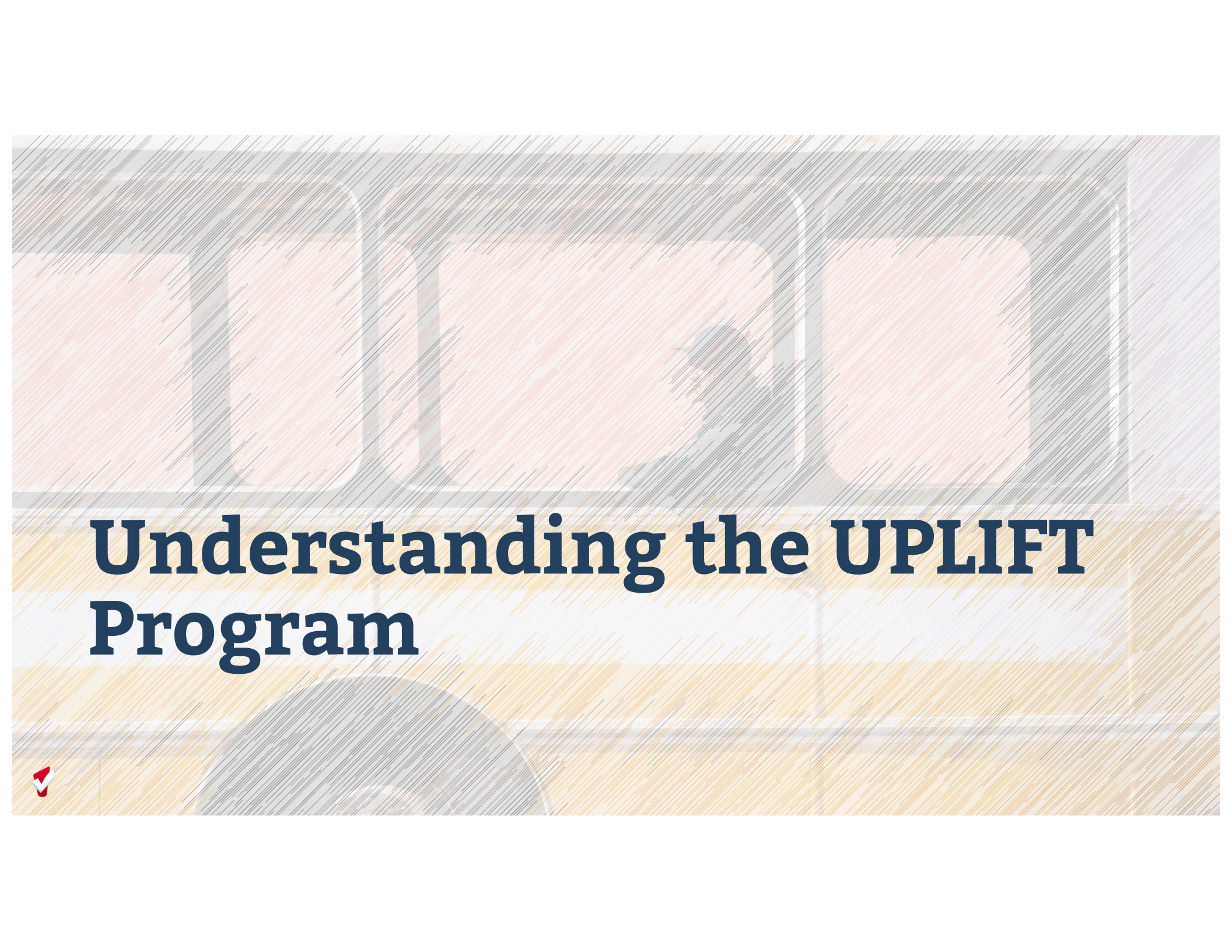


Renewals &
Continuing
Clients



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 Facebook, Twitter, and Instagram. 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



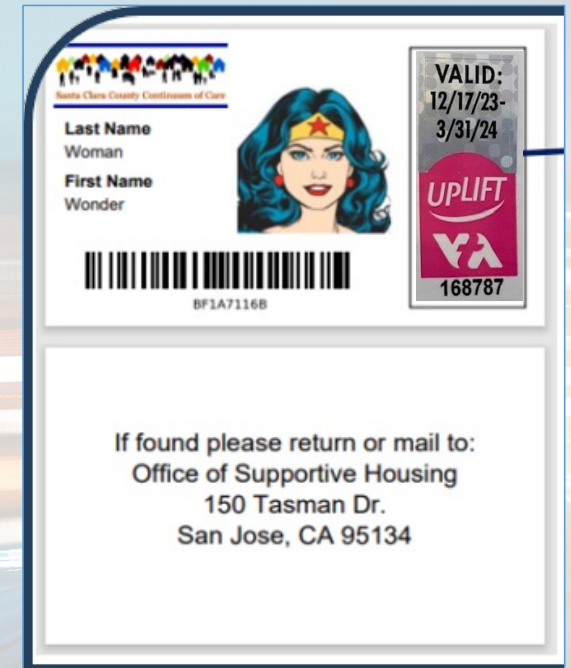
UPLIFT TRANSIT PASS

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	12/19/2025	12/19 - 1/31/2025	2/1/2026
April - June	3/20/2026	3/20 - 4/30/2026	5/1/2026
July - September	6/18/2026	6/18 - 7/31/2026	8/1/2026
October - December	9/18/2026	9/18 - 10/31/2026	11/1/2026



The background features a collage of social media icons including Facebook, Twitter, and Instagram, along with a silhouette of a person. The entire image is overlaid with a dense pattern of thin, diagonal lines in various colors.

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

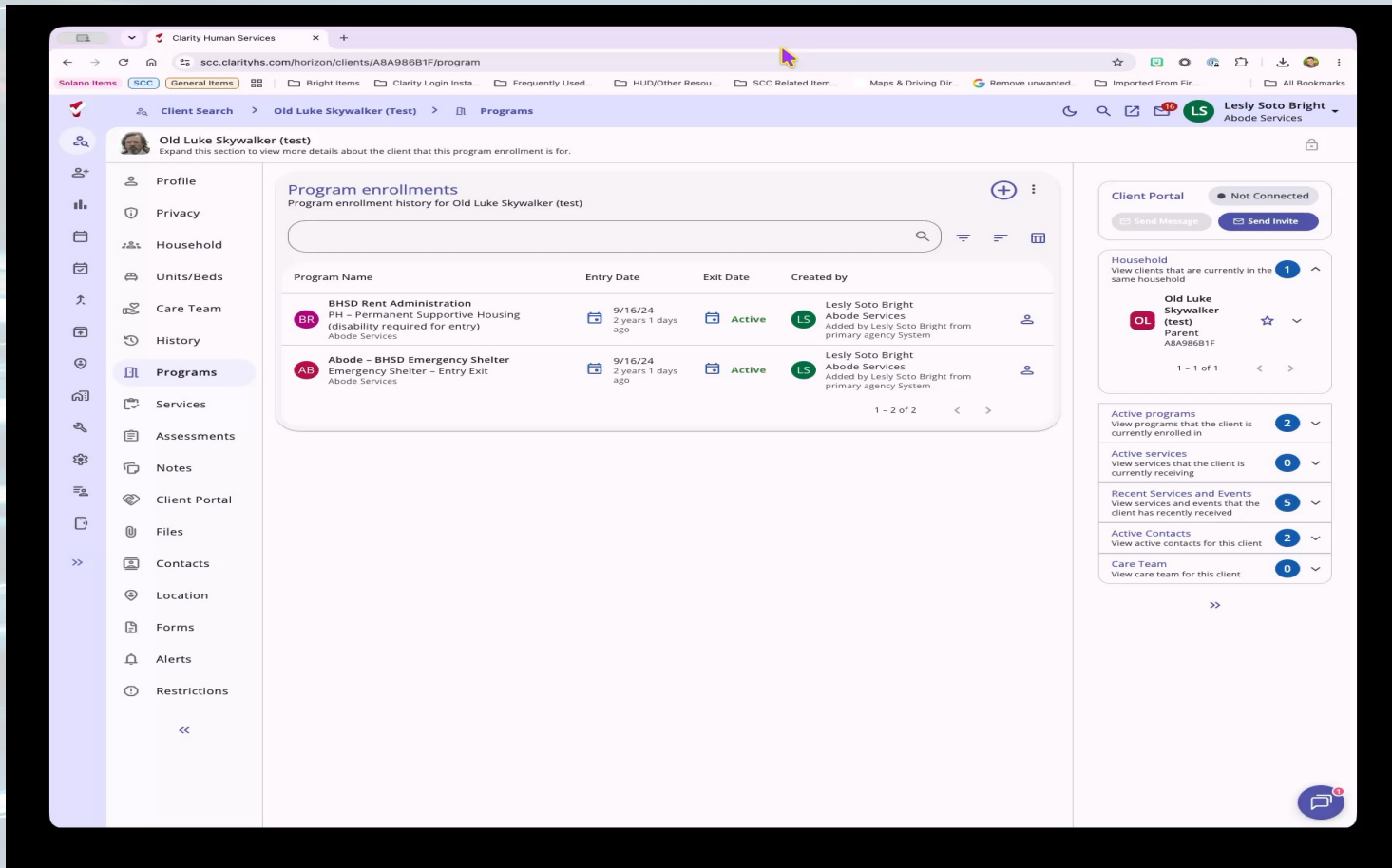
Switch to the UPLIFT agency and enroll client into your agency's UPLIFT program

PRIMARY AGENCY

Switch back to your home agency when you are finished



ADDING NEW CLIENTS DEMO



The screenshot displays the Clarity Human Services client portal interface. The browser address bar shows the URL `scc.clarityhs.com/horizon/clients/ABA986B1F/program`. The page title is "Old Luke Skywalker (test)". The left sidebar contains a navigation menu with options: Profile, Privacy, Household, Units/Beds, Care Team, History, Programs (selected), Services, Assessments, Notes, Client Portal, Files, Contacts, Location, Forms, Alerts, and Restrictions. The main content area is titled "Program enrollments" and shows a table of program enrollment history for Old Luke Skywalker (test). The table has columns for Program Name, Entry Date, Exit Date, and Created by. Two programs are listed: "BHSD Rent Administration" and "Abode - BHSD Emergency Shelter - Entry Exit". The right sidebar contains a "Client Portal" section with a "Not Connected" status and buttons for "Send Message" and "Send Invite". Below this are sections for "Household", "Active programs", "Active services", "Recent Services and Events", "Active Contacts", and "Care Team".

Client Search > Old Luke Skywalker (Test) > Programs

Old Luke Skywalker (test)
Expand this section to view more details about the client that this program enrollment is for.

Program enrollments
Program enrollment history for Old Luke Skywalker (test)

Program Name	Entry Date	Exit Date	Created by
BHSD Rent Administration PH - Permanent Supportive Housing (disability required for entry) Abode Services	9/16/24 2 years 1 days ago	Active	Lesly Soto Bright Abode Services Added by Lesly Soto Bright from primary agency System
Abode - BHSD Emergency Shelter Emergency Shelter - Entry Exit Abode Services	9/16/24 2 years 1 days ago	Active	Lesly Soto Bright Abode Services Added by Lesly Soto Bright from primary agency System

1 - 2 of 2

Client Portal Not Connected
Send Message Send Invite

Household
View clients that are currently in the same household 1
Old Luke Skywalker (test)
Parent
ABA986B1F
1 - 1 of 1

Active programs
View programs that the client is currently enrolled in 2
Active services
View services that the client is currently receiving 0
Recent Services and Events
View services and events that the client has recently received 5
Active Contacts
View active contacts for this client 2
Care Team
View care team for this client 0

The background features a grid of squares in light orange and light grey. Overlaid on this are several large, semi-transparent social media icons: a red heart, a blue speech bubble, a blue person silhouette, and a red heart. The text 'Continuing Clients' is centered in a dark blue serif font.

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

Clarity Human Services

scc-train.clarityhs.com/horizon/clients

Solano Items SCC General Items Bright Items Clarity Login Insta... Frequently Used... HUD/Other Resou... SCC Related Item... Maps & Driving Dir... Remove unwanted... Imported From Fir... All Bookmarks

LS Lesly Soto Bright UPLIFT

Clients

Search for a client

Showing recently accessed clients. Use the search bar above to find other clients.

Client	DOB	SSN	Updated by	Updated on	Details
Dolly Parton (She/Her/Hers) 550E2D1AC	1/8/00 Age: 26	# 5623	LS Lesly Soto Bright System	9/3/26, 11:21 AM 14 days ago	
Kenny Rogers (He/Him/His) ASC8DB356	1/25/64 Age: 62	# 7986	LS Lesly Soto Bright System	9/17/26, 9:40 AM Today	

1 - 2 of 2

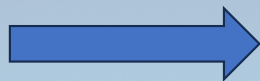
2
Active enrollments

0
Status due

0
Case manager

0
Navigator

SELECTING TRANSIT PASS TYPE



What type of transit pass are you requesting? *

Badge and Sticker

Select

Badge Only

Sticker

Badge and Sticker

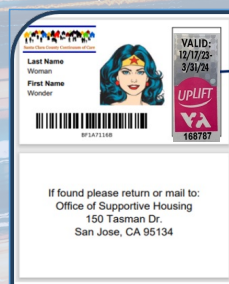
Requesting a pass for a Continuing UPLIFT client

SELECT



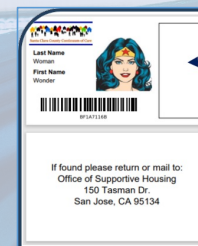
Enrolling a New client in UPLIFT OR
Requesting a pass for a Continuing UPLIFT client who lost their badge

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

Clarity Human Services

scc-train.clarityhs.com/horizon/clients

Solano Items SCC General Items Bright Items Clarity Login Insta... Frequently Used... HUD/Other Resou... SCC Related Item... Maps & Driving Dir... Remove unwanted... Imported From Fir... All Bookmarks

LS Lesly Soto Bright UPLIFT

Clients

Search for a client

Showing recently accessed clients. Use the search bar above to find other clients.

Client	DOB	SSN	Updated by	Updated on	Details
Dolly Parton (She/Her/Hers) 550E2D1AC	1/8/00 Age: 26	# 5623	LS Lesly Soto Bright System	9/3/26, 11:21 AM 14 days ago	
Kenny Rogers (He/Him/His) A5C8DB356	1/25/64 Age: 62	# 7986	LS Lesly Soto Bright System	9/17/26, 9:40 AM Today	

1 - 2 of 2

2

Active enrollments

0

Status due

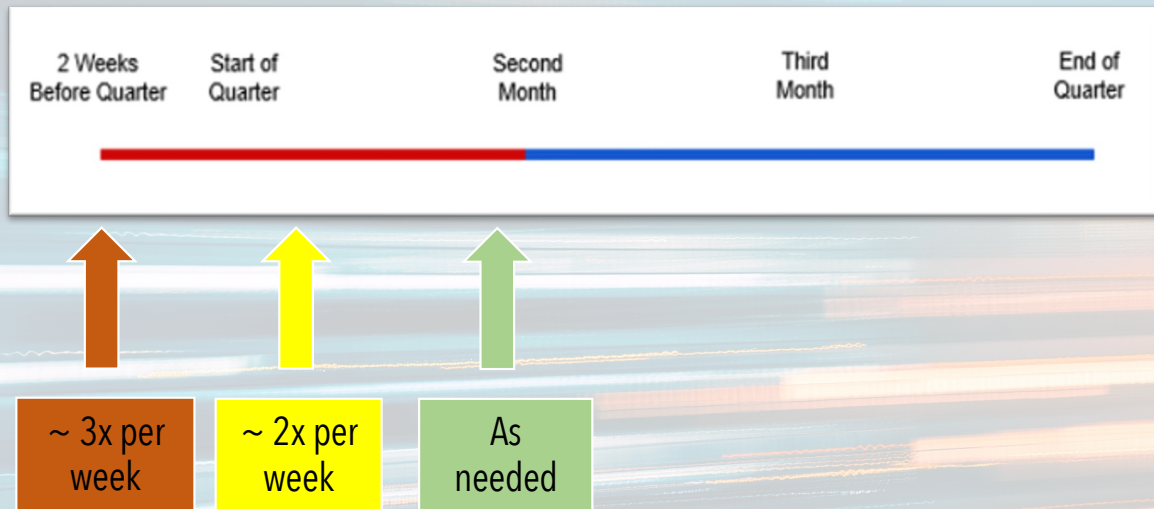
0

Case manager

0

Navigator

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**

