

Help Improve Your Housing Support Services Through The Santa Clara County HMIS Customer Portal Pilot



Are you currently experiencing homelessness or receiving housing-related supportive services in Santa Clara County? If so, the Homelessness Management Information System (HMIS) Customer Portal allows you to be more hands-on in your housing journey.

How can it help me?

The customer portal is a protected website for Clients to be interactive with their housing case management. Accessing the website will give you the power to:

- Update your contact information
- Update your location so your Case Manager can find you for services
- Message your Case Manager and other service team members
- Electronically sign your documents
- Upload documents like a copy of your ID or paystubs
- Access a resource directory

What do I need to join?

- Currently have case management with a program such as Outreach, Rapid Rehousing, Permanent Supportive housing, etc.
- Access to the internet and an electronic device (personal or shared is fine)
- You also need an email address (note: if you do not have an email or can't access the one you have already, your case manager can help you set one up especially for this).

What else do I need to know?

- Participating in this pilot is voluntary.
- The customer portal was built by a team of people with lived experience of homelessness in Santa Clara County, homeless service providers, and tech experts.
- From February to May 2022, your feedback on the website will be used to make improvements before the community-wide launch of the website.

I want to participate, what's next?

- Contact your housing case manager or other support staff and tell them to sign you up!
- Check out the client training videos and website support materials on the Lived Experience Advisory Board (LEAB) website:
<http://leabsv.org/resources/hmis-client-access-beta/>



If you have questions or concerns about participating, you can call or text Maureen at (408) 314-5032 or reach her by email: Maureen@destinationhomesv.org.

