



**April 29, 2026**

# **ICMS Partners Quarterly Meeting**

# Agenda

- **Intro/Settling-In** – 1:00pm-1:05pm
- **DPH – Information on Flea-born Typhus** – Janay Ezweke, MPH – 1:05pm-1:25pm
- **Technical Training Team/CHAMP Info and Updates** – Eryn Phipps – 1:25pm-1:35pm
- **CMOST Updates/Information** – Eryn Phipps – 1:35pm-1:45pm
- **Updated ICMS Info Center Walkthrough** – Alexis Nwaekeke, Artyom Koburyan, Mike Snider – 1:45pm-2:00pm
- **Conclusions/Questions & Feedback** – 2:00pm

**LA COUNTY DEPARTMENT OF PUBLIC HEALTH**

# Information on Flea-borne Typhus

Janay Ezweke, MPH



LA COUNTY  
**Homeless  
Services  
& Housing**



**TECHNICAL (CHAMP) TRAINING TEAM**

# Technical Training Team Info/Updates

**Eryn Phipps, PI CMOST Team**

# Team Identity and Positioning

- Widely known as the “CHAMP Training Team”
- Our formal Team Name is HSH Technical Training Team
- We are part of the Information Technology (IT) unit
- Team contact email: [HSHTechnicalTrainingTeam@hsh.lacounty.gov](mailto:HSHTechnicalTrainingTeam@hsh.lacounty.gov)

# What Can You Expect From Us?

*We are your primary contact for CHAMP System Access*

## 1) SUBMIT

[CHAMP User Profile Request Form](#)

(NEW LINK PLEASE SAVE)

## 2) GET PROCESSED FOR TRAINING TO RECEIVE ACCESS

# How Can You Get Direct Support?

## [CHAMP VOH \(Virtual Office Hours\)](#)

- Join technical trainers every other Wednesday for live support and questions

## Login or Password Issues

- Contact ISD Help Desk at 562-940-3305

## System Issues or Questions

- In CHAMP, go to *Help* menu > select *Report an Issue* or *Ask a Question*

## Programmatic Questions

- Contact your HSH Program Manage

Home / Welcome Erin Phipps

Erin Phipps  
WPH (Program Area) | WPH Program Management | 11

Welcome Erin Phipps

Welcome to CHAMP

## You are logged into the CHAMP Production Environment

### Training Support

**CHAMP Training & Support Materials in TalentWorks**  
Access the complete library of CHAMP support materials including micro-learn videos and more by logging into your TalentWorks account with the credentials provided via email by the CHAMP Training Team.

- TalentWorks Quick Start Guide for Existing CHAMP Users
- Access TalentWorks
  - External Tool & County user credentials provided via email
  - Internal to LA County use SSO login

**CHAMP HRMS Frequently Asked Questions**  
Read the answers to HRMS Frequently Asked Questions for the latest guidance and system changes:

- View CHAMP HRMS FAQs

### Request Forms

**CHAMP Profile Update Requests**  
Use the form to request to update an existing user's assigned User role, Organization, and/or Supervisor.

- Access the CHAMP User Profile Request Form

**Merge Duplicate Clients Requests**  
Use the form to report and request CHAMP duplicate client records to be merge.

- Access the Merge Duplicate Clients Form

**CHAMP Training Virtual Office Hours**  
Get live help from a CHAMP trainer over Microsoft Teams.

- Register for a Virtual Office Hours session

Please note that you are currently logged into the **CHAMP PRODUCTION ENVIRONMENT**

This system has been implemented in order ensure the most vulnerable populations in Los Angeles County have access to the services which are available to them. Specifically, CHAMP will be used to increase efficiency, promote collaboration, ensure compliance, and improve outcomes for our clients.

- You may request help from CHAMP by selecting the **Help** button from the bottom left side of the screen. If you are reporting an issue, please click on the Help button while you are on the CHAMP page that has the issue.
- You may request help for CHAMP through the online CHAMP ticketing system

**Thank you for your continued dedication to our clients!**

Posted 01/20/2024

My Tasks Concurrent Users

Performance Improvement:

# Case Management Optimization Support Team (CMOST)

# What is **CMOST** ?

The **Case Management Optimization Support Team (CMOST)** partners with case managers to navigate ICMS requirements, clarify expectations, and connect you to resources.

We provide guidance, tools, and technical assistance to support care coordination, documentation, and overall performance.



**Snapshot guidance  
and documentation  
support**



**Resources, tip  
sheets, and best  
practices**



**Office Hours,  
1:1 support, and  
team connections**

# ICMS *Resources & Tools*

## PH ICMS Information Center

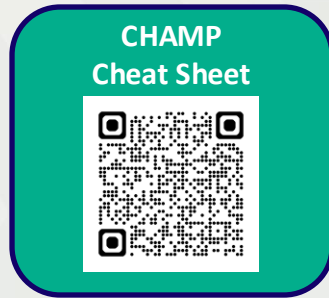
Your **one-stop hub** for ICMS resources:

- Guides, Tip Sheets, and Forms
- Trainings & Office Hours
- System Tools & Navigation Support
- ICMS Snapshot Updates

## Popular Tip Sheets Include:

- Outreach & Engagement
- Permanent Housing Retention Assistance
- Mental Health & Substance Use Care Navigation
- Decluttering Using Harm Reduction
- Transition of Care (TOC)
- *And more available in the Information Center*

Scan below to access resources:



ENROLLMENT AND BILLING INFORMATION

- Receiving Pre-Match
- **TLS**
- ICMS Billing Rate
- ICMS Check-In Date

IDENTITY AND LOCATION INFORMATION

- Client Demographics
- Household Composition

CURRENT RESOURCES AND STATUSES

- Main Income Source
- Medi-Cal Status & Possibly Deceased/Incarcerated
- Current ICMS Status
- **Geographic Preference(s) for Housing**
- **Universal Housing Application (UHA) Status**
- Move-In & Out Date
- Permanently Housed
- **Mobility/Accessibility Needs**
- **Disabilities**
- **Living with HIV/AIDS**
- **Prior Criminal Justice System Involvement**
- Assessment Scores
- ER & Inpatient Visits

SERVICE DELIVERY & DOCUMENTATION TRACKING

- Consents (NOPP & UC) & CalAIM Verbal Opt-In
- **Most Recent Demographic Profile Update**
- **Most Recent Household Composition Profile Update**
- **Most Recent Medical Profile Update**
- **Most Recent Legal Profile Update**
- Most Recent PH Update
- Most Recent Assessments
- Care Plan Action Steps
- Eligible Services Recorded for This Month

CARE TEAM

- ICMS Case Manager
- Property Manager
- Interim Housing Provider
- Brilliant Corners Housing Coordinator
- DMH Mental Health Services Provider
- IHHS/IHCG Caregiver

ALERTS

- Housing Navigation Action Step Needed
- Health Care Action Step Needed



**Salmon-colored cells highlight items that may need review or action.**

# ICMS Consents

## *Consents (NOPP & Universal Consent)*

### Why it matters:

- Supports **care coordination and referrals**
- Protects participant **privacy and rights**

### Key Reminders:

- **Referrals cannot be made without adequate consent on file** ⚠️
- Review declined consents every **6 months**
- Error(s) in Uploaded Document
- New UC as of March 1, 2026

## *CalAIM Verbal Opt-In*

- Housing Navigation (HN) and Tenancy Sustaining Services (TSS)
- Conversation with participant is required (**no document upload needed**)
- Record status in CHAMP (**Provided or Declined**)
- Revisit declined status every **6 months**

💡 *Monitor the Snapshot for “Error(s) in Uploaded Document” and update or re-upload corrected documents as needed.*

# Health Promotions

## MEDI-CAL COVERAGE

### Key Statuses:

- **Expiring:** coverage active but ending soon
- **Inactive:** no active Medi-Cal coverage.

### What to Do:

- Support participant with renewal or reinstatement
- Update Care Plan to track next steps
- Use BenefitsCal or DPSS to apply/renew

### Additional Indicators:

**Possibly Incarcerated:** follow up with BenefitsCal or DPSS

**Possibly Deceased:** verify and take appropriate action

## TRANSITION OF CARE (TOC)

### When Action is Needed:

- **TOC Visit Needed:** no TOC service recorded
- **Consent Needed:** Universal Consent not on file

### Where to Check:

- Hospitalization Log (Snapshot)
- ER/Inpatient columns (past 2 weeks & 6 months)

# ICMS Quality Control

- **Consent (NOPP & UC) - Referrals cannot be made without adequate consent on file**
  - Error(s) in Uploaded Document
  - Check the 3 boxes left of initials
  - New Consent form as of 3/1/26
- **Medi-Cal Coverage**
  - Possible Incarcerated
  - Possible Deceased
- **Ph Updates**
  - Save button
  - Primary CM only
- **Future Dated Entries**
  - Assessments
  - Care Plans
  - Services
  - Move-In Dates

Information from health care providers about my mental health diagnosis or treatment that is protected under Welfare and Institutions Code § 5328 (excluding psychotherapy notes) \_\_\_\_\_ (initial)

Information from substance use disorder programs (includes substance use disorder diagnoses and medications, inpatient stays and outpatient visits or residential treatment, provider names and contact information, and names of the treatment programs) that is protected under 42 C.F.R. Part 2 and/or State law (excluding substance use disorder counseling notes) \_\_\_\_\_ (initial)

Information about my HIV/AIDS test results \_\_\_\_\_ (initial)

PATIENT HIM LABEL

## WHEN SAVING PH UPDATES

✓ Always click

✓ Save

✗ Never click

✓ No Changes

# Case Manager Spotlight Announcement



Finalizing photo / information release soon!  
Stay tuned!

# *We're Here to Support You!*

## Case Management Optimization Support Team (CMOST)

- Answer questions and provide clarification
- Offer 1:1 screen shares
- Host Office Hours (virtual & in-person)
- Share Snapshot guidance and best practices

Contact us:

[CMOST@hsh.lacounty.gov](mailto:CMOST@hsh.lacounty.gov)

**PI Info Center/Provider Resources Team**

# Updated ICMS Info Center Walkthrough

**Alexis Nwaekeke, Arty Koburyan, Mike Snider**

**PI Team – [Site Link](#)**



**CONCLUSION**

**Questions? Feedback?**

Thank you!



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