Provider Resources at a Glance | ICMS

LA COUNTY Homeless Services & Housing

One sheet, every resource. Tools, referral partners, support, and key updates for ICMS, all linked **from the ICMS Info Center**.

START HERE · YOUR HOME BASE

Provider Resources ICMS Info Center

homeless.lacounty.gov/ph-info

The ICMS hub for guides, forms, system logins, trainings, and updates. Built for case managers; forms are not for public use.

Guides & Cheat Sheets | Forms | The Focus | CHAMP Link | Training & Office Hours | Glossaries | Snapshot Updates | Database Links

Job Aids print-ready references

PROGRAM FOUNDATIONS
Implementation Handbook

How ICMS works: service delivery, documentation, quality assurance, and contract compliance.

Read the Handbook →

DOCUMENTATION
CHAMP Cheat Sheet

Navigating the official system of record for the ICMS program.

Quarterly Assessment and Care Planning

Monthly Services

Get the Sheet →

Connect participants to care Key linkages · Guidance and forms in the Info Center

Medi-Cal

Health Insurance

California Medical Assistance Program

Provides free or low-cost health coverage to eligible low-income residents of CA.

APPLY/RENEW BenefitsCal

Medi-Cal Info →

CBEST

Income

Countywide Benefits Entitlement Services Team

Advocacy for **SSI, SSDI, and CAPI** for participants who are blind, disabled, or 65+

REFER Use the Referral Portal.
FOR ASSISTANCE See the Video Tutorial

CBEST Info →

HSSP

Mental health

Housing Supportive Services Program

Site-based mental health services inside PSH buildings.

REFER Onsite: HSSP Referral Form. None onsite? Use DMH Universal Entry Referral.

Mental Health Care Navigation →

CENS

Substance use

Client Engagement Navigation Services

In-person SUD care navigation: screening, treatment linkage, transport, ICMS collaboration.

REFER Onsite CENS (project-based) or SPA Area Office (scattered site).

Substance Use Care Navigation →

IHCG/IHSS

Caregiving

In-Home Caregiving & In-Home Supportive Services

Caregiving programs administered by DPSS and HSH. IHCG is a bridge program while waiting for or denied by IHSS.

REFER **For IHCG**: Use the IHCG Services Request Form. **For IHSS**: Submit an Application to LA County DPSS

Caregiving Info →

PH²

Physical health

Prevent Homelessness Promote Health

HSH + DMH clinical support at home: occupational therapists, PSH nurses, and medical case management.

REFER Email **HSHmedicalcasemanagement@hsh.lacounty.gov**

PH² Info →

Check first Sharing consent on file? | Multilingual 24/7 Help Line (**1-800-854-7771**) is a unified entry point for mental health and substance use care in LA County.

Flexible Financial Assistance

Low-barrier, **one-time** funding for costs to obtain housing or steady work.

More Info →

CAN COVER

- ✓ Job costs: licenses, uniforms, tools
- ✓ Transportation, uninsured medical
- ✓ Some move-in costs*

**Try CalAIM first*

$500–$2,500 per request

18+ unhoused adults

Explore everything at homeless.lacounty.gov/ph-info | Need assistance? CMOST@hsh.lacounty.gov

UPDATED 10.29.26

Track Progress, Get Support, Stay Connected

Who to ask, what to report, and how to track

Manage your caseload

Using data to support case management

ICMS Snapshot

Daily report

An up-to-date view of key caseload info. Use it to prioritize, coordinate care, and close documentation gaps.

Summaries: Participant, Case Manager, Provider, Building, Scattered Site

KEY INDICATORS TO WATCH

- Recent Hospitalization
- Care Plan Focus
- Consents
- Medi-Cal Status
- UHA Status
- Financial Assessment
- Required Documentation
- Salmon Highlights

Logs: UHA, Services, Action Step, Exit, Hospitalization

Updates Log → Reports Glossary →

CHIP

Countywide Homeless Information Portal

Provides current location and contact info for participants, and more.

CHIP is a useful outreach tool.

Access CHIP →

Get help

Three levels of support available, from quick questions to overall implementation

Quick questions

Office Hours

Live, virtual, drop-in help on multiple ICMS topics.

General · FHSP · TLS · Housing Deposits · CHAMP · ERC · TAY

All schedules & links →

Hands-on help

CMOST 1:1 Sessions

Book a **1:1 session** with CMOST to work through your service delivery, documentation, and Snapshot questions.

CMOST@hsh.lacounty.gov

Administrative

Program Manager Check-Ins

Regular check-ins with your **HSH-assigned program manager**.

- ✓ Review policy updates
- ✓ Case conference escalations
- ✓ Provider advocacy
- ✓ Performance data reviews

Trainings

Register through TalentWorks

Mandatory training list, course catalog, and training registration available in ICMS Info Center. Track training completions in the Training Log of ICMS Snapshot.

- ✓ Core Program and Systems Training
- ✓ Engagement and Care Coordination
- ✓ Behavioral Health and Substance Use
- ✓ Health Care and Benefits Navigation
- ✓ Safety and Specialized Populations

HSH Training Resources →

Incident Reports

Significant Incident Report (SIR)

1 business day
deadline, by secure email

REPORT WHEN THERE IS (NOT ALL-INCLUSIVE)

Death · Law enforcement · Suicidal ideation (PET/EMT) · DV / IPV · Assault or threats · Major unit damage · Medical/psych EMT · Dangerous items · DCFS / APS report

To: **HSH Program Manager**
CC: **CEdwards@hsh.lacounty.gov**

- ✓ CHAMP service + case note
- ✓ Copy in the client file
- ✓ Cc relevant parties (e.g., BC)

HSH will confirm receipt and provide additional steps if needed.

SIR Form, tip sheet & guidance →

Stay in the loop

Meetings, news, and shared language

ICMS Quarterly Meeting

For all contracted ICMS providers: key program updates, presentations, Q & A.

Next meeting & archive →

ISP Quarterly Meeting

Coordination discussions between ICMS, HSSP, and CENS.

Invites via your HSH PM

THE FOCUS

Newsletter: program announcements, priorities, and tools.

Subscribe →

Program Glossary

General terms, report-specific terms, A–Z search, Term of the Day.

Look up a term →

Schedule a 1:1 session or visit our Office Hours | Need assistance? CMOST@hsh.lacounty.gov

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