



NHC Member Position Description 2020-2021



Please complete one service position description for EACH member.

The position description must detail the activities you anticipate your member executing throughout the term of service and the qualifications for this position. The document provided for you contains several items which are highlighted in yellow. Please replace all text highlighted in yellow with your information. Each position description must be sent electronically in MS Word format to NHC to complete an application.

Note: if you are returning site AND you are applying for the same position with no changes to member service activities as the previous year, then please copy and paste onto this template provided for program year 2020-2021.

MEMBER POSITION/TITLE

- **NHC Position Title:** (to be completed by NHC Operating Site Director)
- **Host Site Position Title** (this might be something more specific to your proposed position activities, eg. Community Health Liaison or Diabetes Care Coordinator): Care Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Please list the specific host site location and/or service sites(s) where a member will complete their service. Include the full address.

UPMC Health Plan
US Steel Tower, 37th Floor
Pittsburgh, PA 15219

ORGANIZATION DESCRIPTION & MISSION

Define your organization's mission, and a summary of main objectives and services, as well as the communities it aims to serve.

The mission of UPMC for You (Medicaid) is to serve our Medicaid member population through:

- Accessible healthcare services for those who are traditionally underserved
- Programming to directly address the needs of our Medicaid members, including through social determinants of health efforts
- Supporting whole life and population health initiatives through collaboration with community and state agencies
- Addressing the concerns of our community through direct Medicaid member support

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MEMBER POSITION PURPOSE

Provide a brief (1-3 sentences) summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.

This position will work closely with UPMC *for You* Medicaid members and support services around the state but primarily in Allegheny county to help address opioid use disorder and opioid use prevention. This will include expanding programming around emergency care (REDO: Rapid Emergency Department Outreach), wrap around services, and primary care centered assistive therapies for recovery. The NHC member will also serve as an active member of the Physical Health/Behavioral Health Managed Care Organization Collaborative and collaborator of the Centers for Excellence for Opioid Use Disorder to ensure that best practices are shared and expanded on to assist the broader Pennsylvania community experiencing opioid use disorders.

MEMBER TERM OF SERVICE

This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:

- complete 46 weeks of service;
- complete a minimum of **1,700** hours of service during their service term between hours served at their host site, hours served with NHC Program, and optional pre-approved hours served in the community.
 - A maximum of 20% of the aggregate 1,700 total hours may be designated as training.
 - A maximum of 10% of the aggregate 1,700 total hours may be designated for pre-approved fundraising activities.
 - Member must satisfactorily complete Pre-Service Orientation (PSO) and service assignments as defined in their position description and determined by NHC Program Staff.

SITE CONSIDERATIONS

Is your site accessible via public transportation (if yes, what line/route)?: Yes, the site is located in the heart of downtown Pittsburgh, accessible to both the bus system and the T line.

Does this position require the use of a personal vehicle? A personal vehicle is preferred, but not required. Members will be reimbursed for mileage or bus passes as needed.

Note: Host Sites are responsible for the reimbursement of site-related travel. This may be either bus fare or mileage reimbursement as well as parking and/or tolls.

Organization dress code: Insert dress code expectations for member dependent on your organization's dress code policy. Please be as specific as possible. Members are expected to follow a business casual dress code.

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EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Include the days and hours of the week that the member will be expected to serve most commonly while in the position.
Monday through Friday, business hours, with limited evening and weekend hours as needed.
- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
38-40 hours, with the expectation that the member will need travel time to sites and time for NHC tasks such as timecards.
- NHC members are allotted a set schedule of holiday time off and have the flexibility to take time off as necessary (pending approval from Host Site and Program Staff). Do you have flexibility regarding extended hours a member could serve to make up missed time? If no, please state. If yes, please describe.
Yes. While business hours are preferred, there is ample opportunity for after hours and weekend service hours through events and programming.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.
- What will the member's specific role be with this program/project/initiative?
- How will the member's primary activities align with National Health Corps' mission of providing health access and education to underserved communities, and addresses one or more of NHC's service focus areas (address the opioid crisis; increase seniors' (adults 50 or older) ability to remain in their own homes with the same or improved quality of life for as long as possible; and/or increase physical activity and improve nutrition with the purpose of reducing obesity and/or chronic conditions that are linked to obesity).
- Clearly describe this position's recurring access to vulnerable populations as outlined in 45 CFR §2510.20
https://www.nationalservice.gov/sites/default/files/documents/fy13_12_1005_48.pdf

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The National Health Corps member will serve with the Physical Health/Behavioral Health collaborative program at UPMC *for You* to develop and support programming aimed at supporting Medicaid members after an opioid use disorder overdose event and at supporting Medicaid members through opioid use disorder prevention education. This NHC member will serve with under the mentorship of the PH/BH Program Manager and work collaboratively across both physical and behavioral healthcare spaces. During the term of service, the NHC member will coordinate the expansion of REDO (Rapid Emergency Department Outreach), UPMC *for You's* integrated Emergency Department program. REDO seeks to support Medicaid members who have utilized an Emergency Room during a possible overdose event. Following discharge, they will be contacted by UPMC's community paramedic team to ensure that their needs are being met.

The NHC member will help expand this program to new ER settings within Allegheny county, create training for relevant providers and provide said training, will monitor available community resources to share with the case management and community paramedic team, and develop community facing efforts to educate community partners around the opioid use disorder treatment and prevention programming available through UPMC *for You*. The NHC member will also work with the Physical Health/Behavioral Health Managed Care Organization Collaborative in order to coordinate calls and action items for the larger group. They will also support the dissemination of best practices through collaboration and feedback with the local Pennsylvania Centers of Excellence for Opioid Use Disorder.

The NHC member's role will align closely with the NHC mission to address the opioid crisis. Southwestern Pennsylvania is one of the national epicenters of the opioid crisis, leading to both prevention and intervention being central to shifting this trend. The NHC member's role will expand programming to serve a greater number of hospitals and Medicaid members in need than current capacity allows. At the same time, the NHC member will have the opportunity to think holistically about health by identifying Medicaid members with opioid use disorder as complex individuals, living with a variety of needs. The NHC member will support this view through integrating Social Determinants of Health and community collaboration in their approaches to addressing opioid use disorder prevention and intervention.

PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURES (PMs) THIS ACTIVITY FALLS UNDER (if any). (List all relevant PMs.)
EMERGENCY MEDICINE AND OVERDOSE CARE EXPANSION (70% OF TIME)	<ul style="list-style-type: none"> Member will coordinate the adoption of REDO, opioid overdose intervention programming in emergency care across new hospitals Member will educate providers around REDO 	<ul style="list-style-type: none"> REDO will be adopted in 3 new settings Member will develop a provider-oriented training program Member will give at least 6 trainings on 	

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	<ul style="list-style-type: none"> Member will identify wrap around and SDOH resources for the community paramedic team to utilize Member will identify appropriate primary care sites to support medically assisted therapy Member will represent the program at community events to educate the public on available resources 	<p>opioid use and wrap around services to providers</p> <ul style="list-style-type: none"> Member will develop resource guides for 5 new areas of service Member will participate in at least 6 community events 	
Pennsylvania Centers of Excellence for Opioid Use Disorder (20%)	<ul style="list-style-type: none"> Member will work collaboratively with these Centers to ensure that best practices are being shared Member will educate these centers on available services through UPMC 	<ul style="list-style-type: none"> Member will meet with at least 6 centers to offer education and collaboration around available services 	
PH/BH Collaboratives (10%)	<ul style="list-style-type: none"> Member will actively coordinate PH/BH Managed Care Organization Collaborative calls Member will develop action plans based on these calls and feedback from the represented MCOs 	<ul style="list-style-type: none"> Member will coordinate at least 4 collaborative calls/meetings Member will develop at least 4 action plans, with concrete deliverables based on collaborative calls/meetings 	

SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members

The member will receive orientation to UPMC *for You* and Medicaid programming in the state of Pennsylvania by their mentor. The member will attend onboarding trainings by UPMC Health Plan training department. The member will be introduced to our teams in our Clinical Affairs mtg, our Medicaid team mtg, our Community Paramedic team mtg, and with our regular mtgs with community partners. During these mtgs, the role of the AmeriCorps member as a service member will be highlighted.

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- Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to their service with your site.

The member will have the opportunity to participate in local and statewide (pending NHC approval) conferences and trainings around the PH/BH collaborative in Pennsylvania, the treatment and prevention of opioid use disorder, and other healthcare efforts. The member will also have access to Medicaid staff trainings at UPMC *for You*. The member is encouraged to share their interests with the site in order to support the member in accessing trainings that are pertinent to their personal interests.

SITE MEMBER QUALIFICATIONS

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).

The member will exhibit traits such as empathy, caring, reliable, organized, and passionate to help the underserved.

- Please list the minimum qualifications, training, or experience required to be successful in the position).

Bachelor's degree in human services or social science area with some knowledge of substance use disorders.

- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).

Experience with underserved populations and those with barriers to access to treatment, for example individuals experience poverty and legal issues, survivors of domestic violence or sexual assault, refugees, and co-occurring physical and behavioral health needs.

MEMBER BENEFITS

The member in this position will receive from the NHC program the following benefits:

1. **Living Allowance** in the amount of **\$14,279.00**.
 - a. The living allowance is taxable, and taxes will be deducted directly from the living allowance.
 - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who exits their term of service early will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy (a member who exits early in the first week (or first ½) of a pay period receives ½ a stipend; a member who exits early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early (i.e. not completing 46-weeks of service AND a minimum of 1,700 hours) will not be eligible for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.

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2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** A child-care subsidy paid directly to the child-care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child-care providers. The amount of the child-care subsidy that the member may be eligible for varies by state and may not cover the full cost of child-care.
4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (46 weeks and a minimum of 1,700 hours), the member will receive an Education Award. The member understands that they may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.
5. **Loan Forbearance Interest:** If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

MINIMUM NHC MEMBER QUALIFICATIONS

In order to be eligible to serve in this position and in the NHC Program, a person must meet the following requirements:

1. Must be at least 18 years of age by the time training begins;
2. Must be a United States citizen or National or have a permanent resident visa;
3. Must have a high school diploma or an equivalency certificate (or agree to obtain a high school diploma or its equivalent before using an education award) and must not have dropped out of elementary or secondary school in order to enroll as an AmeriCorps member (unless enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 484 of the Higher Education Act of 1965, 20 U.S.C. 1091), or who has been determined through an independent assessment conducted by the Program to be incapable of obtaining a high school diploma or its equivalent;
4. Must have complied with all CNCS required criminal history checks including 1) a State Criminal Registry Check of the CNCS designated repository in both the state in which the program operates and the state in which the member resided at the time they applied to the program; 2) a nationwide fingerprint based FBI background check; and 3) a Department of Justice National Sex Offender Registry Check. The member understands that if the results of the required criminal history checks reveal that they are subject to a state sex offender registration requirement and/or have been convicted of homicide (1st, 2nd or 3rd degree) they will be

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ineligible to serve in the Program. The member also understands they will have the opportunity to review and dispute the findings from the criminal history check.

5. Must submit valid forms of documentation to prove date of birth and citizenship/naturalization/resident alien status and must have a valid government issued photo identification;
6. Must disclose any history of having been released from another AmeriCorps program; failure to do so will render one ineligible to receive the education award;
7. Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;
8. Must furnish all other documentation deemed appropriate by the program and host service site.

EVALUATION AND REPORTING

All NHC members are given a written performance review by their host site supervisor and NHC Program Director at the mid-term and end of their term of service. Performance reviews are based on the member's performance at their host site and their participation in National Health Corps responsibilities such as member trainings, committees and group service projects.

If a member disagrees with any aspect of their performance review, they can appeal to their Program Director according to the grievance procedure outlined in the Member Handbook.

NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks and/or projects;
- b. Whether the member has met any other NHC expectations which have been clearly communicated orally and/or in writing throughout the service term;
- c. The member's ability to establish and maintain positive interpersonal relationships;
- d. Whether the member has completed or is on track to complete the required number of hours outlined in their member contract.

EMPLOYMENT STATUS OF AMERICORPS MEMBERS IN THIS POSITION

For guidance related to the employment status of AmeriCorps members please refer to the below link:

<http://www.nationalservice.gov/documents/main-menu/2015/frequently-referenced-resources-about-employment-status-ameri-corps-members>

AMERICORPS BRANDING AND MESSAGING

For guidance on AmeriCorps branding and messaging, please refer to the below link:

<https://www.nationalservice.gov/sites/default/files/documents/AmeriCorpsSeniorCorpsBrandingGuidance2017.pdf>

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

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- Provide the name, job title, and contact information of the member's NHC Director. (to be filled out by NHC)
- Provide the name, job, title and contact information of the members' host site supervisor

Ann Giazsoni, MSW, LCSW, MBA

Program Manager, Physical and Behavioral Health Integration

412-454-2988

Giazsoniar2@upmc.edu

Irving Torres

NHC Pittsburgh Program Director

412-578-2314

irving.torres@alleghenycounty.us

Host Site Assurances

By signing below the Host Site is confirming the following:

- The position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activities as outlined in requirements of 45 CFR §§ 2520.40-.45? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via http://www.ecfr.gov/cgibin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will receive no more 20% of the aggregate total of service hours designated as training as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

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- The member position activities follow the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). http://www.ecfr.gov/cgi-bin/text-idx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

By signing below, you acknowledge that you have read and understand the contents of this position description

Host Site Supervisor Full Name (Print): Ann Giazioni

Host Site Supervisor Signature: see signature page

Date:

AmeriCorps NHC Member Full Name (Print as listed on formal documentation):

AmeriCorps NHC Member Signature:

Date:

By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:

NHC Operating Site Director Full Name (Print):

NHC Operating Site Director Signature:

Date: