

## MEMBER POSITION/TITLE

- **NHC Position Title:** Patient Navigator
- **Host Site Position Title:** Patient Support Specialist- Mobile Medical Unit

## 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.

Primary: Squirrel Hill- 4516 Browns Hill Rd Pittsburgh, PA 15217

Secondary: Brentwood- 103 Towne Square Way Brentwood, PA 15227

## 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.

Squirrel Hill Health Center provides patient-driven, high-quality, comprehensive, primary and preventive healthcare and support services, without regard for patients' insurance status or ability to pay. SHHC strives to create a welcoming environment, with special sensitivity for patients' race, national origin, primary language, religion, age, sexual orientation, gender identity, and disability status.

Nearly half of SHHC's patients are refugees or immigrants with limited English proficiency; the most common language other than English is Nepali, followed by Spanish, Arabic, Russian and Burmese/Karen. Services range from prenatal care through geriatrics. About 74% of current patients have no insurance or Medicaid insured. Services are provided on site at our Squirrel Hill and Brentwood locations, and through a mobile medical unit, which brings the primary care office to some of the most isolated residents of our region, including adults with serious and persistent mental illness, refugees, women in recovery from addiction, geographically isolated communities, and individuals seeking methadone treatment at a community treatment location (Tadiso).

## 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 member will coordinate the Squirrel Hill Health Center's Mobile Unit schedule and provide case management services for all patients seen on the Mobile Unit. The member will also oversee Tuberculosis treatment tracking for all SHHC patients who require these services.

## MEMBER TERM OF SERVICE

## NHC Member Position Description 2019-2020

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 total hours may be designated as training.
  - A maximum of 10% of the aggregate 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)?:**

Squirrel Hill- 61C, 61D, 64

Brentwood- 51, Y46, Y49

**Does this position require the use of a personal vehicle?**

Yes

**Organization dress code:**

Business casual (no jeans)

### 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.
  - How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
  - 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.

Monday-Thursday 8:30AM-5PM, Friday 7:30AM-4PM

38-40 hours weekly

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In addition to the typical business schedule listed above, we offer some evening (Tuesday and Thursday) and weekend (Saturday and Sunday morning) appointments for patients at both of our locations on a rotating schedule. There is opportunity for service hours during these extended hours which will also allow members to interact directly with patients, as well as by phone.

### MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.

In addition to the primary care, mental health, Medically Assisted Treatment (MAT), dental, OB/GYN, and case management services offered at Squirrel Hill Health Center, we also operate a mobile medical unit, which is used to bring primary care to serve area residents for whom getting to the doctor's office is a barrier to care. Working in collaboration with community partner agencies, the mobile unit currently goes out approximately 20-24 hours per week, with expansion of hours planned for 2019-20. The AmeriCorps member will be a key member of the Mobile Unit team, providing the same set of comprehensive and culturally competent set of services patients receive at the office. Many of the patients seen on the mobile unit need assistance while on the mobile unit; the member will directly serve patients in need of care coordination and navigation and will also serve at the liaison between the care team and the patient. The AmeriCorps member will also help with other patient support programs including nutrition education, smoking cessation, and refugee health orientation. In general, the member will enhance and expand service offerings to our patients.

The mobile unit brings the primary care office to women in recovery from addiction at the POWER halfway house; adults with serious and persistent mental illness receiving behavioral health care at Milestone Community Mental Health Center's sites; individuals living in the Beechview neighborhood; patients accessing outpatient opioid treatment at Tadiso, Inc.; refugees living in an isolated apartment complex in the Prospect Park, Leland Point, Coraopolis, and Clairton communities, where there is not accessible health care. In each case, SHHC works with the collaborating agency at the location to coordinate appointments and ensure appropriate follow up and access to care. The AmeriCorps member will be the point person in coordinating services so that patients seen on the mobile unit receive the full benefit of SHHC's coordinated, patient centered care.

In providing vital care navigation services to the mobile unit patients, the AmeriCorps member will enhance access to health care for a critically underserved portion of our patient population, working directly with patients to enhance their health care and quality of life, as well as serving as an integral part of SHHC's service team.

- What will the member's specific role be with this program/project/initiative?

The member will be directly responsible for meeting with these patients (Mobile Unit and tuberculosis treatment) and coordinating their care. The member will also be a main point of communication for the Mobile Unit team, which includes primary care providers and a Medical Assistant driver.

- How will the member's primary activities aligns 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).

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The member will increase access to care for patients on SHHC’s mobile unit by scheduling appointments on the unit and performing care navigation services for these patients. Care navigation includes connecting patients to both external specialty medical providers as well as other needed human services. The member will be working directly with patients suffering from opioid addiction at one of our new Mobile Unit sites, a methadone clinic located on Pittsburgh’s north side. At this site the member will be directly involved in bringing primary care to opioid addicted patients who do not have access to primary medical care treatment. In addition, the member will also be involved with many communities throughout the city of Pittsburgh where isolated older adults reside. The mobile unit goes to these isolated communities with limited access to healthcare and the member will perform care navigation work to ensure these isolated seniors are connected to both primary and specialty medical care services. In addition to the member’s work on the mobile unit, the member will also be increasing health education services for our patients through their direct patient contact with individuals receiving tuberculosis testing and treatment. Through both the Mobile Unit and tuberculosis tracking, this member will be working directly with patients to increase their access to healthcare which will lead to improving the quality of life for these patients.

- Clearly describe 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](https://www.nationalservice.gov/sites/default/files/documents/fy13_12_1005_48.pdf)

Nearly half of SHHC’s patients are refugees or immigrants with limited English proficiency and approximately 74% of current patients have low incomes and are either uninsured or Medicaid insured. In addition, there are several high risk groups that SHHC provides care for, including: uninsured pregnant women, vulnerable older adults, refugees, adults with chronic medical and mental illness, and patients in substance abuse recovery. The member will be working directly with these vulnerable populations daily on the mobile unit.

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER <i>(if any)</i>
Mobile Unit Patient Support (40%)	Member will staff and coordinate appointments for the Mobile Unit. The member will have a number of important responsibilities in this role including patient reminder calls, patient check-in, insurance verification, and follow up appointment scheduling. The member will act as a liaison between the patient and SHHC, providing them with enhanced access to comprehensive primary care and healthcare navigation services. The member will allow the health center to provide these isolated patients with the in-depth care and coordination they require to reach improved health outcomes. Without the member would be unable to	Member will assist 500+ Mobile Unit patients with appointment scheduling and insurance verification	Deliver Health Information  Health Care Service Enrollment and Scheduling

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	provide the same depth of resources on the mobile unit that we do in our physical office.		
Health Benefits Application Assistance (5%)	Member will verify patients insurance at the time of their appointment. If uninsured, the member will educate the patient on the benefits program for services at SHHC and assist them in completing the application. This application is for the FQHC Sliding Scale specific to services provided at SHHC only. If the application requires more information/ further proof of income, the member will follow up to ensure the patients continued access to affordable health care.	Member will assist 25 patients with SHHC's health benefits program	<p>Deliver Health Information</p> <p>Health Insurance Screening and Enrollment Assistance</p> <p>Health Insurance Enrollment</p>
Care Navigation (45%)	Member will serve as care navigator on the Mobile Medical Unit. The member will be responsible for assisting patients in making referral appointments, providing them with transportation information, and preparing them for what to expect at their specialty care appointments. If the patient is uninsured, the member will provide the patient with affordable self-pay and/or free options. The member will also track follow up on referrals and testing to ensure patients receive proper care. For SHHC's non-English speaking patients, this process will also require coordination with outside providers to provide interpreters for non-SHHC appointments to ensure the patient receives culturally competent and linguistically appropriate care.	Member will assist 300+ patients with referrals to specialty providers and/or testing.	<p>Health Care Service Enrollment and Scheduling</p> <p>Health Insurance Enrollment</p> <p>Primary Health Care Service Use</p> <p>Social Service Navigation</p>
Health education campaigns (5%)	Member will be responsible for the creation and distribution of educational materials, including pamphlets and bulletin boards. Possible topics include tobacco cessation, women's health, and childhood immunizations	Member will create 2 bulletin board presentations throughout the service year. Will work on flu campaign during flu season to distribute culturally competent flu prevention education.	Health Education

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TB Treatment Tracking and Follow Up (5 %)	A portion of newly arriving refugee patients are diagnosed with latent TB (meaning they are infected with Mycobacterium tuberculosis, but do not have active tuberculosis disease). This diagnosis requires 6 to 9 months of pharmaceutical treatment with regular follow ups and blood work. This regimen can be very complicated and difficult to complete for refugees and immigrants, given inflexible work schedules, transportation barriers, and childcare. SHHC does not have the capacity at the moment to closely follow these patients and provide the in-depth education we feel this population requires to have a full understanding of their treatment. The member will expand our ability to treat these patients and ensure positive health outcomes in the future.	During the service year, the member will assist 50 patient in completing latent TB treatment	Health Education
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### SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members

The member’s orientation will include several weeks of shadowing staff to learn the organization structure and roles within the SHHC team. We will provide training in our electronic health record system, NextGen; as well as on the ground training and support in care navigation, refugee and immigrant populations, and the clinical outcomes being measured throughout the service year. The member will also receive training from SHHC nurses. The member will be treated as a valued member of the SHHC team, expected to participate in SHHC staff meetings and trainings as appropriate, and will have access to SHHC’s clinical staff, including Chief Medical Officer, Andrea Fox, MD, physicians, nurse practitioners, RNs, behavioral health, and dental staff.

- 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.

The member will participate in staff meetings and retreats. The member will be encouraged to attend trainings and resource fairs to connect with other members and service providers and broaden their knowledge of resources in Allegheny County.

### SITE MEMBER QUALIFICATIONS

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

An ideal SHHC AmeriCorps member will be a highly motivated individual who takes initiative and works well independently. Flexibility is a must. Member must be patient and a sense of humor is helpful to deal with the occasional challenges of working on the mobile unit and in shared workspace. A passion for working with underserved patients from a variety of cultural backgrounds is also an absolute requirement.

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

A member should have a 4 year degree and experience working directly in service with individuals.

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

Ideally, the member will have a relevant Bachelor's degree from a 4 year degree program, such as Social Work, Health Education, Biological Sciences, etc. MSW or MPH would be a plus. A background in nutrition is a plus. Any foreign language skills are a plus, especially Spanish or Nepali. Member should be computer savvy and very familiar with Microsoft Office Suite.

### MEMBER BENEFITS

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

1. **Living Allowance** in the amount of **\$13,992.00**.
  - 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 his/her 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.
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

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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 (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> degree) they will be **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 both 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;



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- 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-amicorps-members>

### AMERICORPS BRANDING AND MESSAGING

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

<http://www.nationalservice.gov/documents/amicorps-state-and-national/2015/amicorps-branding-and-messaging-guidance>

### NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

- Irving Torres | Program Director, NHC Pittsburgh | [irving.torres@alleghenycounty.us](mailto:irving.torres@alleghenycounty.us) or 412-578-8308
- Katie Fitzsimmons, MSW | Manager of Care Navigation | 412-904-5284 or [kfitzsimmons@squirrelhillhealthcenter.org](mailto:kfitzsimmons@squirrelhillhealthcenter.org)

### Host Site Assurances

By signing below the Host Site is confirming the following:

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- The position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-.45? [https://www.nationalservice.gov/pdf/45CFR\\_chapterXXV.pdf](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/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540\\_1100](http://www.ecfr.gov/cgi-bin/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](https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf)
- The member position activities follows 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](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](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):**

**Host Site Supervisor Signature:**

**Date:**

**To be completed during PSO:**

**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:**