



NHC Member Position Description 2019-2020

MEMBER POSITION/TITLE

- NHC Title: Care Coordinator
- Host site title: Behavioral Health Care Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

- Identify the specific host site location and/or service sites(s) where a member will complete his or her service. Include the full address of the site where this position will be taking place:
Shadyside Family Health Center
5215 Centre Ave
Pittsburgh, PA 15232

ORGANIZATION DESCRIPTION & MISSION

- Define the broad purposes that the program is aiming to achieve, describe the community the program is designed to serve, and state the values and guiding principles which define its standards:
The UPMC-Shadyside Family Health Center is a safety-net practice, caring for a large minority and medically underserved population. We are committed to providing excellent primary health care services to our patients, and excellent residency training to its post-graduate residents seeking to become Board Certified Family Physicians.

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:

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The most important reasons for inadequate care is lack of adequate follow-up and non-adherence with treatment recommendations. The purpose of the behavioral health care coordinator is to connect with patients in between office visits to ensure that the patient is doing well with their treatment plan and scheduling follow up appointments with their physicians. The member will be performing a vital role that is would otherwise go undone at the Shadyside Family Health Center.

MEMBER TERM OF SERVICE

- This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:
- Complete a minimum of 1,700 hours of service during this period. A maximum of 20% of these hours may be in training and a maximum 10% of these hours may be for pre-approved fundraising activities.
- understands that in order to successfully complete the term of service (as defined by the Program and consistent with regulations of the Corporation for National & Community Service) and to be eligible for the education award, he/she must:
 - a. Serve a minimum of 1,700 hours.
 - b. Satisfactorily complete Pre-Service Orientation (PSO).
 - c. Satisfactorily complete service assignments as defined in the member position description and determined by the NHC Program Site.

SITE CONSIDERATIONS

- Is the site accessible via public transportation (if yes, what line/route)? **Yes. (Port Authority: 71, 64)**
- Does this position require a personal vehicle? **No.**
- How will your organization reimburse the member for transportation costs? **Generally, commuting costs are not reimbursed.**
- Organization dress code: **Informal: Khakis/slacks, button-down shirt is standard. Ties, dresses optional.**

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:
Expected service schedule: Monday-Friday. There will be monthly group visits during evening office hours from 4-5 PM, and optional evening hours three days per week. The member would never be expected to serve more than 40 hours per week and there is much flexibility for the member to arrange his/her own schedule. Lunch is provided 1-3 days per week, and a daily lunch break would be guaranteed. Attendance at pre-session huddles at 8:20, 11:50, and 3:50 is recommended but not required. Behavioral Health LOPIR meetings every other Wednesday from 12:30-1:30 p.m.
- Please describe how service schedule accounts for holidays and other time off, and will provide the member with sufficient opportunity to make up missed hours:

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The clinic will be closed on various holidays. The member will have the flexibility to work extra hours in evenings when the clinic is open to make up for time off. Evening clinic hours take place 3 times a week.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.
- Provide a brief summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.
- What will the member's specific role be with this program/project/initiative?
- How will the member's primary activities align with the NHC's mission and performance measures?

The UPMC Shadyside Family Health Center (SHY FHC) provides primary medical care as well as behavioral health care to our underserved patients. We provide treatment for a variety of behavioral health conditions with depressive disorders being the most common. We have over 1000 patients in our practice diagnosed with a depressive disorder. Our goal is to provide collaborative behavioral health care to our patients with depression and other psychiatric disorders in our primary care setting. Family medicine physicians treat these conditions in collaboration with behavioral health specialists. A psychiatrist and a licensed clinical social worker psychotherapist provide on-site treatment services and collaborate with the family medicine physicians to assist them in directly providing behavioral health care to their patients. Patients will be referred outside of the SHY FHC for specialty psychiatric care when needed.

The Behavioral Health Longitudinal Outpatient Practice Improvement Rotation (LOPIR) Team, a multidisciplinary group comprised of Behavioral Health specialists, Family Medicine faculty and residents, nurses and staff, conducts quality improvement projects designed to improve the quality of behavioral health care that we provide our patients. The NHC member will join this team and play an integral role in conducting these efforts.

Our goal is to improve depression care at the SHY FHC. We have implemented a process for screening all adult patients for depression at every visit and for anxiety disorders and substance use disorders at the initial visit and then annually. Family medicine doctors evaluate and treat these conditions in collaboration with the psychotherapist and psychiatrist when needed. While we have made great advances in our process for screening and identifying patients with these behavioral health conditions, there is still a need for improvement in the area of follow-up treatment and treatment to remission. It is well known that patients often receive inadequate mental health care in the primary care setting. The most important reasons for inadequate care is lack of adequate follow-up and non-adherence with treatment recommendations. One model that has been shown to be

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effective in improving behavioral health care and outcomes in primary care is utilizing a care coordinator to track care provided in the system. Other interventions which have been demonstrated to be effective in chronic disease management are patient education and patient self-management. The NHC member will serve as the Behavioral Health Care Coordinator to track and ensure adequate follow-up care for our patients with depression and will provide education groups and assist patients with self-management.

- Behavioral Health Care Coordination: The NHC member will track and coordinate the behavioral health care of our patients with depression and will function as a liaison between the patient, the health care provider (PCP), the Behavioral Health Specialists and community resources. The member will work with our data manger to maintain a patient registry to track patients who screen positive for depression. The member will meet the patient at an office visit in a warm hand-off and then follow-up with the patient by telephone to ensure that the patient follows up with scheduled appointments and adheres to the treatment plan. The member will help identify barriers to treatment and work with the patient and treatment team to try to overcome these barriers. The member will also meet with the patient in the office to provide additional education to the patient and family about depression and non-pharmacologic and pharmacologic treatments. The member will also assist patients in self-management of their depression. The NHC member will also function as a liaison with community resources. The member will update a mental health resource guide for our office and assist patients in connecting with these community resources.**
- Depression Education: The NHC member will be involved in educational disease management programs for patients. The member will connect patients in the registry with monthly Depression Education and Disease Management Groups and educate patients about depression, behavioral changes and non-pharmacologic and pharmacologic treatments.**
- Clearly define how member activities will not duplicate and/or displace existing staff, volunteers or interns' duties at site.**

The responsibilities planned for the NHC member will fill a behavioral health care coordination role that does not currently exist. The function of such a coordinator is to follow the patient(s) course once they have left the provider. The member will be performing a vital role that otherwise is going undone.

- Clearly ensure that 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**

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The member will not be engaged in much fundraising, and certainly will not exceed the limitations on allowable fundraising activity.

- Clearly confirm that 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

This member position will not duplicated or displace staff, as outlined in the question I answered above.

- Clearly confirm that a member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

The member will not conduct any Americorps prohibited activities as outlined in 45 CFR §2520.65.

- Confirm that the member in this position will receive no more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

The member in this position will receive no more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50

- 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

Member will have regular and recurring access to vulnerable populations. Member will make regular visits to our Community Partner sites, all of which serve vulnerable populations. Member will also supervise many of our community partner volunteer groups, including our many special needs groups, who volunteer with us regularly to help get their clientele out into the world and interacting with people of diverse backgrounds, as well as building skills while engaging in meaningful work.

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i>

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Behavioral Health Care Coordination (75%)	<ul style="list-style-type: none"> • Maintain a registry of patients with depression (which provides the framework for who requires coordinated depression care) • Develop relationships with FHC physicians to increase referral rates of eligible patients to the registry • Meet with patients in the office to provide education about depression and treatment, address barriers to treatment and to help patients develop self-management goals • Track patients on the registry to ensure follow-up and call to encourage them to keep or reschedule appointments • Develop and maintain an ongoing list of community behavioral health resources and assist patients in addressing barriers to connecting with PCP recommended care • Meet with Behavioral Health specialists to review patient contacts 	<ul style="list-style-type: none"> • Up to 1000 patients on registry • Call 20-40 patients per week • Meet with 5-10 patients per week • Weekly meeting for 1 hour with mentor • Weekly meeting with psychiatrist to review patients not progressing in care 1 hour 	<p>Social Service Navigation (#4)</p> <p>Health Education (#1)</p> <p>Deliver information about Health Insurance, Health Care Access, and Health Benefits Programs (#3)</p> <p>Health Care Service Enrollment and Scheduling (#7)</p> <p>Capacity Building (#13)</p>
Depression Chronic Care (10%)	<ul style="list-style-type: none"> • Collaborate with family medicine faculty, residents, nurses and health center staff to improve quality of behavioral health care • Attend Depression Chronic Care Team Meetings 	<ul style="list-style-type: none"> • Bimonthly LOPIR Work group meetings • Quarterly meetings 	<p>Capacity Building (#13)</p>
Depression Education (15%)	<ul style="list-style-type: none"> • Develop an educational program for patients about depression • Recruit patients from the registry for monthly group meetings • Conduct monthly Depression Education and Disease Management Groups 	<ul style="list-style-type: none"> • Monthly group meetings for 5- 10 patients • One educational activity 	<p>Health Education (#1)</p> <p>Health Screening & Testing (#2)</p>

SITE ORIENTATION AND TRAINING

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- Briefly describe the orientation process at the site for members:
- Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to his or her service:

We offer several resources to help a new member familiarize themselves with behavioral health care and complications. Training in EpicCare, the electronic medical record system, is provided during member orientation at the site. Additionally, the site encourages outside training that would benefit service activities (ex. Current member participated in Motivational Interviewing training and attended a tri-state depression management conference). Online modules and 1:1 training with the psychiatrist, social worker and clinical social worker will be provided.

MEMBER BENEFITS

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

- 1) **Living Allowance** in the amount of **\$13,732.00**.
 - 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 completes his/her term of service early or 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 leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early 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.** 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 (minimum of 1,700 hours), the member will receive a \$5,815 Education Award. The member understands that he/she 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.

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- 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 **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.

SITE MEMBER QUALIFICATIONS

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

- A successful member will be an energetic and outgoing person comfortable working with a diverse and inclusive workforce.
- The member will have strong communication and public speaking skills, ability to give and receive feedback in an open and non-threatening/threatened way.
- Ability to think critically and make decisions on their own in line with the organization and department, demonstrate initiative and contribute new ideas to our work and our processes.
- Ability to meet and goals under quick deadlines and ability to prioritize multiple competing responsibilities.

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- Member must be comfortable working independently as well as proactively communicating and collaborating.
- Strong attention to detail.
- Effective time management skills.
- Ability to succeed in a fast-paced, constantly evolving environment. Member must be able to 'switch gears' frequently.
- Member must be comfortable working with people of diverse populations, abilities, backgrounds, and personalities, including special needs.

The best candidate would be creative, interested in problem solving, good at working with others (multi-disciplinary team members), able to work well in a group, and self-directed to carry out a task with guidance and supervision once expectations were established. S/he would be motivated to help us achieve quality of care goals. A special interest in behavioral health outcomes is a bonus.

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

- **Strong public speaking and communication skills**
- **Experience with standard office technology required (computers, copy machines, scanner and faxes).**
- **Experience working with individuals and groups from different life experiences and abilities.**
- **Excellent people skills.**
- **Ability to multi-task and meet deadlines for projects without reminders.**
- **Experience with Google Suite (Gmail, Calendars, Docs) is preferred.**
- **Familiarity with medical terminology is preferred.**
- **Ability to work on their feet for extended periods of time.**
- **Proficiency using Microsoft Office products including Word, Excel, and PowerPoint necessary.**
- **Ability to create professional visual content (presentations, visual outreach displays)**

The best candidate would be interested in a health care and/or behavioral health career and have at least a college degree. Advanced education or training in health promotion/disease prevention would be a plus. Experience with data analysis using Excel, or similar, would be helpful. Comfort with group presentations would be helpful. Desire to interact directly with patients (in person or by phone) would also be a plus.

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

- **Customer service**
- **Comfortable with diverse populations**
- **Outgoing, friendly**
- **Take initiative and follow through with tasks without being closely monitored/reminded**

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EVALUATION AND REPORTING

All NHC member will be given written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of serve. These performance reviews will be, 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 indicate that on the review and they may appeal to the Program Director in writing, according to the grievance procedure. NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks or projects;
- b. Whether the participant has met any other performance criteria which has been clearly communicated both orally and in writing at the beginning of the term of service;
- c. The member's ability to establish and maintain positive interpersonal relationships and whether they participated in NHC activities;
- d. Whether the participant has completed or is on track to complete the required number of hours outlined in their member contract to complete their term of service.

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

- Provide the name, job title, and contact information of the member's NHC Director.
 - Irving Torres | Program Director | irving.torres@allegHENYcounty.us or 412-578-8308
- Provide the name, job, title and contact information of the members' host site supervisor:

Phillip A. Phelps, LCSW

5215 Centre Avenue

Pittsburgh, PA 15232

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SIGNATURES

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

Host Site Supervisor Full Name (Print): Philip A. Phelps, LCSW

Host Site Supervisor Signature: _____ 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: _____