



# National Health Corps Florida Host Site Request for Proposals 2018-2019

## A. Overview

National Health Corps (NHC) is an AmeriCorps service program that is funded in-part by the Corporation for National & Community Service (CNCS). Health Federation of Philadelphia (HFP) is the primary grantee for NHC and administers the program currently in partnership with operating sites throughout Florida, Chicago, Philadelphia, and Pittsburgh. National Health Corps Florida is a program of the National Health Corps and is administered by Northeast Florida Healthy Start Coalition. Founded in 1994, NHC envisions a nation where all people have the knowledge, commitment and access to health and wellness services to lead healthy, productive and fulfilling lives. NHC's mission is: *To foster healthy communities by connecting those who need it most with health and wellness education, benefits and services, while developing tomorrow's compassionate health leaders.* NHC operates a stipend fixed amount grant under the CNCS guidelines. This means that NHC sub-grantees can only enroll **full-time** AmeriCorps members (minimum of 1,700 hours over a 46-week period). NHC Florida AmeriCorps members serving in FY 2018-2019 who successfully complete a full-time term of service will receive an Education Award from the National Service Trust. A member has up to seven years after his or her term of service to use the Education Award.

Members will also receive a living stipend in the amount of \$13,732 (paid by NHC Florida) and health and dental insurance. Members also receive support and training from NHC and their host site to ensure their success in completing their service activities while developing members as lifelong citizens committed to volunteerism, health careers and caring for the medically underserved.

**PURPOSE:** The purpose of this RFP application is to assist the NHC program in identifying, assessing and selecting host site partners for the 2018-2019 program year where NHC Florida members will serve.

**APPLICATION CLOSING DEADLINE- February 7th, 2018.** Signed applications must be received in PDF format and position descriptions must be submitted in MS Word format by **February 7th, 2018 at 11:59pm**. Applications must be submitted by email to **Dustin J Arceneaux, NHC Florida Program Director at [darceneaux@nefhsc.org](mailto:darceneaux@nefhsc.org)**

**NUMBER OF HOST SITES SELECTED:** NHC Florida anticipates hosting 23 for the 2018-2019 program year. Organizations may apply for more than one member. A different service position description is required for each position in which your organization is applying, but one application can be submitted for multiple positions. NHC Florida anticipates having more applications for host sites than there are available member slots, therefore, not every organization that applies will be selected.

**COST SHARING REQUIREMENT:** The cash contribution required of host sites for the 2018-2019 program year is dependent on the level of federal funding NHC Florida receives. NHC Florida anticipates that the cash contribution amount will range anywhere from \$13,000 to \$16,000 per member. Host sites must also provide in-kind site supervision and any training or support required by members to complete the activities described in their position description.

**PROGRAM PERIOD:** August 22, 2018 to August 21, 2019

**PROJECTED TERM PERIOD FOR MEMBERS:** September 4<sup>th</sup>, 2018-July 22<sup>nd</sup>, 2019

*Please review this packet for specific details about the NHC Florida AmeriCorps program and the host site application process. Email **Dustin J Arceneaux**, NHC Florida Program Director, Email: [darceneaux@nefhsc.org](mailto:darceneaux@nefhsc.org), Office Phone: 1 (904) 516- 8913, Cell Phone: 1 (904) 432-5073 with any questions or to set up a meeting to discuss the partnership.*

## **B. National Health Corps Program Design, Objectives, and Activities**

Each year, NHC operating sites recruit, train and place emerging health leaders in resource-limited organizations called "host sites" that aim to improve health outcomes in underserved communities through the provision of health education and access to services. NHC host sites, which include but are not limited to, community and school-based health centers, free clinics, public health departments and nonprofits, and community-based public health organizations, continue to experience challenges due to budgetary constraints, and new demands for expansion and transformation of delivery systems. NHC members produce significant and unique contributions to host sites' existing efforts to improve health outcomes in underserved communities by engaging in activities at host sites that confront community needs, but would not otherwise be possible due to the lack of adequate funding, staffing, and resources at their host sites.

The long-term goal of NHC is to improve the health outcomes of individuals in underserved communities. To achieve this goal, NHC focuses on three program objectives:

### **Objective 1: Empower youth and adults in underserved communities to make smart choices about their health and lead healthier lives.**

To achieve the first program objective, NHC members provide direct services at their host sites in the following two areas:

- 1. Education:** NHC members provide education and skill building activities to underserved youth and adults about chronic disease prevention and management and overall wellness. Education topics include but are not limited to education about heart disease, stroke, lung disease, cancer, diabetes, healthy eating and fitness, child and maternal health, and HIV/AIDS. NHC members also focus on drug and alcohol prevention and response.
- 2. Access:** NHC members assist underserved youth and adults to access health and social services to help them lead healthier lives. Services include:
  - **Health Benefits and Services:** Connecting and enrolling youth and adults with health benefits and services such as health insurance, prescription drug programs, and other health benefit programs
  - **Social Services:** Connecting and enrolling annually a minimum of 500 new youth and adults with social services that positively affect individuals' health outcomes such as transportation, housing and food assistance

- Health Screenings: Providing annually a minimum of 3,000 new youth and adults with health screenings such as dental, heart and respiratory disease, diabetes and HIV/AIDS.

**Objective 2: Foster emerging leaders' skills related to professional development, commitment to public health careers, ethic of service, and reducing health disparities in underserved communities**

To achieve the program's second objective, NHC staff and host site partners provide members with the following:

1. **Trainings:** During the 46-week service term, NHC members receive a series of trainings delivered by NHC program and host site staff. Trainings focus on specific core competencies related to professional skills; health disparities; public health knowledge; and civic engagement.
2. **Hands on Experience:** At their host sites, NHC members gain hands-on-experience by engaging in activities outlined in their position descriptions, by participating in professional development committees and in volunteer service opportunities.
3. **Reflection:** NHC members share their personal and professional growth, as well as overall service experience, through blogging, journaling, and interactive activities such as personal asset mapping, roundtables, and one-on-one activities.

**Objective 3: Support organizations that aim to improve health outcomes in underserved communities.**

To achieve the third program objective, NHC members provide host sites with a variety of support services including: recruiting, training, and managing volunteers to provide health education and access to underserved individuals; developing and implementing host site direct service programming; building partnerships with other community organizations; and providing training to staff.

*NHC encourages all host site applicants to review NHC Program Components (Appendix A) to gain a comprehensive understanding of the NHC AmeriCorps program.*

**C. NHC Program Outcome Goals:**

In this RFP, Northeast Florida Healthy Start Coalition seeks host site applicants who have member activities that meet the following outcomes related to assisting underserved individuals:

1. Increase knowledge about health insurance, health benefits\*, or health services;\*\*
2. Increase knowledge about disease management and/or prevention;
3. Increase knowledge about ways to lead a healthy lifestyle.

**\*Health benefits** include any program or insurance that helps clients pay for medical/health costs (e.g., prescription costs, medical device costs, health screening costs).

**\*\*Health services** are services, programs, and activities designed to preserve health and prevent, treat, or manage disease

*To complete application packages, all applicants should refer to Appendix B: NHC Member Service Activities/Performance Measures that are aligned with the above-noted program outcome goals.*

#### **D. Host Site Eligibility:**

To be eligible to apply, an organization must be a 501(c)(3) public or private nonprofit organization; institution of higher education; government entity within a state or territory; Indian Tribe; or a partnership/consortium. These include hospitals, schools, federally-qualified health centers and health centers, primary care associations, health center controlled networks, and regional consortia.

**Other Requirements:** Under section 132A(b) of the NCSA, organizations that have been convicted of a federal crime may not receive assistance described in this Notice. Note that under section 745 of Title VII, Division E of the Consolidated Appropriations Act, 2016, if CNCS is aware that any organization/host site has any unpaid Federal tax liability which has been assessed or which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, that organization/host site is not eligible for an award under this Notice. A similar restriction may be enacted with the appropriation which will fund awards under this Notice. Pursuant to the Lobbying Disclosure Act of 1995, an organization described in Section 501(c)(4) of the Internal Revenue Code of 1986, 26 U.S.C. 501(c)(4) that engages in lobbying activities is not eligible to apply for CNCS program funding.

#### **Other CNCS/NHC Eligibility Requirements and Restrictions:**

In order to be a NHC Florida host site, an organization must:

- Provide opportunities for NHC members to perform **direct service activities** that address the health needs of underserved communities and neighborhoods in NHC Florida and are consistent with NHC Member Service Activities/Performance Measures (Appendix B).
- Demonstrate the capacity to provide **on-site mentoring and supervision**, as well as personal and professional development opportunities, for the member(s) it is assigned
- **Supplantation:** Assistance may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive Corporation support. For any given program, this condition will be satisfied if the aggregate non-Federal public expenditure for that program in the fiscal year that support is to be provided is not less than the previous fiscal year.
- **Contracts or collective bargaining agreements:** Assistance may not be used to impair existing contracts for services or collective bargaining agreements.
- **Non-duplication:** Assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

- **Non-displacement:**
  - 1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance;
  - 2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance;
  - 3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual;
  - 4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee;
  - 5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
    - Will supplant the hiring of employed workers; or
    - Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
    - A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—
      - Presently employed worker;
      - Employee who recently resigned or was discharged;
      - Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
      - Employee who is on leave (terminal, temporary, vacation, emergency, or sick);  
or
      - Employee who is on strike or who is being locked out.
- **Drug-Free Workplace:** Site must be a "Drug-Free Workplace" and in compliance with the requirements for federal grant recipients under Sections 5153 through 5158 of the Anti-Drug Abuse Act of 1988;
- Offering services to NHC members without regard to age, religion, disability, political affiliation, veteran status, sex, race, color, national origin or sexual orientation, according to the CNCS Grants Program Civil Rights and Non-Harassment Policy (Appendix C).
- **Fundraising:** An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in §2520.40. AmeriCorps members may raise resources directly in support of NHC service activities. **AmeriCorps members may not:**

- 1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
  - 2) Write a grant application to CNCS or to any other Federal agency.
- **Needle Exchange:** Federal law currently prohibits the use of federal funds to support AmeriCorps members distributing needles for needle exchange programs, and/or conducting activities in support of needle exchange programs. Therefore, NHC members may not receive service hours for assisting with any activities directly or indirectly (referrals, etc.) related to needle exchange programs.

## **E. Host Site Expectations & Commitments**

Host Sites take on a variety of responsibilities when they are selected to host an NHC member. NHC Florida works to support each Host Site and member in meeting the goals of the program. Each Host Site is asked to fulfill the following expectations and commitments:

- Contribute a cash contribution toward the program operating costs as determined by the program (range noted above).
- Designate a Host Site Supervisor who will provide adequate supervision to ensure/maintain NHC members' accountability, member development, program development, and completion of program service objectives (see below for NHC Host Site Supervisor Requirements).
- Provide each NHC member with a position description that clearly defines their duties and responsibilities, including day-to-day activities. The position description should align with the NHC mission, logic model and performance measures;
- Reimburse NHC members for site related travel expenses such as outreach events or other authorized travel approved by the Host Site Supervisor but not daily travel to and from the host site;
- Provide in-kind contributions to NHC members that include, but may not be limited to: supervision, office space, necessary supplies, materials, administrative support, and equipment for members, including access to a phone, a computer and appropriate office space. The Host Site will fully share reasonable responsibility with Northeast Florida Healthy Start Coalition for retention of NHC members;
- Support NHC member attendance and participation in NHC Florida sponsored member meetings, monthly trainings and group services projects, retreats, site visits and other program functions as determined by NHC program staff;
- Understand NHC and AmeriCorps prohibited member activities (see below) and restrictions (see above), and ensure that members are not engaging in prohibited activities or other AmeriCorps restrictions while accumulating service or training hours or otherwise performing activities supported by the AmeriCorps program of CNCS. Adhere to NHC program policies as detailed in the NHC Member Handbook, including member disciplinary and problem solving procedures;

- Maintain regular communications with NHC program staff regarding member's performance, special initiatives, achievements, issues, and other matters that affect NHC program effectiveness at the site;
- Participate with NHC program staff in strategies for problem solving, program evaluation, and program improvement in a timely manner within reasonable deadlines provided by NHC staff;
- Inform and guarantee other Host Site staff understand the role of the AmeriCorps, NHC member, including restricted activities as communicated by NHC program staff and outlined in the NHC Member Handbook;
- Participate in and assist with data collection and reporting for NHC performance measures and evaluation activities within timely, reasonable deadlines requested by NHC.
- Participate in and assist with the NHC communications/public relations work plan as necessary, including but not limited to: including the AmeriCorps and NHC logos (provided by NHC) on all promotional material discussing your Host Site's partnership with AmeriCorps and NHC; and including NHC boiler point (provided by NHC) in all press releases/promotional material discussing the Host Site's partnership with NHC.
- Inform NHC staff and provide documentation of any concerns, problems or issues related to a member's performance or conduct at the site immediately, and in accordance with the NHC performance improvement/disciplinary procedure.
- Inform NHC staff immediately of any developments or delays that have an impact on NHC activities, any significant problems relating to the administrative aspects of this Agreement, or any suspected misconduct or nonfeasance related to this Agreement;
- Comply with all NHC and CNCS monitoring activities and agree to provide NHC and CNCS authorized representatives access to program documentation, organizational procedures, and other information as may be reasonably required;
- Comply with all NHC required improvement/corrective actions in the time frame stipulated by the NHC as may be reasonably required;

The assigned host site supervisor must meet the following criteria:

1. Provide NHC member(s) with an up-to-date position description that clearly defines his/her duties and responsibilities, including day-to-day activities;
2. Provide NHC member(s) with any resources and tools needed to perform effectively, such as access to a phone and appropriate work space;
3. Provide NHC member(s) with any Host Site-specific training they need to carry out program goals;
4. Supervise, monitor, and mentor NHC member(s) assigned;

5. Be physically located in the same building/office as the member;
6. Hold **weekly** one-on-one meetings with NHC member(s) and his/her team;
7. Participate and respond in a timely manner to NHC surveys and/or evaluation activities;
8. Review and sign documentation related to daily activities and hours of service on an ongoing, bi-weekly basis;
9. Evaluate each NHC member's performance at least twice a year;
10. Adhere to the NHC Disciplinary Problem Solving Procedures in a timely manner;
11. Attend meetings conducted by NHC Program Director(s)/Manager(s);
12. Put appropriate safeguards in place to ensure the safety of member(s);
13. Guarantee all Host Site staff understands the purpose of the NHC program, roles and responsibilities of NHC members, including prohibited activities;
14. Develop or assist in development of program activities that enable NHC members to provide services related to NHC program objectives;
15. Adhere to all other Host Site responsibilities, NHC, AmeriCorps and CNCS provisions that are outlined in the NHC Member Handbook, and the signed agreement/letter between NHC and the Host Site.

## **F. Member Training**

All NHC members receive training throughout the program year. The purpose of training is to foster emerging leaders' knowledge and skills related to professional development, commitment to health-related careers, ethic of service and reducing health disparities. NHC Florida makes every effort to ensure that member training is relevant and applicable to members' service activities and/or their professional and career development. NHC training is a "shared responsibility" meaning members, program staff, and host site supervisors all play a role in assessing need, designing, evaluating and improving training. Member training takes many forms including Pre-Service Orientation at the beginning of the member term, monthly group trainings/member meetings, training provided by each member's host site and outside training opportunities. Training is an integral part of the NHC member experience; therefore, members are expected to attend all pre-service and monthly trainings. NHC training core competencies, goals and objectives are provided to all NHC operating sites, host sites and members each program year.

## **G. What NHC Members Can and Cannot Do**

NHC members will follow a predetermined position description following the NHC standardized position description template (written by their Host Site and approved by the NHC) for their year of service. Member roles must relate to the design of the NHC program and contribute to achieving the program's performance measures.



## NHC members must:

- Engage in direct service activities for 90% of their service time. Direct service activities are hands-on and relate to the core of an organization's mission. Direct service means that members have regular person-to-person, face-to-face contact with patients, clients and community residents and that the members' service directly impacts the individuals being served. Examples include: helping patients complete health insurance enrollment paperwork; scheduling and teaching healthy cooking classes; and calling and engaging patients to encourage them to join a diabetes management class.
- May engage in limited indirect service. Indirect service typically involves behind-the-scenes or capacity building types of activities, where members have limited interactions with clients and residents and are not likely to see the results of their activities. They tend to benefit communities but not necessarily individual identified people with whom the member is serving. Members may do some indirect service but these activities should represent only a small percentage of their time. Member activities should primarily be direct service in nature.
- May recruit, supervise and train volunteers to support the host site mission.
- May do direct service activities that related to the NHC mission and performance measures.
- May raise funds directly in support of service activities that meet local health or human needs and that provide immediate and direct support to specific and direct service activities that members are doing. 100% of the funds raised must support these activities. (See above for program details on AmeriCorps fundraising restrictions). **Fundraising must not exceed 10% of the member's total hours of commitment and all member fundraising activities require prior approval by the NHC Program Director.**
- May engage in professional training and development opportunities

## AmeriCorps Member Prohibited Activities:

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to—
  - a. A business organized for profit;
  - b. A labor union;
  - c. A partisan political organization;
  - d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
  - e. An organization engaged in the religious activities described above, unless CNCS assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services; and
11. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

## **H. Host Site Selection Criteria and Timeline**

Applications to host a NHC Florida member will be assessed and reviewed by a team of NHC staff and partners. All **new** NHC Host Sites will be required to have a site visit with NHC Florida staff as part of their Application Review. All Host Site applications either new or returning will be reviewed according to the following criteria:

- Identified need to be addressed by the member and its relation to NHC mission.
- The degree to which proposed service activities are meaningful, comprehensive and appropriate for a NHC member. Host sites should note that NHC members are typically highly motivated and enthusiastic college graduates who wish to be engaged and challenged by their service activities.

- Proposed activities are ongoing and will provide enough for a member to do at the host site for **40 hours per week**.
- Applicability of the proposed service activities to the National Health Corps **objectives and performance measures**.
- Level and amount of professional training and development opportunities that the host site offers to the member(s).
- Commitment to supervising and supporting the member(s)' professional development objectives
- Information gathered by NHC staff during a visit to the agency.
- Past performance of the organization as a NHC host site (if applicable).

*Please refer to Host Site Application Review Process pdf for more detailed information about how host sites are scored and selected.*

Host Site applications and position descriptions are due on February 7th, 2018 at 11:59pm. This NHC Host Site selection process is a competitive process. Host site applicants are not guaranteed selection. Applicants will be notified of their selection status no later than April 1, 2018.

## **I. Instructions for Completing NHC Member Position Descriptions**

The NHC member position description is a critical tool for both members and host sites. Position descriptions describe the service activities a member will be expected to conduct at their host site throughout their service year as well as the skills and traits needed to complete the tasks. Prospective members will review the position description as part of the interview process to help ensure a good fit with host sites. Descriptions will also be referenced if there are concerns about a member or host site's performance. The Position Description should be **clear, comprehensive, and accurately reflect the service activities** that members will provide at their host site. **Each section of the NHC position description template includes clear bulleted questions/guidelines to answer and complete in full. Please refer to each section in the Position description and address each bulleted question/guideline.**

Key criteria that will be considered when staff review member positions include:

- Are the member activities meaningful, comprehensive, direct service oriented, and related to the NHC mission and performance measures? Are they appropriate for a NHC member? Will a member find the activities to be fulfilling and engaging? Will the member have direct contact with clients?
- Are the activities allowable under AmeriCorps regulations? Will the member be duplicating or displacing responsibilities of existing employees, interns or volunteers? Does the host site expect the member to engage in any prohibited activities?
- Is there enough for a member to do full-time (40 hours per week) for 46 weeks?

- Is the position description clear and understandable? Will someone who is not associated with the host site be able to understand what the member will be doing?

**How to complete the table under the Member Role section:**

**Program, Project, or Initiative Name**

- What is the name of the specific project or grant or program that the member will be conducting activities for? Ex. Prescription Medication Assistance Outreach Program, Diabetes Self-Management Program, Patient Navigation Services, Health Start Program
- How much time will your member spend serving with this particular program?

**Member Activities and Purpose of Service**

Describe the specific activities your member will do on a daily basis. Below are some examples:

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)
Nutrition Education Program (60% of time)	<ul style="list-style-type: none"> <li>• Member will recruit students for classes on basic nutrition</li> <li>• Member will update an existing nutrition curriculum to teach to students</li> <li>• Member will handle all logistics for nutrition classes</li> <li>• Member will teach the nutrition class</li> </ul>
Diabetes Self-Management Program (30% of time)	<ul style="list-style-type: none"> <li>• Member will call all diabetic patients who have not been to the health center in 6 months and will help them to make appointments</li> <li>• Member will track which patients make appointments and which decline</li> <li>• Member will attend diabetes self-management classes 2 times a week and will conduct BMI screenings of patients</li> </ul>
Dental Van Project (10% of time)	<ul style="list-style-type: none"> <li>• Member will distribute consent forms to school students for monthly dental van services and will follow up with students and parents to get completed forms</li> <li>• Member will schedule students for appointments at the dental van</li> <li>• Day of, member will ensure students arrive in time for schedule dental appointment</li> </ul>

**Member Outputs**

- How much of each activity will the member do?
- How many people will the member reach with each specific activity?
- Output statements should be measurable. For example,
  - The member will teach 15 classes reaching 150 youth
  - The member will create 2 curricula
  - The member will enroll 25 people in health insurance
  - The member will call 250 patients per quarter
  - The member will distribute 100 consent forms and schedule 60 students for dental visits

## **NHC Performance Measures and Alignment with NHC Mission**

- a. For each main activity the member will be doing, select which of the below NHC performance measure the activities relates to. Please refer to the full definitions of all NHC performance measures in Appendix B.

### **J. Performance Measures**

Performance measures are a key way that AmeriCorps programs can capture quantitative data (i.e. data which can be measured). Performance measures are an important tool to help us understand, manage and improve what our program does. They let us know how well we are doing, if we are meeting our program goals, and if our program is resulting in the outcomes we anticipated. All AmeriCorps programs are required to develop performance measures and to track their progress towards meeting these measures. While the NHC does not track everything members do, our performance measures reflect the primary activities our members engage in to increase access to health care services and to promote healthy communities. All members are required to track performance measure data and report that data to the NHC through an online database either bi-weekly or semi-monthly (depending on the operating site).

### **2018-2019 NHC Performance Measures (See Appendix B for full definitions)**

- Health Education
- Health Screening & Testing
- Social Service Navigation
- Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs
- Health Insurance Screening and Enrollment Assistance
- Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment Assistance
- Health Care Service Enrollment and Scheduling
- Health Insurance Enrollment
- Prescription Medication Assistance Program Enrollment and/or Other Health Benefit Program Enrollment
- Capacity Building
- Non-Member Volunteer Recruitment and Management