

MEMBER POSITION/TITLE

- **NHC Position Title:** Health Educator
- **Host Site Position Title:** Community Health Promoter and Liaison

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.

Alma Illery Medical Center
7227 Hamilton Avenue
Pittsburgh, Pa. 15208

Additional Site:

East End Health Center
117 N. Negley Avenue
Pittsburgh, Pa 15206

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.

It is the mission of Primary Care Health Services, Inc. to offer and provide comprehensive primary and preventive care services to medically underserved populations residing in Allegheny County. Services shall be provided without regard to an individual's ability to pay. PCHS is also committed to developing health delivery sites throughout Allegheny County in health and medically underserved areas, ensuring that services are accessible and meet the needs of the populations and the user populations satisfaction. Our mission extends to ensuring the continuity of care is rendered to all patients and that patients assume some responsibility for their care through ongoing health education and prevention. PCHS serves about 25% of patients that are uninsured and 50% on medical assistance. Community health centers are located in Homewood, East Liberty, West End, Braddock, Wilksburg, Hill District, Steel valley, McKeesport, and Hazelwood. Primary Care providers, podiatrist and dentist s provide direct care to patients. Support staff include a case manager, outreach/ social services, laboratory, x-ray technician, medical assistants, nursing and IT personnel. PCHS also serves the homeless through our homeless program and clinics throughout the city.

MEMBER POSITION PURPOSE

NHC Member Position Description 2019-2020

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.

NHC member will be expected to contribute to PCHS mission in the following programs. The member, under guidance from the mentors, Diane Nieder, RN and Mami Goto, MD, are able to focus on areas of interest and we encourage initiative and creativity by the member to help shape their experience to maximize the benefit for them and for the organization.

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 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)?:

PCHS 71D, 74, East Busway- Homewood station

East End 71A, 71C, 77, 87, 88

Does this position require the use of a personal vehicle?

No, but would be helpful.

Organization dress code: Insert dress code expectations for member dependant on your organization's dress code policy. Please be as specific as possible.

Casual Business

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 thru Friday 8:30-5:00pm, Some Saturdays and evenings for health fairs, events.

Offices are closed on Holidays. Missed hours can be made up in evenings. (Sites are open in the evenings one day a week.

NHC Member Position Description 2019-2020

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 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).
- 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

NHC member will be expected to contribute to PCHS mission in the following programs. The member, under guidance from the mentors, Diane Nieder, RN and Mami Goto, MD, are able to focus on areas of interest and we encourage initiative and creativity by the member to help shape their experience to maximize the benefit for them and for the organization.

None of the activities below will duplicate or displace or replace any present employee, volunteer or interns. These activities have been carried out in the previous year by the NHC member. They are unique or supplemental to existing programs and efforts.

The member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR s2540.100(e)-(f). The member in this position will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR S2520.65. The member in this position will receive no more training than 20% of the aggregate of the total member service hours as outlined in requirement of 45 CFR S2520.50. The member position description activities do not put members at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements o 45 CFGR S2520.40-45.

Obesity is a major public health issue among the pediatric and adult patients. NHC member will be on the frontline addressing the issue with the patients and parents providing education, encouragement, and follow up and referral to appropriate community resources. In pediatrics, the habits formed will have long lasting effects. In adults, weight loss and proper nutrition will benefit prevention of development of chronic diseases including hypertension, diabetes, and musculoskeletal pain. Along with proper nutrition, exercise and weight loss, while preventing and/ or managing chronic diseases if already presence.

Hypertension will be a focus, reaching out to patients whose blood pressure is poorly controlled and working to address the obstacles that may be facing the patients.

A unique aspect of the NHC member's efforts in reducing obesity will be working with our Healthy Lifestyle Program (previously FitBit) weight management program. Patients are provided with fitbits, trained in their use and closely followed-up to encourage weight loss and better health outcomes.

Reading to children at an early age is clearly identified as a major factor in success later in school. The NHC member will promote reading to children directly with the parents providing books for the parents and modeling behavior by reading to patients with them. The program that PCHS uses is Reach Out and read. The member will expand the program so more children benefit from the program that is in place.

NHC Member Position Description 2019-2020

The developing healthcare system demands the ability to navigate health care access electronically including accessing patient’s providers and health records. The NHC member will facilitate patients’ ability to use the electronic capabilities of the PCHS electronic health record and patient portal. This in turn increases access to providers, health care team, and health information.

Caring for the underserved communities well requires facilitating access to community resources and the NHC member will work to connect patients with the appropriate resources outside PCHS in each program. Specific help is needed in Dollar Energy program and in facilitating access to medications.

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> .
<p>Pediatric Obesity –Education and management Program (20% of time)</p>	<p>Identify pediatric patients with the diagnoses of obesity and discuss with parents interest in weight reduction help.</p> <p>Share educational materials and community resources with those parents and children.</p> <p>Follow up with those patients/parents at one and two months intervals concerning progress. (These may include follow up individual educational sessions) If parent/individual are interested in community referrals check about how those have progressed and address any obstacles that may be present.</p> <p>Conduct 4 group sessions for parents concerning pediatric nutrition for parents of patients with obesity.</p> <p>Have one presentation at providers meeting-on pediatric nutrition education, community resources available for parents.</p> <p>Nutrition education with parents with children under 5 years old (prevention of obesity).</p>	<p>Member will identify 100 + obese pediatric patients and offer patient/parent direct education and referral to community services.</p> <p>Member will conduct follow up of 50 patients, with the goal of 2 follow ups per patient (in person or over the phone).</p> <p>Member will conduct 4 nutritional education programs.</p> <p>Member will provide 1 presentation at clinical staff meetings. classes reaching 150 youth</p>	<p>Health Education (#1) Health Screening(#2) Capacity building (#12)</p>

NHC Member Position Description 2019-2020

<p>Adult Obesity in Chronic disease-Education and Management program (25% of time)</p>	<p>Identify adult patients with obesity, diabetes, and/or hypertension and provide dietary and exercise education and educational materials.</p> <p>Share relevant educational materials and community resources.</p> <p>Follow up with those patients/parents at one and two months concerning progress. (These may include follow-up individual educational sessions) If they are interested in community referrals check about how those have progressed and address any obstacles that may be present.</p>	<p>Member will identify and provide 150+ patients with obesity, diabetes, and/or hypertension and provide education counseling and materials.</p>	<p>Health Education (#1) Health Screening and Testing (#2) Capacity Building (#12)</p>
<p>Healthy Lifestyle Program Coordination (20% of Time)</p>	<p>Identify 50 adult patients who are interested in a Healthy Lifestyle Program that uses a fitness tracker and group support to encourage healthy lifestyle changes with the underlying goal of weight management or weight loss.</p> <p>Conduct at least 6 group nutrition sessions for Healthy Lifestyle Program members.</p> <p>Conduct a weekly exercise class (20+ classes) for participants in Healthy Lifestyle Program.</p> <p>Provide summary report of program.</p>	<p>Member will manage 20+ patients in healthy Lifestyle Program.</p> <p>Member will conduct 6+ group educational sessions on nutrition and weight loss.</p> <p>Member will conduct 20+ group exercise classes.</p>	<p>Member Education(#1) Health Screening and Testing (#2) Capacity Building (#12)</p>

NHC Member Position Description 2019-2020

<p>Hypertension management (10% of Time)</p>	<p>Member will identify 60 patients whose blood pressure is uncontrolled.</p> <p>Patients will be followed for 2-3 months to work on blood pressure control. Education regarding hypertension and management will be provided.</p> <p>Obstacles to blood pressure management will be identified and addressed (ex. Cost of medications) work with provider to provide lower cost of meds, use the PCHS pharmacy services, use PAPs.</p>	<p>Member will work with 60+ senior (50+ years) patients in managing their blood pressure control (education, follow up, exploring obstacles, assuring proper testing occurs as needed).</p> <p>Member will discuss with providers concerning difficulties in hypertension management and lead a discussion about ideas of how to improve care.</p>	<p>Health Education (#1) Health Screening and Education (#2) Capacity Building (#12) Deliver information about Health Insurance, health Care Access, and Health Benefits Program (#3) Health care Service Enrollment and Scheduling (#7)</p>
<p>Food Insecurity management (15% of Time)</p>	<p>Member will oversee food insecurity screenings for pediatric patients during well child visits</p> <p>Member will identify pediatric patients who screen positive for food insecurity and connect parent/guardian to food assistance resources.</p> <p>Member will manage pilot projects in coordination with the Greater Pittsburgh Community Food Bank (GPCFB) to benefit pediatric patients with a food insecurity.</p>	<p>Member will oversee screening of 200+ pediatric patients for a food insecurity</p> <p>Member will offer all pediatric patients with a positive food insecurity, food assistance resources (30+ pediatric patients).</p> <p>Member will work with GPCFB on at least 1 program to benefit pediatric patients with food insecurities.</p>	<p>Health Education (#1) Deliver information about Health Insurance, Health care Access, and Health Benefits (#3) Capacity Building (#12)</p>

NHC Member Position Description 2019-2020

Patient Education –Electronic Health Records (5% of Time)	Member will work with patients in understanding and navigating the patient portal system used by PCHS	Member will assist 50 patients in signing up for, accessing records messages to PCHS providers electronically.	Health Education (#1) Deliver Information about Health Insurance, HHealth Care Access, and Health Benefits Programs (#3)
Pediatric Literacy-(5% of Time)	Member will manage Reach Out and read pediatric Literacy program. Member will expand program to at least one new site	Member will present and implement program and training to 1+ new site at PCHS.	Health education (#1) Capacity Building (#12) Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs. (#3) Health Care service Enrollment and Scheduling (#7)

SITE ORIENTATION AND TRAINING

- 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 their service.

The first few weeks will be spent in training and learning about the programs. The member will be trained on the electronic medical records (Centricity), hypertension, (disease process, goals for care, etc) nutrition for children and adults, pediatric literacy strategies, patient confidentiality issues, population management, PCHS resources and the patient portal.

Professional, personal, or service related member development activities and training that a member might engage in during and in addition to his/her service:

-Pediatric nutrition-Member’s education will be based on Bright Futures Nutrition guide published by the American Academy of Pediatrics, member will meet with Allegheny County Health Department nutrition workers concerning WIC and other programs to learn about the resources available.

-Adult Nutrition- Members education will be based on the new 2015-2020 Dietary Guidelines for Americans and Nutrition in Medicine education program.

-Hypertension management- Member will be trained on hypertension management based on the current standard of care and JNC 8 guidelines. Nursing staff will teach blood pressure measurement. It and clinical staff will train member in electronic health record use. Supervised by Dr. Goto.

-Pediatric Literacy-Reach Out and read program training-Online training. Supervised by Dr. Goto.

-Patient technological education- electronic health records(Centricity, Healthport)-supervised by the IT staff.

NHC Member Position Description 2019-2020

-General training-NHC member will be trained in health center processes and procedures, healthcare guidelines and their use, basic medical skills such as measuring blood pressure and pulse, patient confidentiality regulations. Member will attend staff meetings and regular staff trainings throughout the year. Taking a motivational interviewing course will be encouraged as an option for the member.

SITE MEMBER QUALIFICATIONS

- Traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).
The ideal member would be highly motivated and willing to take initiative as well as work independently. Member will be challenged and good problem-solving and critical thinking skills will help.
Member needs to have a passion for serving the uninsured and indigent population. Member will need to be patient as well as flexible. Being able to multitask and adapt to varied situations is important.
A positive attitude and willing to work in a team is a valued trait.
- Minimum qualifications, training, or experience required to be successful in the position).
Member should be efficient in word and excel, technologically literate and have excellent oral and written communication skills.
- Skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills
Any training in education or nutrition would be helpful. Experience in any health field and/or interest in health career is a plus.

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.

NHC Member Position Description 2019-2020

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 **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

NHC Member Position Description 2019-2020

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;
- 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 or 412-578-8308
- Provide the name, job, title and contact information of the members' host site supervisor

Dianna Nieder, RN
Nursing Director
412-244-4754
dnieder@pchspitt.org

Mami Goto, MD
Family Practice, MD
412-404-4000
magoto@pchspitt.org

Host Site Assurances

By signing below the Host Site is confirming the following:

NHC Member Position Description 2019-2020

- 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
- 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
- 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
- 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
- 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): Dianna Nieder/ Mami Goto

Host Site Supervisor Signature:

Date: 3/4/19

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: