



NHC Member Position Description AMR21

Member Position

- NHC Position Title: Patient Navigator
- Host Site Position Title (if different): Medical Eligibility Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

The Sulzbacher Center
611 East Adams Street
Jacksonville, FL 32202

Organization Description & Mission

- Sulzbacher Center is the largest provider of comprehensive services to homeless men, women and children in Northeast Florida. The Sulzbacher Center is open 24 hours per day, 7 days per week, and 365 days per year. The center serves nutritious meals, offers safe shelter, has comprehensive case management and children's programs, provide outstanding healthcare, medical and behavioral health services, housing and aftercare programs. Additionally; the Center's career training programs and job placement assistance and life skills programs equip men and women for employment and success. The Center's stated mission is "To empower homeless and at-risk men, women and children to achieve a better life through a full range of services, both direct and in collaboration with community partners, thus renewing hope and restoring lives back into the fabric of the community."
- Our campus is home to the Sulzbacher Medical Center, a Federally Qualified Health Center and a Federal Tort Claims Act (FTCA) Deemed Facility that offers a complete range of health-care services to residents of the Sulzbacher Center and to others in need in our community. Each resident undergoes a comprehensive medical assessment and treatment for any health issues that are discovered. Community partners help in many areas, including providing free medication, medical case management, health-education classes, vision screenings, low-cost glasses, wheelchairs, and much more.

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- Our comprehensive care includes Primary Care, Behavioral Health Care, Medical Care, and Prescription Assistance Program (PAP). Our Behavioral Health Clinicians provide assessments, psychiatric and counseling services to primarily uninsured patients the majority of whom are homeless or reside in unstable housing. On average, our clinics see over 5,000 patients per year.

Member Position Purpose

- The AmeriCorps member will play a critical role to ensure that only eligible patients receive medical services and access to free medications at the Sulzbacher Primary Care clinic. Previous experience confirms that some Sulzbacher residents require assistance to understand and submit the information required to ensure their medical eligibility. Based on 2017 new patient estimates, the member will be responsible for validating eligibility for estimated **2,000** patients that will be seen in the Downtown Primary Care Clinic. The member may also act as a patient resource, assisting patients to connect with other appropriate programs through our case management team.

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 – bus routes 9, 11, 15, 19, 31 and 205
- **Does this position require a personal vehicle?** Yes
- **How will your organization reimburse the member for transportation costs?** Mileage \$0.43
- **Organization dress code?** Business casual or scrubs

Expected Service Time

- Full-time, 40hrs per week between 7:30am-4:30pm Monday-Friday
- Sulzbacher Downtown Primary Care Clinic is closed after hours, on weekends and holidays. If the member requires additional hours, he/she can participate in assessing eligibility for our clinical community events (e.g., breast cancer screenings) and/or after-hour specialty clinics (e.g. STD clinic).

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Member Role & Description of Duties

- Sulzbacher Center is the largest provider of comprehensive services to homeless men, women and children in Northeast Florida, and is open 24 hours per day, 7 days per week, and 365 days per year. Our campus is home to the Sulzbacher Medical Center, a Federally Qualified Health Center and a Federal Tort Claims Act (FTCA) Deemed Facility that offers a complete range of health-care services to residents of the Sulzbacher Center and to others in need in our community. Our comprehensive care includes Primary Care, Behavioral Health Care, Medical Care, and Prescription Assistance Program (PAP). Our Behavioral Health Clinicians provide assessments, psychiatric and counseling services to primarily uninsured patients the majority of whom are homeless or reside in unstable housing. On average, our clinics see over 6,000 patients per year.
- The role of the NHC, AmeriCorps member is to ensure that patients requesting services from the Sulzbacher Medical Services meet federal (HRSA) eligibility requirements. As part of this assessment, the member will also determine the patient's eligibility for free medications in accordance with Sulzbacher 340B purchases and/or Direct Relief requirements. The member will also screen clients of opioid use and make notations in the patients medical record before they receive services in order to notify staff. The member will also refer clients to necessary addiction recovery services on site at the Sulzbacher Center or outside agencies as needed. The member will also be responsible for explaining medical eligibility forms to clients with low health literacy and walk them through the process of receiving medical services at the Sulzbacher Center. Patients with low health literacy require additional assistance to understand the requirements and submit the needed information. By separating this important procedural step into an educational meeting, we ensure significant improvement in the overall patient experience and can guarantee that members of this vulnerable populations receive the healthcare services that they need.
- The member will screen patients for medical eligibility in accordance with Sulzbacher policy and HRSA guidelines for Federally Qualified Health Centers. This includes both new patients identified by the medical receptionist and those whose eligibility has expired (verified over one year ago) who will be identified by eligibility paperwork audits conducted by the member. He/she will assist the patient in completing the required documentation by explaining to the patient how to fill them out and ensure accurate entry into the patient's electronic medical record. The member will audit records to determine which existing patients require eligibility verification. He/she may also train volunteers who may assist with the filing of eligibility assessments. During medical eligibility discussions, the member will also document any issues requiring either case management follow up or a referral for specialty medical services. If case management services are required, the member will refer the client to a medical case manager and will follow-up with the patient and medical case manager to ensure that they become connected. If specialty medical services are required, the member will update the patient's electronic medical record with notes for the medical assistant (MA) so the MA can discuss acquiring the necessary services with the client. Upon completion of the eligibility process, the patient will be enrolled in the Sulzbacher Medical Care.

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- Member activities will not duplicate or displace existing staff, volunteers or interns duties. The Sulzbacher Center has never employed anyone to conduct the activities outlined in this position. During the service term the member will comply with all AmeriCorps rules and regulations outlined in the 45 CFR §2540.65 and §2540.40-45 sections of the handbook. The position description activities do not violate the AmeriCorps supplementation restrictions outlined in part §2540.100. The member will receive no more than 20% of the aggregate total member service hours in training as outlined in the requirements of 45 CFR §2520.50. The position activities follow the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). The member will not be conducting activities prohibited by AmeriCorps as outlined in 45 CFR §2520.65. As Northeast Florida’s largest provider of comprehensive services to homeless men, women and children, our primary focus in on vulnerable populations; most (if not all) of the patients accessing our primary care services fall in this category.

PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	MEMBER OUTPUTS <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i> .
MEDICAL ELIGIBILITY EVALUATIONS (65%)	<p>The member will screen patients with low health literacy for eligibility for medical services in accordance with federal (HRSA) guidelines and Sulzbacher policies. The member will screen clients for opioid use as requirement for eligibility for dental services at the Sulzbacher Center. The member will explain eligibility documents and questions to patients and check for understanding. The member will also educate the patient on the process for receiving medical services at the Sulzbacher Center.</p> <p>The member will follow-up with the patients as needed, obtaining the required documentation and entering it into the</p>	Member will evaluate approximately 200 patients per month (both new and annual reassessments)	Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)

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	patient's electronic health record. He/she will audit records to determine if existing patients require updated eligibility verification information and those with incomplete documentation.		
HEALTHCARE SERVICE REFERRALS (20%)	During eligibility discussions, the Coordinator will document any issues requiring healthcare service referrals (e.g. opioid misuse, obesity, tobacco use) and will update the patient's electronic health record with notes for the medical assistant (MA), so the MA can discuss how to acquire the necessary services with clients (potentially to other agencies).	Member may refer approximately 15-20 cases per month for case management follow up	Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)
CASE MANAGEMENT ASSISTANCE/REFERRALS (10%)	During eligibility discussions, the Coordinator will document any issues requiring medical case management follow up (e.g., referrals for social services, enrollment in health insurance plans, addiction recovery programs, enrollment in prescription assistance programs, enrollment in preventative health care programs, etc.) and will refer to patient to a medical case manager. The member will follow-up with both the client and medical case manager to ensure that the connection was made.	Member may refer approximately 10 cases per month for case management follow up	Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)
TRAINING VOLUNTEERS (5%)	Volunteers may occasionally assist with the filing of eligibility assessments. If volunteers inquire or are identified, the Coordinator would train and oversee volunteer activity.	Member may train or oversee 1-2 volunteers during the year	CAPACITY BUILDING

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Site Orientation and Training

- Briefly describe the orientation process at the site for members
 - **Day 1:** Tour and overview of all Sulzbacher services will be provided by the mentor. Meeting with human resources department to obtain badge. A background check will also be run on the AmeriCorps member for documentation purposes. Member will be presented with Sulzbacher policies and HRSA policy documents to begin learning respective organizational and federal requirements. Centricity (EMR) training will be started.
 - **Day 2:** Centricity training continued. Eligibility hands on training with mentor started. Introduction to case management staff to review process for referrals for follow up.
 - **Day 3:** Entry of eligibility data into Centricity. Continued hands on training with mentor.
 - **Beyond Day 3:** Member will attend appropriate meetings to continue familiarization with Primary Care Clinic activities, and will attend required Health Services meetings and retreats. No further assignment-specific training will be required. Additional professional, personal or service-related member development activities/training that a member may engage in during/in addition to his/her service will also be identified.

Member Benefits

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

1. **Living Allowance** in the amount of **\$14,279.00**.
 - a. The living allowance is taxable, and taxes will be deducted directly from the living allowance.
 - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who 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.

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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 \$6,195 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.
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;

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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

- Comfortable interacting with a diverse and vulnerable population in an urban setting
- Comfortable with multitasking and self-management
- Good communication skills, patience interacting with clients with varied educational levels, well organized
- Proficient in technology/computer skills, able to learn new programs
- Previous experience in a clinic or medical setting is helpful (but not required)
- Bilingual (Spanish) a plus but not required

Evaluation and Reporting

All NHC members 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-AmeriCorps-members>

AmeriCorps Brand and Messaging

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

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

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NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, Program Director
Email: darceneaux@nefhsc.org
- Kelsey McKenna, Referral Coordinator
Email: kelseymckenna@sulzbacherjax.org

Site Supervisor Signatures

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: _____
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 Florida Site Director:	
NHC Florida Site Director Full Name (Print): NHC Florida Site Director Signature: _____	Date: _____