



NHC Member Position Description AMR21

Member Position

- Member Position: Patient Navigator
- Member Title: Patient Advocate

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Sulzbacher Center Beaches, 850 6th Ave. South, Jacksonville Beach, FL 32250

Organization Description & Mission

The IM Sulzbacher Center is the largest provider of comprehensive services to homeless men, women and children in Northeast Florida. The IM 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, dental 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.

Our comprehensive care includes Primary Care, Behavioral Health Care, Dental 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.

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Member Position Purpose

The AmeriCorps member will be a vital part of the clinical processes at Sulzbacher by enrolling homeless residence in patient assistance programs (PAP). The member will be responsible for obtaining approximately 1/3 of all medication dispensed to the over 3,300 patients seen at Sulzbacher each year. Management of the patient assistance program by an AmeriCorps member bridges gaps in patient therapy that would otherwise be unfilled, and allows for increased treatment options for the indigent patient population served by the Sulzbacher Center. The member will also provide health education to patients on nutrition, exercise, mental health, lifestyle changes, diabetes, tobacco cessation, and chronic obstructive pulmonary disease (COPD). The member will accomplish this in a one on one and group setting based on community needs.

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 clients 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 Beaches Primary Care Clinic. The member will also screen clients for opioid use and refer to primary care physicians for brief education about referrals for services. 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.
- Understand 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 K2

Does this position require a personal vehicle? Yes

How will your organization reimburse the member for transportation costs? Mileage reimbursed at \$0.46 a mile by check request

Organization dress code: Medical Scrubs

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Expected Service Time

Full-time, 40hrs per week between 8:00am-4:30pm.

Member Role & Description of Duties

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 role of the NHC, AmeriCorps member is to assist indigent patients with applying for medication assistance through various pharmaceutical companies. The member will do this by screening patients for Patient Assistance Program (PAP) eligibility and helping them to enroll in PAP programs that provide free prescription medications. It will be the responsibility of the member to meet with patients to ensure they understand how to appropriately complete eligibility paperwork for the prescription assistance program. This portion of the member's role is crucial for the function of the Sulzbacher Medical Center because it provides medications that would otherwise be unattainable for the vulnerable patient population served by the center. By assisting patients in obtaining these medications, the member directly impacts the management of chronic illnesses in the community. The member will also meet with clients to screen for opioid use. The member will make referrals to an onsite physician for further education on addiction as needed. The member will learn to manage and maintain a medication room, keeping all medications obtained through the patient assistance program available for patients.

The member will provide patient education on medications received through the PAP program as well as on lifestyle changes that patients can adopt to better support the patient's treatment plan. Health education and behavior change is necessary for patients if they are to successfully treat their medical conditions. The member will be responsible for coordinating with the Area Health Education Center (AHEC) to organize classes on diabetes, opioid use prevention, nutrition, and exercise and tobacco cessation for Sulzbacher Center residents and patients. The member will also provide lunch time health education themselves to groups of patients referred to them by the clinic physicians on topics such as mental health, nutrition, substance use, chronic obstructive pulmonary disease or diabetes.

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. The member will refrain from all AmeriCorps prohibited activities. The member will not engage in fundraising and their training hours will not exceed 20%. The AmeriCorps member will not displace or duplicate employees or replace public local or state funds.

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PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i> .
MEDICAL ELIGIBILITY EVALUATIONS (30%)	<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 medical 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 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.</p>	<p>Member will evaluate approximately 200 patients per month (both new and annual reassessments)</p> <p>Member will screen an average of 100 clients a month on opioid use</p>	Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)

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<p>PAP Eligibility Assessments & Services (30%)</p>	<p>The AmeriCorps member will meet one on one with clients to:</p> <ul style="list-style-type: none"> • Screen patients for PAP eligibility. • Screen patients for opioid misuse who were missed due to not needing an eligibility screening • Complete and submit PAP applications. • Follow-up with the patient to ensure the application is complete and includes all necessary documentation. • Member will provide education and guidance clients on how to appropriately complete paperwork in order to qualify for PAP eligibility • Member will provide brief health education to clients who are taking medications for mental health issues, diabetes, etc. in order to improve their quality of life. • Follow up with PAP programs once application has been submitted. • Input received medication into database and stock medications into the medication room. 	<p>Member will help an average of 150 patients per month to enroll in patience assistance programs</p> <p>Member will screen an average of 50 clients on opioid use</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)</p>
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<p>HEALTHCARE SERVICES AND CASE MANAGEMENT ASSISTANCE/REFERRALS (15%)</p>	<p>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.</p>	<p>Member may refer approximately 10 cases per month for case management follow up or to other organizations for continued services</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)</p>
<p>Health Education Classes & Coaching Services (15%)</p>	<p>The AmeriCorps member will coordinate with the Area Health Education Center (AHEC), NHC AmeriCorps members in Social Services, NHC AmeriCorps members in Medical Services, and the Sulzbacher Health Systems Analyst to provide health education classes and will recruit patients to attend those classes. Topics will cover chronic disease prevention, communicable disease prevention, healthy eating, nutrition, diabetes, physical activity, stress management, and mental health. The member will also provide health education themselves to groups of patients referred to them by the primary care physicians on topics such as nutrition, obesity, mental health, chronic obstructive pulmonary disease (COPD) or diabetes. Clients may schedule one-on-one health coaching sessions in order to better improve their health. Member will use motivational interviewing techniques during these one on one visits in order help client meet their wellness goals.</p>	<p>Member will deliver a minimum of 4 health education classes per month</p> <p>Member will meet with 3 clients a month of wellness coaching</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)</p>

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	<p>The member will also be responsible for tracking enrollment and surveying patients to see if health outcomes have improved. AHEC can be contacted via phone or email.</p> <p>The NHC AmeriCorps members in Social and Medical Services will be introduced during Orientation.</p>		
Medicaid Enrollment Services (10%)	Member will provide education to clients on the Medicaid enrollment process and enroll clients in need of insurance in a Medicaid program. Member will track clients that have received enrollment services and ensure that the client gains coverage from a Medicaid Insurance Provider.	Member will enroll 15 clients in Medicaid a quarter	N/A

Site Orientation and Training

Day 1 a.m.: The member will tour the clinic, veteran’s office, and mental health department will be provided by mentor. The mentor will then meet with the human resources department and Nikki Harper to obtain a badge that the member must wear at all times while on site. A background check will also be run on the AmeriCorps member for documentation purposes. The new member will then be presented with the Sulzbacher Center Patient Advocate binder which describes in detail the duties and responsibilities on the member.

Day 1 p.m.: The member will be introduced to the Patient Assistance Programs and the foundations of this process. The patient advocate will begin by practicing the patient assistance program process with dummy patients and be introduced to the “see 1, do 1, teach 1” process of learning common in the medical field.

Day 2 a.m. & p.m.: The patient advocate will continue to learn about the Patient Assistance Program process and practice with various pharmaceutical companies. Following this, a meeting with the new member and mentor will be held to discuss goals and expectation for the upcoming service term as well normal scheduling within the Sulzbacher Center primary care clinic.

Beyond this 2 day orientation, the member will be learn through practicing processing applications under supervision of their mentor. This will continue for up to a week before being provided full responsibility for service tasks. The member will also be required to attend Sulzbacher Medical Center and Health Services retreats. Mentor will oversee continued education and training.

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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.
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.

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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

The member should be comfortable interacting with a diverse and vulnerable population. In addition, the member should have at least a basic knowledge of medical terminology. The member should be proficient in technology/computer skills, and be comfortable with multitasking and self-management.

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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-ameri-corps-members>

AmeriCorps Brand and Messaging

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

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

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NHC Program Director and Host Site Supervisors

- Dustin J Arceneaux, , Program Director
Email: darceneaux@nefhsc.org
- Shawnda Christopher, Clinic Manager
Email: ShawandaPacheco@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: _____