

NHC Member Position Description 2016-2017

Service position description

Please complete one service position description for EACH member you are requesting, using this template. The service position description is used in the recruitment and matching process. Each service position description must be sent electronically to complete an application.

HOST SITE NAME & LOCATION:

Steven and Sandra Sheller 11th Street Family Health Services of Drexel University in partnership with Family Practice and Counseling Network
850 N 11th Street
Philadelphia, PA 19382

MEMBER POSITION/TITLE:

Health & Benefit Advocate

SITE SUPERVISOR ASSIGNED TO SUPPORT MEMBER:

Please include, name, title, phone number, email address and fax number.

Diana Hartley-Kim, MSW, LSW

Social Worker

Phone – 215-769-1583

Fax – 215-769-1117

dh642@drexel.edu

SITE CONSIDERATIONS

Is the site accessible via public transportation (if yes, what line/route)?: Yes, SEPTA bus 23

Does this position require a personal vehicle? No

How will your organization reimburse the member for transportation costs? SEPTA Transpasses will be provided

Organization dress code: Business Casual

Expected service schedule: Monday to Friday, 8:30am – 5pm

11th Street is open 3 evenings a week and 2 Saturdays a month, so that if the member needed to catch up on hours or work on a special project, they would be able to do so.

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ORGANIZATION DESCRIPTION & MISSION: The Family Practice & Counseling Network (FPCN) is a federally qualified health center that is a program of Resources for Human Development (RHD), a multi-faceted Philadelphia-based nonprofit. Since it opened in 1992, the FPCN has grown and developed in response to need and demand by the communities served, from the original converted apartment space within the Abbottsford public housing development to a network of four health centers – Abbottsford-Falls Family Practice & Counseling in Northwest Philadelphia, 11th Street Family Health Center of Drexel in North Philadelphia, the Health Annex in Southwest Philadelphia, and the East York Health Center in York, PA – as well as a site dedicated to behavioral health services for children in Philadelphia and Qcare Convenient Care Clinic at Shoprite in Northwest Philadelphia. Network services are targeted to public housing residents and people from the surrounding communities and primary care services are provided by nurse practitioners, with the assistance of nurses, medical assistants, midwives, diabetes educators, dietitians, outreach workers, social workers, and specialists. The Network is licensed to provide behavioral health services and provides oral health services, and these are fully integrated with primary care.

MEMBER ROLE:

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 align with the NHC's performance measures?

11th Street Family Health Services is located in Lower North Philadelphia in a population area of 19,642 predominately African Americans (85%), that the federal government has designed as "medically underserved." Nurse practitioners and other clinical staff served over 5,677 unduplicated patients last year with Primary Care, Dental and Behavioral Health Services without regard to their ability to pay. In addition to primary and preventive services, the health center provides diagnostic testing and screening, HIV-testing and counseling, family planning, pre-natal, obstetric and midwifery services, hearing testing, nutrition and diabetes education and support groups, social work services, podiatry, physical therapy, and fitness training. We have an active social service department helping patients with insurance, benefits counseling, prescription assistance, arranging transportation, providing advocacy and referrals to community agencies. Because of the numerous health promotion and social service programs offered to our patients we rely heavily on volunteers, student interns, and community residents to help in program development and implementation. Central to our volunteer base is the AmeriCorps member. As the center continues to strengthen its roots in the community and identify community needs we are always seeking new ways to serve our patients.

In fiscal year 2015, 11th Street served 5,677 patients and provided more than 22,966 visits. Over 80% of these patients had incomes under 200% of poverty. Of all the patients served, 81% identified as Black or African American, 7% identified as White,

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7% identified as Hispanic or Latino, and 5% identified as Asian/ American Indian/ Other. 10% of our patients were uninsured and an additional 66% were dependent on Medical Assistance. Our goal is for every uninsured patient to receive an insurance and benefits assessment. We know that without insurance, patients have limited access to the medical care that they and their families need. If patients are not eligible for insurance, then efforts are made to help them apply for prescription assistance or to access low cost medications. All of the patients who receive Medical Assistance need support and advocacy to negotiate a difficult and challenging system. Even our patients on Medicare may need help to access benefits for which they are eligible but do not receive. The National Health Corps Philadelphia member will serve with the Social Services Department to help assist our uninsured and Medicaid patients by providing insurance and benefit assessments and assisting with Medicaid, Health Insurance Marketplace, Prescription Assistance, and SNAP applications.

Our patients reflect the poverty and health problems of the areas served. They experience high rates of obesity, diabetes, and hypertension and are at risk for serious complications. Many patients – regardless of insurance status – need support in navigating our complex health care system, including assistance in identifying specialists who accept their insurance or take uninsured patients, in requesting and receiving necessary referrals, prescriptions and clearances for specialty services, and in ensuring that reports of these services are received by their primary care provider. As more individuals become insured they often require assistance in understanding how their insurance benefits and healthcare system work.

PROGRAM OR PROJECT NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES (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) THIS ACTIVITY FALLS UNDER <i>(if any).</i>
Health benefits outreach, screening and enrollment (85%)	<ul style="list-style-type: none"> • Member will deliver information to patients about health insurance programs, including Medicaid, the Marketplace, and Emergency Medical Assistance. • Member will conduct insurance assessments and assist patients in applying for health insurance using the 	<ul style="list-style-type: none"> • Member will have face to face contact with at least 10 people a week • Member will assist at least 160 patients 	<ul style="list-style-type: none"> • Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs • Health Insurance Screening and Enrollment Assistance • Prescription Medication Assistance Program (PMAP)

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	<p>PA Compass System.</p> <ul style="list-style-type: none"> • If not eligible for Medical Assistance, the member will assist the patient in applying for prescription medication assistance and other health benefit programs, or assist the patient in applying for health insurance through the Marketplace. • The member may serve as an advocate in assisting the patient to negotiate public assistance, community resources, and the health insurance marketplace. This includes significant advocacy efforts with DHS, including insure supporting documents were received and the application is being processed. • Members will be available to assist patients in reapplying for insurance and advocating for patients who were dropped from insurance. Members will assist patients in picking an HMO through HealthChoices. Members will assist Medicare patients with understanding their insurance benefits and assisting them with applying for supplemental health insurance. 	<p>with applications for insurance or prescription assistance over the course of service.</p> <ul style="list-style-type: none"> • The member will enroll at least 100 individuals in health insurance or prescription medication assistance programs. • Member will provide additional insurance services to 125 patients, assisting them with their medical assistance applications and navigating their medical 	<p>and/or Other Health Benefit Screening and Enrollment Assistance</p> <ul style="list-style-type: none"> • Health Insurance Enrollment • Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment
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		assistance and Medicare health plans.	
Nutrition & Physical Education Activities (10%)	<ul style="list-style-type: none"> Member will assist patients in applying for the Supplemental Nutritional Assistance Program (SNAP). Members will provide patients with referrals to local food pantries. 	<ul style="list-style-type: none"> Members will complete 35 SNAP applications and/or referrals to food pantries. 	<ul style="list-style-type: none"> Health Care Service Enrollment and Scheduling
Health promotion and education (5%)	<ul style="list-style-type: none"> Member will participate in a range of health education activities at the Center, which might include both facilitation and/or offering support to the program facilitators. This could include additional activities with the PA Chronic Care Initiative, fitness and nutrition efforts, prenatal and parent support groups, smoking cessation classes, or community outreach for increased access to care. 	<ul style="list-style-type: none"> Member will connect at least 20 patients with individual or group health education sessions/programs. 	<ul style="list-style-type: none"> Health Education: Prevention Health Education: Disease Management

Please complete this section to describe the type of individual best suited to fulfill the service description and who will serve most effectively within your organization

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

The member needs to be comfortable engaging a diverse population in an urban setting. In order to engage people on a one-on-one basis, they need strong interpersonal skills and good communication techniques. Being well-organized yet flexible is a key characteristic. The member needs to be empathetic and patient with our challenging patients, and not afraid to ask for assistance if needed. The member also needs to be self-directed and motivated to complete their responsibilities. 11th Street is a fast-paced setting that an outgoing, flexible, and patient Member might enjoy.

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

We would generally anticipate that the Member would be a college graduate, but this is not a requirement. Experience functioning effectively in a customer service setting with a wide variety of individuals is an asset. Excellent computer skills are a requirement. If the member is bilingual that

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would be an asset but not an expectation.

What types of training will you provide to the member to support them in successfully completing their service activities?

There will be a variety of training offered which will include orientation, shadowing, role plays, group training, phone conferences, and webinars. The AmeriCorps Member will receive a manual that was written by their predecessor of the AmeriCorps Member position. The AmeriCorps Member will shadow the social worker and then be shadowed by the social worker. There is memorization that is needed of the policies of both public assistance and the health insurance marketplace. There is formal training and certification to become a certified application counselor. The Member will receive training in our Electronic Health Record as well as the history of the Center and its community. The member will also receive extensive training in the Sanctuary Model of trauma informed care, a model of care in which every staff member at the Center is trained in. There is also a supportive staff that is available to answer any questions.