



## NHC Member Position Description 2017-2018



**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 in MS Word format to complete an application.

### MEMBER POSITION/TITLE

Health Insurance Enrollment and Outreach Specialist

### AMERICORPS PROGRAM

**Program:** National Health Corps

**Location:** Philadelphia

### HOST SITE NAME & LOCATION

Public Citizens for Children and Youth, 1709 Benjamin Franklin Parkway, 6<sup>th</sup> Floor, Philadelphia PA 19103

### ORGANIZATION DESCRIPTION & MISSION

Founded in 1980, Public Citizens for Children and Youth (PCCY) seeks to improve the lives of children by ensuring that they have the basic building blocks they need for success, including reliable health care, quality education and a dependable support network to guide them as they grow. PCCY's child health program works to meet the complex and urgent needs of the region's most vulnerable children. The core direct service elements of our health work are:

1) Child Health Watch Helpline: PCCY enrolls at least 300 children in CHIP or Medicaid each year. In addition, we assist the parents and caregivers of at least 525 children to resolve insurance/health care problems, including referrals. The Helpline has served over 20,000 children during its 20 years of operation.

2) Give Kids Sight Day: Each year PCCY teams up with the Wills Eye Hospital and Eagles Charitable Foundation to provide free vision screens to 1,000 children, including two pairs of free eyeglasses as needed and connect uninsured children to health coverage. PCCY plays a lead role in community outreach, recruiting and training over 400 volunteers and educating parents and helping families enroll their kids in CHIP and Medicaid. Since 2009, 8,000 children have received quality eyecare thanks to Sight Day.

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3) Give Kids a Smile Day: PCCY has organized free dental care for over 3,700 underserved children since 2004. We recruit volunteer dentists to donate care, conduct a massive outreach campaign to identify vulnerable families and **recruit 50 volunteers to make appointments and serve as language interpreters**. PCCY also uses Smile Day and an opportunity to educate parents about how to find dentist that takes their insurance and assist families without insurance enroll their children in CHIP and Medicaid.

4) Outreach and trainings: Every year, PCCY trains child-serving professionals about public health insurance eligibility and enrollment procedures. In 2016, PCCY trained over 300 child-serving professionals on public health insurance including 238 Philadelphia School District nurses and 46 nurses, psychologists, therapists and social workers at area health care institutions.

In Philadelphia, as in the nation as a whole, uninsured children are more likely to be poor, non-white and immigrant. Many immigrant children are growing up in families with limited-English proficiency, which often creates additional barriers to access government benefits. PCCY is seeking a motivated NHC member to provide health insurance enrollment assistance and education to immigrant and other underserved families.

### MEMBER POSITION PURPOSE

We envision three primary roles for the NHC member: 1) enroll children in public health insurance through Child Health Watch Helpline with a special focus on families who do not speak English (primarily Spanish, Mandarin and/or Cantonese) as their primary language; 2) educate immigrant and underserved parents and community members about Pennsylvania's CHIP and Medicaid programs and how they can enroll their children; and 3) recruit, educate and deliver health insurance enrollment assistance to immigrant families who participate in PCCY's annual *Give Kids A Smile* and *Give Kids Sight Day*. These roles will improve PCCY's child health services by adding new capacity to serve immigrant families and communities.

### MEMBER TERM OF SERVICE

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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)?** 17<sup>th</sup> and the Benjamin Franklin Parkway is accessible by SEPTA's Market Frankford line; Broad Street Subway; trolley routes 10, 11, 13, 34 and 36; and bus routes 2, 7, 17, 32, 33, 38, 44, 48, 124 and 125.

**Does this position require a personal vehicle?** No

**How will your organization reimburse the member for transportation costs?** PCCY maintains a supply of SEPTA tokens. The member can be reimbursed for mileage and other transportation expenses by submitting an expense sheet to PCCY's bookkeeper.

**Organization dress code:** Business casual.

### EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- PCCY's standard work day is 9 to 5 with pre-arranged flex time.
- The member could make up for missed hours by serving longer days or weekend hours. We anticipate some community outreach events will occur outside of normal business hours which creates another possibility for making up missed hours.

### MEMBER ROLE/DESCRIPTION OF DUTIES:

1) **Child Health Watch Helpline:** PCCY enrolls at least 300 children in CHIP or Medicaid each year. In addition, we assist the parents and caregivers of at least 525 children to resolve insurance/health care problems, including referrals. The Helpline has served over 20,000 children during its 20 years of operation.

2) **Give Kids Sight Day:** Each year PCCY teams up with the Wills Eye Hospital and Eagles Charitable Foundation to provide free vision screens to 1,000 children, including two pairs of free eyeglasses as needed. PCCY plays a lead role in community outreach, recruiting and training

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over 400 volunteers, educating parents and helping families enroll their kids in CHIP and Medicaid. Since 2009, over 7,900 children have received quality eyecare thanks to Sight Day.

3) **Give Kids a Smile Day:** PCCY has organized free dental care for over 3,700 underserved children since 2004. We recruit volunteer dentists to donate care, conduct a massive outreach campaign to identify vulnerable families and **recruit 50 volunteers to make appointments and serve as language interpreters.** PCCY also uses Smile Day and an opportunity to educate parents about how to find dentist that takes their insurance and assist families without insurance enroll their children in CHIP and Medicaid.

4) **Outreach and trainings:** Every year, PCCY trains at least child-serving professionals about public health insurance eligibility and enrollment procedures. In 2016, PCCY trained over 300 child-serving professionals on public health insurance including 238 Philadelphia School District nurses and 46 nurses, psychologists, therapists and social workers at area health care institutions.

Children who are poor, non-white and immigrant are more likely to be uninsured than other children. The purpose of the member's service will be to focus on the health insurance and health care needs of these underserved populations (Spanish, Mandarin and/or Cantonese-speaking families). The member will connect with the organization and its staff by improving the lives and life chances of vulnerable and underserved children and families.

1) **Enroll children in public health insurance through Child Health Watch Helpline with a special focus on families who do not speak English as their primary language.** PCCY has over two decades of experience working with parents and caregivers to enroll their children in CHIP and Medicaid and educate underserved communities about accessing the health care system. In addition to providing enrollment assistance over the telephone, the NHC member will translate flyers and program literature into Spanish (or other languages) and communicate with parents to notify them about deadlines, renewal requirements and other paperwork requirements to maintain continuous insurance coverage.

2) **Educate parents and community members about Pennsylvania's CHIP and Medicaid programs and how they can enroll their children.** In 2016, PCCY trained over 300 child-serving professionals on public health insurance including 238 Philadelphia School District nurses and 46 nurses, psychologists, therapists and social workers at area health care institutions. The NHC member will develop and deliver additional trainings with the goal of educating parents and community members in immigrant communities.

3) **Identify and enroll uninsured children and educate immigrant families who participate in PCCY's annual *Give Kids A Smile* and *Give Kids Sight Day*.** *Give Kids a Smile* is targeted for children who are uninsured, have not been to the dentist in over six months and/or whose

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parents do not know how to find a dentist who will accept their insurance. In 2017, we connected 600 children to dentists for free care and 60% were uninsured. *Sight Day* targets a similar population of families. In 2016, 1,020 children received free vision screens including 470 who received two pairs of free glasses and 60 who were identified with a more serious condition. About one in four children who received services at Sight Day were uninsured. PCCY follows up with the family of every uninsured child to offer insurance enrollment assistance. In addition, we use the events as an opportunity to educate parents with insurance how to find dentists and vision care professionals in their neighborhood who accept CHIP or Medicaid. The NHC member would be charged with providing to enrollment assistance and insurance education with a primary focus on immigrant families. In addition, the NHC member would take on the role of recruiting volunteer translators and dental practices with the cultural capacity to work with immigrants.

These three broadly-defined roles are well aligned with NHC's mission "to foster health communities by connecting those who need it most with health and wellness education, benefits and services, which develop tomorrow's compassionate health leaders." Children of immigrants, especially immigrants with limited English proficiency, are at a higher risk of being uninsured and their parents are more likely to need help navigating the American health care system. The NHC member's portfolio will focus on addressing the health care and insurance needs of immigrant children. These roles are most closely related to the following 2017-2018 NHC performance measures: health education; deliver information about health insurance, health care access, and health benefits programs; health insurance screenings and enrollment assistance; capacity building and non-member volunteer recruitment and management.

All the activities described above require language skills substantially beyond the capacity of our current staff. The Helpline Director has limited Spanish and the Health Policy Director has no Spanish. We are seeking an NHC member with much stronger Spanish (or Mandarin/Cantonese) language skills to better reach immigrant communities.

- We do not anticipate that the member will engage in fundraising activity.
- We note that 20% of aggregate total member service hours equals at least 340 hours and can affirm that the member will not engage in more than 340 hours of training.
- The member position activities will follow the requirements related to supplementation, duplication and displacement.
- The member will not conduct prohibited activities at outlined in 45 CFR §2520.65.
- The member will engage in health insurance assistance, education and outreach, and volunteer recruitment activities. These activities, with very few exceptions, will require interaction between the member and parents and caregivers, not young children or seniors. The Helpline assistance is provided over the phone. The activities are consistent with the final rule outlined in 45 CFR §2510.20

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<b>PROGRAM, PROJECT, OR INITIATIVE NAME</b> <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	<b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE</b> <b>(List the key activities the member will be responsible for, for each program/project listed)</b>	<b>MEMBER OUTPUTS</b> <b>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</b>	<b>NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i>.</b>
<b>CHILD HEALTH WATCH HELPLINE</b> <b>(60%)</b>	<ul style="list-style-type: none"> <li>● Member will provide health insurance enrollment assistance over the phone, especially to Spanish (or Cantonese/Mandarin) speaking families.</li> <li>● Member will electronically check on the status of submitted insurance applications.</li> <li>● Member will help troubleshoot health insurance issues and educate parents about how they can get referrals and find providers who accept their child's insurance.</li> <li>● Member will translate flyers and program literature.</li> <li>● Member will communicate (by letter and by phone) with parents to notify them about program deadlines, renewal requirements and paperwork requirements to maintain continuous insurance coverage.</li> </ul>	<ul style="list-style-type: none"> <li>● Member will provide enrollment assistance to 225 kids</li> <li>● Member will check on the status of submitted insurance applications for 200 kids</li> <li>● Member will provide assistance with troubleshooting health insurance issues and educate 250 parents</li> <li>● Member will translate 6 documents</li> <li>● Member will</li> </ul>	<ul style="list-style-type: none"> <li>● Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> <li>● Health Insurance Screening and Enrollment Assistance</li> <li>● Health Insurance Enrollment</li> </ul>

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		provide communication and follow up re: benefits maintenance to 300 families	
<b>OUTREACH AND EDUCATION (10%)</b>	<ul style="list-style-type: none"> <li>Member will Identify additional immigrant and underserved communities with a high incidence of uninsured children.</li> <li>Member will develop and execute trainings on child health insurance for parents and communities that covers: <ul style="list-style-type: none"> <li>Who is eligible?</li> <li>What is covered</li> <li>How to enroll?</li> <li>How to find providers who accept CHIP/Medicaid?</li> </ul> </li> <li>Participate in community outreach events such as health fairs, Back to School Nights, English Language Learner fair to conduct outreach and education</li> </ul>	<ul style="list-style-type: none"> <li>The member will identify 5 additional immigrant and underserved communities</li> <li>The member will develop and execute 4 trainings</li> <li>The member will participate in 15 community outreach events</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Care Access, and Health</li> <li>Health Education</li> <li>Capacity Building</li> </ul>
<b>GIVE KIDS A SMILE EVENT (15%)</b>	<ul style="list-style-type: none"> <li>Member will recruit interpreters and other call center volunteers</li> <li>Member will help recruit dental practices with the cultural capacity to work with non-English speakers</li> <li>Member will conduct outreach in immigrant communities to increase awareness of Smile Day</li> <li>Member will follow up with the</li> </ul>	<ul style="list-style-type: none"> <li>Member will recruit 40 volunteers</li> <li>Member will secure 12 dental practices</li> <li>Member will conduct</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Care Access, and Health</li> <li>Capacity Building</li> </ul>

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	parents/caregivers of uninsured children who participate in Smile Day and offer insurance assistance services	outreach with 100 parents/caregivers <ul style="list-style-type: none"> <li>Member will provide follow up with 100 parents</li> </ul>	
<b>GIVE KIDS SIGHT DAY (10%)</b>	<ul style="list-style-type: none"> <li>Member will recruit interpreters and other volunteers to facilitate communication between parents and vision care practitioners at Sight Day</li> <li>Member will conduct outreach in immigrant communities to increase awareness of Sight Day</li> <li>Member will follow up with the parents/caregivers of uninsured children who participate in Sight Day and offer insurance assistance services</li> </ul>	<ul style="list-style-type: none"> <li>Member will recruit 45 volunteers</li> <li>Member will conduct outreach with 100 parents/caregivers</li> <li>Member will provide follow up with 100 parents</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Care Access, and Health</li> <li>Capacity Building</li> </ul>

### **SITE ORIENTATION AND TRAINING**

Having the NHC member feel grounded and competent in their scope of work will be the top priority when the NHC member begins, as will growing and sustaining this foundational knowledge base over the course of his/her year at PCCY. We will start with a thorough orientation that will build upon and supplement the initial training the NHC provides. The orientation will cover background on: PCCY, children's health insurance, access to care in southeast PA (with a particular focus on dental, mental, vision and primary care), PCCY's Health Outreach Strategic Plan and how to conduct outreach and trainings on health insurance. To master this content, the NHC member will primarily spend time with the Site Supervisor, Colleen McCauley, and PCCY's Child Health Watch Coordinator, Deborah Zubow. We will train the member in a variety of ways, including sitting down and talking about the issues, reviewing PCCY written materials, utilization of PCCY's Helpline database and introducing the member to our community partners via site visits and by participating in coalition meetings. The NHC member will also participate in weekly PCCY staff meetings and collaborate with other PCCY education and early child care outreach staff as appropriate in order to meet more of our community-based partners.

After the member's initial training is complete, he/she will meet with Colleen on a weekly basis for each party to discuss the member's current



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scope of work and project timelines as well as to generally discuss how things are going – what is working well, where things can be improved, any barriers to completing project goals and how to work through those barriers. Based on our experience, one of the great benefits of adding a new member to PCCY's health team is gaining the advantage of a fresh pair of eyes to see our work for the first time and notice ways we can improve our efficiency, impact and competency. We will guide and encourage members to provide this feedback in order to improve PCCY's work and to also strengthen the member's ability to identify programmatic assets and how to build upon them and also build the member's problem-solving skills.

The member will be treated like a permanent PCCY staff member and will have the opportunity to take part in professional development trainings. PCCY's health staff regularly participate in national webinars, and in some cases serve as guest speakers sharing our best practices, and the NHC member will participate in these opportunities as well. Examples of entities that provide these professional development opportunities include the Centers for Medicare and Medicaid Services' Connecting Kids to Coverage National Campaign, the American Dental Association Foundation and the Georgetown Center for Children and Families. Furthermore, last December, PCCY held a full day retreat to address workplace and professional development issues including self-care and raising personal profiles. The member will also be invited to PCCY Board meetings and participate in the weekly staff meetings.

In addition, the member will be invited to attend special events with noted speakers. For example, in fall 2016, PCCY organized a roundtable on early childhood issues attended by Mayor Kenney, Governor Wolf, Superintendent Hite, Congressman Evans, Dr. Janet Haas and U.S. House Speaker Pelosi. We also hosted a roundtable on the well-being of children in southeast PA with Moody Analytics Chief Economist, Mark Zandi, and the executive directors of several regional social service organizations. In 2017, we helped organize another forum on child well-being in Montgomery County with Dr. Valerie Arkoosh, Montgomery County Commissioner and Health Commissioner, as the lead speaker that had a special focus on infant mortality and childhood lead poisoning.

Because NHC members are often in pursuit of gaining experience that will contribute to a future career in nursing, medicine, public health, health care administration, etc., we will ask the member about his/her specific professional interests, and if some of them are related to but outside of his/her direct scope of work, we will help to connect the member with our partners and/or activities relevant to those interests. PCCY's Site Supervisor has a relatively extensive network of colleagues and contacts in many sectors in the five-county area – with non-profits, health systems and colleges and universities. Other PCCY staff have deep connections in related fields of education, nutrition and child welfare to foster and grow the NHC member's professional experiences.

### MEMBER BENEFITS

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

1. **Living Allowance** in the amount of **\$12,630.00**.
  - 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

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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 \$5,815 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

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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 (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> 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

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).
  - Passion for closing health care gaps for underserved populations
  - Excellent communication skills (one on one and before groups, in phone and in person)
  - Patient
  - Attention to detail
- Please list the minimum qualifications, training, or experience required to be successful in the position).
  - Fluent in written and spoken Spanish (or Cantonese/Mandarin)
- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).
  - Basic competency in Microsoft Word and Excel and the ability to navigate the Microsoft 365 Cloud

### EVALUATION AND REPORTING

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All NHC member 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-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

Sara Wein MSS, MLSP, LSW  
Program Director, National Health Corps Philadelphia  
[swein@healthfederation.org](mailto:swein@healthfederation.org)  
215-567-8001 x3045

Colleen McCauley  
Health Policy Director  
[colleenm@pccy.org](mailto:colleenm@pccy.org)  
215-563-5848 x33

### SIGNATURES

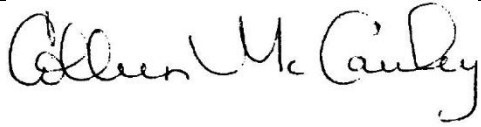
By signing below, you acknowledge that you have read and understand the contents of this position description

**Host Site Supervisor Full Name (Print):** Colleen McCauley, Health Policy Director

**Host Site Supervisor Signature:**

**Date:** May 22, 2017

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**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:**