

PITTSBURGH HEALTH CORPS - Allegheny ONTRACK Initiative (AOI)
Member Service Description

I. Site Information

Site Name and Location:

Health Care for the Homeless / Primary Care Health Services, Inc.
7227 Hamilton Ave
Pittsburgh, PA 15208

Organization Description and Mission:

Primary Care Health Services, Inc. (PCHS) provides comprehensive primary and preventive health care services to medically underserved and indigent populations residing in Allegheny County. Health Care for the Homeless (HCH) operates as part of PCHS, Inc. and serves homeless men, women, and children in the greater Pittsburgh area, providing primary care, mental health, substance abuse, and/or case management services. The Allegheny ONTRACK Initiative (AOI) also operates as part of both PCHS and HCH to improve patient and process of care outcomes for homeless persons experiencing alcohol and other drugs hazardous use and disorders, mental disorders, or co-occurring disorders in Allegheny County. HCH and AOI clinics provide co-located primary care, mental health, and substance abuse services at several sites across Allegheny County where the homeless population frequently seeks services. We provide a "no wrong door" approach to service access for the homeless.

Critical Community Need(s) to be addressed through member service:

According to the Allegheny County Department of Human Service's Point in Time completed on a single day in January 2011, there were 2,474 homeless individuals, 705 were homeless children and 1769 were homeless adults. In 2010 HCH served 5,978 unduplicated homeless individuals with 18,775 visits for health services. Of these homeless individuals, 5,547 were living below 100% of the poverty level with 3,434 (62%) were uninsured. HCH Clinics are located in homeless emergency shelters, soup kitchens, and drop-in centers. HCH directly over-see or operates over 18 clinics week at 15 locations. Consumers utilizing HCH clinics face many barriers to accessing care. Many of these consumers are uninsured or underinsured, lack transportation, and fail to seek care except on an episodic basis, therefore jeopardizing the continuity of their care. The Homeless consumers served in HCH Clinics have little or no resources with which to navigate the health care system. The Pittsburgh Health Corps members will provide case management assistance to address these issues by linking consumers to treatment, housing, entitlements, transportation services, and provide health education. The service provided by our member affords nurses and doctors time to be more available to patients in need of health care. The member will help to empower consumers by assisting them to develop and maintain a Peer Support Network. The AOI project continues to have an unmet need in following up with, at minimum, 80% of the 100 Enhanced Service Program (ESP) enrollees. The member will help reach this unmet goal by providing outreach, health education, and assist in tracking the ESP enrollees throughout the 4-6 month time period when the enrollee becomes eligible for follow up Government Performance and Results Act (GPRA).

II. Service Description

Overall Service Goals:

The member will be expected to:

Assist at 4 medical clinics weekly:

- Assist in setting up clinic 20 minutes prior to clinic time
- Assist at minimum 5 consumers per week at the various clinic sites to obtain access to health care by: setting up appointments, making referrals and / or providing pharmacy and vision vouchers for care.

Provide outreach to track ESP enrollees to increase GPRA follow up rate:

- Locate and follow up with 100 ESP enrollees
 - Contact a different 50 ESP enrollees by phone every other Monday.
 - Send 100 letters monthly to keep ESP enrollees engaged
 - Provide monthly health education to ESP enrollees using new and creative ways.

Field direct service phone calls:

- Assist at minimum 5 consumers weekly to schedule health and health-related appointments
- Complete at minimum 5 consumer prescription, vision, or dental referral / vouchers weekly
- Link the consumers who call, to the closest/ most appropriate clinic locations

Patient Education:

- Provide bi-monthly health education presentations to at least 8 consumers at various clinic sites.
- Prepare evaluations to be administered after each health education presentation, to gauge consumer interest, topics of interest, and knowledge gained from health education groups
- Analyze evaluations and develop new education topics based on client feedback / need of target population.
 - Find new / creative ways to present Health Education materials to consumers. For example: Health Jeopardy
- Advocate for donation of personal hygiene items / clothing items for homeless clients
- Prepare incentive bags, which include donated items for those who attend the patient education groups and hand them out to at minimum 8 consumers per presentation.

Assist Site Mentor in preparing for Advisory Board meetings by:

- Involve a minimum 2 consumers into the advisory board meeting through development of peer support group.

Update Consumer Resource Guide:

- Contact outside community agencies and obtain updated contact information
- Compile updates and create 2011-2012 consumer resource guide
- Provide updated consumer resource guide directly to consumers

Assist Site Mentor and Evaluation Coordinator with AOI clinic 5 focus groups for the current grant year:

- Assist in face to face facilitation of 5 focus groups with at minimum 6 consumers per group to aid in identifying client flow within the various clinic sites to get the consumers perspective.

Continue to implement a peer support network for individuals that have experienced or are experiencing homelessness:

- Facilitate at minimum 2 consumer focus groups with at least 6 consumers to receive input and feedback regarding the peer support network
- Arrange at least one meeting with Peer Support and Advocacy Network (PSAN), Consumer Action and Response Team (CART) of Allegheny County, Operation Save A Life, and Center for Spirituality to gain and increase understanding of implementing and maintain a peer support network
- Research new approaches to peer support groups
- Assist consumers in developing a model / infrastructure for a peer support network that is part of AOI services
 - Recruit at least 10 participants that are homeless / formerly homeless to be involved in a peer support network
 - Arrange meeting location and time
 - Help consumers to facilitate peer support network gatherings and to develop a consumer specific mission statement, topics for discussion, inviting guest speakers, etc.
- Assist consumers to develop a plan to sustain their network

Service Activities/Responsibilities: **Amount of time spent doing specific duties is subject to change to fit the needs of the member, clinics, consumers, and project director

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Office Closed	<p>30% will be used to Contact 50 ESP enrollees by phone. If unavailable by phone, mail letters. Each Monday different 50~ rotating biweekly.</p> <p>10% will be used to prepare for WSC health education/ game night with enrollees / evaluation</p> <p>50% will be used to attend WSC Clinic hours 4:30-6pm: Provide Health education information in a fun and creative way. This is also time spent to recruit for the Peer support groups</p> <p>2% fielding direct service calls from consumers</p> <p>3% spent preparing for next day, or catching up with different duties.</p> <p>5-10% for lunch break</p>	<p>50% will be spent Attending Jubilee Clinic from 8:30-noon. Assist in setting up clinic. providing access to care by helping consumers fill out forms, providing prescription vision vouchers, setting up dental appointments, prepare for the nurse, and providing one on one health education to consumers as necessary, as well as provide outreach services to those not using the clinic.</p> <p>25% will be spent in Meetings every Tuesday. Used for increase professional training & clinical staff meetings</p> <p>20% researching ideas for the peer support group, providing follow up if necessary</p> <p>5-10% for lunch</p>	<p>10% spent meeting with Site Mentor to touch base.</p> <p>2% spent fielding direct service calls from consumers.</p> <p>30% spent contacting outside providers to update our consumer resource guide.</p> <p>10% spent tracking data from health education evaluations</p> <p>20% spent preparing for upcoming focus groups</p> <p>20% spent increasing contact support for peer support groups and consumer buy in.</p> <p>3% spent preparing for next day or catching up with different duties</p> <p>5-10% for lunch</p>	<p>50% will be spent Attending Jubilee Clinic from 8:30-noon. Assist in setting up clinic. providing access to care by helping consumers fill out forms, providing prescription vision vouchers, setting up dental appointments prepare for the nurse, and providing one on one health education to consumers as necessary, as well as provide outreach services to those not using the clinic.</p> <p>25% finalize focus group information</p> <p>10% used to prepare incentive bags for focus group and health education groups</p> <p>2% \ fielding direct service calls from consumers</p> <p>3% spent preparing for next day, catching up with different duties.</p> <p>5-10 % for lunch</p>	<p>50% will be spent attending pleasant valley clinic, 8:30-noon. To help set up, providing access to care by helping consumers fill out forms and prepare for the nurse, providing one on one health education to consumers as necessary, as well as provide outreach services to those not using the clinic.</p> <p>20% spent preparing for next week's health education presentation and evaluations.</p> <p>25% provide focus groups once a month to various clinic sites with the Project coordinator & or Evaluation Coordinator.</p> <p>25% (if not doing a focus group) meeting with the peer support group to assist in developing and maintain a peer support network. Also time used to identify consumers for advisory board meetings.</p> <p>5-10% for lunch</p>	Office Closed

Member Outcomes:

Assist at 4 medical clinics:

By having the member assist at 4 medical clinics weekly over the 10 month service period, at minimum 200 consumers will have increased access to care. Members are helping to streamline the clinic process and allow the nurses, doctors, case managers, mental health providers, and drug & alcohol specialist to provide the consumer with an increased amount of time and quality of care.

Provide outreach to track Enhanced Service Plan (ESP) enrollees to increase GPRA follow up rate:

Having a member dedicated to following up with, engaging, provided outreach, and tracking the 100 ESP enrollees, we will reach the follow up GPRA rate of 80% for those enrolled.

Field direct service phone calls:

The member will be able to provide at minimum 200 consumers with access to health and health related appointments including prescription, vision, and dental vouchers throughout their 10 months of service. Without the help of the member those consumers may have missed imperative information and or resources that are readily available for them.

Patient Education:

Without the help and service of the member, consumers would not have an opportunity to learn about various health issues that may be affecting their everyday well being. The HCH / AOI programs works diligently to provide quality medical, mental health, case management, and drug and alcohol services to all who pass through the clinic sites. Having a member provide engaging health education presentations to the consumers of the clinics is literally icing on the cake for all involved. Over a 10 month service period, at least 160 consumers will have taken part of interactive health education presentations. The evaluations that the member provides will allow the consumer voice to be heard and more involved in the health education topics presented. The incentive bags that the member hands out will provide basic hygiene items to at least 160 consumers who may not have had access to these items otherwise.

Assist Site Mentor in preparing for Advisory Board meetings:

The member's direct involvement with consumers through health education presentations and the peer support network will lead to gaining rapport with many consumers who otherwise may not be willing to engage. This engagement will create a building trust to help involve at minimum 2 consumers to join the advisory board meetings that take place twice a year. Having consumers sit in on the discussion with the advisory board members will give the project an inside edge to providing an increased quality of care.

Update Consumer Resource Guide:

The member will be responsible for contacting many outside community agencies to obtain current contact information to be compiled into an updated consumer resource guide. Some of the contact information available in the consumer resource guide include: 19 Temporary employment agencies, 22 employment job-lines and websites, 7 education / training centers, 14 employment centers, 9 literacy and GED assistance numbers, 5 identification services, 23 legal services, 17 sleeping rooms, 16 reality offices and apartment complexes, 32 drug and alcohol services, 24 mental health and counseling services, 11 day programs and soup kitchens, and many other health related services and agencies available to consumers in the greater Pittsburgh area. This resource guide is crucial for all consumers who are homeless and will be directly handed out to the consumers from the member, and may be placed into the incentive bags for all that come to the health education presentations.

Assist Site Mentor and Evaluation Coordinator with 5 AOI focus groups for the current grant year:

The member has an edge by working directly with the consumers providing access to services, health education, incentives, and many other non clinical services. Because of this relationship that the member has formed, this person will be a key piece in identifying consumer perspective of clinics and services that are being provided. Right now the evaluation coordinator does focus groups with the staff and consumers regarding facilitators and barriers that may exist at the clinics. But what we do not have is a person directly working with only the consumers getting qualitative data about the consumer's perspective on the flow of the various clinics and giving them an opportunity to voice their opinions. The member will have created proactive discussions with at minimum 30 consumers over a 10 month time span.

Continue to implement a peer support network for individuals that have experienced or are experiencing homelessness:

Having a dedicated member who is continually working with the consumers on multiple levels, developing, and sustaining a peer support network with at least 10 consumers will prevail. Using health education and focus groups with at least 12 consumers will increase consumer buy in to take part of the peer support network, which will, at the end of the service year be sustained by consumers.

III. Performance Measures: The PHC AmeriCorps program is based on National Health Corps Performance Measures. The site specific performance measures are below:

1. Access to Care

The member will be responsible for fielding at minimum 20 direct service calls from consumers a week throughout the service term to provide access to health and health related services / appointments such as; prescription and vision vouchers, dental appointments, as well as directions to appropriate medical mental health and drug and alcohol clinics throughout the greater Pittsburgh area. In addition to the direct contact via service calls, this member will attend 4 different clinic sites where they will also provide access to health and health related services / appointments such as; prescription and vision vouchers, dental appointments, and possible bus tickets to help with transportation. The member will assist at minimum of 150 consumers throughout the service term at the various clinic sites to obtain access to health care by: setting up appointments, making referrals and / or providing pharmacy and vision vouchers for care.

2. Individual & Group Health Education Instruction

The member will be responsible for providing one-on-one session, when necessary, at the various clinic sites he or she attends. In addition to the one on one sessions, the member will be responsible for providing at minimum 14 group health education presentations to at least 8 consumers per session throughout the service term. Topics may vary given direct feedback from consumers, but may include: cardiovascular disease, diabetes, HIV / AIDs and STIs, hypertension, hepatitis, overdose prevention, and many other public health topics geared to the homeless population.

3. Health Screening, Testing & Immunization

The member will be responsible for promoting cancer and prostate screenings at the various clinics sites to increase consumer awareness of their access to quality care. The member may also provide brief health education sessions to consumers who attend the cancer and prostate screenings put on by our nurses at various clinics.

Professional Development and Promotion of Public Health and Health-Related Careers:

The member will be provided with monthly training opportunities by attending AOI partner provider meetings, better known as pizza pow wows. Pizza pow wows take place the second Tuesday of every month from 1:30-3:00pm, to provide the ONTRACK staff with current health information geared toward the target population. Some of the topics that are being prepared for future months include; overdose prevention, SBIRT training (which stands for screening, brief intervention, brief treatment, and referral to treatment), harm reduction, incarceration and its impact on homelessness, motivational interviewing, HIV /AIDs, street drugs, and cultural competency.

IV. Logistical Information

Expected Schedule for Providing Service at Site:

The member will be responsible for a 40 hour work week. For a detailed version of the members possible schedule please see table above.

Orientation Plan: (Include your Holiday Schedule)

The member will receive a detailed orientation to the HCH mission, role in the community, services, policies and procedures. In return HCH staff will be oriented to Pittsburgh Health Corps and the members roles, activities, and prohibited activities. In addition to reviewing HCH information, the member will be

oriented to the AOI project. The member and site mentor will take 2 weeks to view multiple clinic sites, review the member's roles and responsibilities, introducing he or she to project partners and staff, and learning about the overall process of providing service at our site. The site mentor will accompany the member to the sites for the first 2-4 weeks of service to help him or her adapt to the clinic settings, to answer questions, and to provide mentorship. The nurses at the various clinic settings will also be available at this time to provide training for the clinic sites.

The following are holidays recognized by PCHS / HCH: New Year's Day, Martin Luther King Day, Memorial day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day, the day after or before Christmas

Service Location(s) if different from site address:

The AOI member's service locations will be at the various clinic sites that he or she attends. The AOI clinic sites include:

- Pleasant Valley Shelter, 1601 Brighton Rd., Pittsburgh
- Intersection, 115 7th Ave, McKeesport
- Jubilee Kitchen, 2005 Wyandotte St., Pittsburgh
- Wood Street Commons, 301 Wood Street Pittsburgh

In addition to the above sites, the member may be asked to assist at additional homeless congregate locations as designated. Locations will vary as need requires.

Additional Info (parking, transportation, ID) How does the member need to travel to perform service duties? Please check one Bus Car None

Although it may be possible for a member to commute via the bus, it may become more difficult, as the member will be responsible for getting to and from the various clinic sites. Parking at the main office location is free.

Member Qualifications:

Bachelor's or Masters degree (preferred)

Dependable and punctual

Good communication skills essential (both oral and written)

Highly motivated and takes personal initiative

Accuracy in documentation

Team player

Ability to work independently

Ability to work with the homeless population and to interact with the clients experiencing a wider range of physical, mental health, and / or substance abuse needs

Proficiency in Microsoft Office and Adobe