

# **PITTSBURGH HEALTH CORPS**

## **Member Service Description**

### **ONTRACK Support Specialist**

#### ***I. Site Info***

##### ***Site Name and Location:***

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

##### ***Organization Description and Mission:***

PCHS provides comprehensive primary and preventive health care services to medically underserved and indigent populations residing in Allegheny County. Health Care for the Homeless 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. HCH, in partnership with Allegheny County, has been awarded a five-year federal grant to create an Integrated Delivery System, co-locating primary care, mental health, and substance abuse services at several sites across Allegheny County where the homeless population frequently seeks services. The purpose of the IDS is to provide a "no wrong door" approach to service access for the homeless.

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

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. They will also help to empower consumers by assisting them to develop and maintain a Peer Support Network.

##### ***Site Supervisor Name/Title/Phone/Fax/Email:***

Jennifer Williams  
Director, Health Care for the Homeless  
412-244-3529  
Fax 412-244-5162  
jwilliams@pchspitt.org

#### ***II. Service Description***

***Position Title:*** ONTRACK Support Specialist

***Service Activities/Responsibilities:***

- Perform client intake at various co-located clinic sites, documenting client information and completing the HCH encounter form, and other documents as needed.
  - a. Fielding direct service phone calls
    - Assist patients to schedule health and health-related appointments
    - Complete prescription and vision referral vouchers
    - Link patients to the closest/most appropriate clinic locations
  - b. Patient Education
    - Prepare pre & post test for patient education groups (with assistance from nurses)
    - Advocate for donation of personal hygiene items/clothing items for homeless clients
    - Prepare “incentive bags” for patient educations which include donated items for clients that attend groups
    - Assist with development of new education based on client feedback/need of target population
- Implement a Peer Support Network for individuals that have experienced homelessness.
  - a. Facilitate two consumer focus groups to get feedback about a Peer Support Network (Sites to be considered include the ONTRACK integrated clinic sites).
  - b. Arrange to meet with members of PSAN , CART, and Operation Save a Life to gain more understanding of how to implement a Peer Support Network
  - c. Research other Peer Support Networks.
  - d. Develop a model and infrastructure for a peer support network that is part of ONTRACK services.
    - i. Recruit participants that are homeless and formerly homeless to be involved in a peer support network involving homelessness and health issues.
    - ii. Arrange meeting location and time.
    - iii. Facilitate meetings to assist participants in development and infrastructure of their peer support network. Things to think about will include mission statement, building a network that goes beyond meetings, topics for discussion, utilizing guest speakers, name of network, etc.
  - e. Help participants develop a plan to sustain their network.

***Service Goals: (be sure to include numbers, amounts and timelines)***

- Will assist at 4 HCH clinics per week providing the above mentioned case management services and to educate and recruit consumers for the Peer Support Network. Will result in a minimum of 120 encounters with homeless consumers.
- Will conduct 3 consumer focus groups at ONTRACK clinic locations with a minimum of 6 homeless consumers.
- Will facilitate monthly meetings designed to develop a Peer Support Group for a minimum of 6 homeless consumers.
- Will utilize Peer Support Network to engage a minimum of 50 homeless persons into HCH services.

***Outcome Measures: (be sure to qualify what measurable impact the member will have through service at Partner Site)***

The ONRACK Support Specialist will have a direct impact on the homeless consumer's ability to access health care services. He/She will interact with a variety of health professionals to meet the homeless consumers' needs, including Physicians, Nurses, Pharmacists, case managers, and health profession students. The ONTACK Support Specialist will document the number of consumers he/she assists in registering for services at the homeless clinics, educates about health care issues, helps with transportation, and links with other necessary services such as Medicaid and Pharmacy services. The ONTRACK Support Specialist will document the number of homeless individuals receiving HCH services who were engaged by Peer Support Network members.

***III. Performance Measures:*** The PHC AmeriCorps program is based on National Health Corps Performance Measures. Each PHC member should provide services that fall in at least one of the NHC Performance Measures below:

**1. Access to Care**

*Does your service position include assessing eligibility for, completing paperwork for, and enrolling community members in adult/child health insurance and/or patient medication assistance programs?(please check one)  YES  NO*

*If "yes", please provide site specifics and explain the details regarding how the member will provide service with these programs:*

**2. Individual & Group Health Education Instruction**

*Does your service position include any of the following:*

*Teaching health education classes, workshops, one on one sessions, leading clubs or organized activities on public health topics including home/public safety, violence prevention, smoking cessation, nutrition and exercise, asthma, diabetes, hypertension, HIV/AIDS, hepatitis and other public health topics that meet local community needs. (please check one)  YES  NO*

*If "yes", please provide site specifics and explain the details regarding how the member will provide health education:*

**3. Health Screening, Testing & Immunization**

*Does your service position include the member organizing, coordinating, promoting and/or participating in health screenings, testing and immunization campaigns for HIV/STDs and other communicable diseases, BMI, blood pressure and other issues that respond to local needs? (please check one)  YES  NO*

*If "yes", please provide site specifics and explain the details regarding how the member will provide service relating to health screenings, testing, and immunization:*

**4. Health Information & Outreach Material Distribution**

*Does your service position include the member distributing health education and outreach materials to individuals in underserved populations? (please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding the information that will be distributed and how it relates to the services provided by the site as a whole:*

At HCH ONTRACK clinic sites, member will distribute health education outreach materials related to Health Care for the Homeless services.

#### **5. Promotion of Health Professions**

*Does your service description include giving the member the opportunity to be trained on health professions, health care settings, health care education opportunities, the healthcare needs of the underserved, health disparities, cultural competency, and various health related topics such as tobacco, asthma, hypertension, nutrition and HIV/AIDS? (please check one) X  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding how the member will be trained, gain experience in the health related topics mentioned:*

Member will attend monthly ONTRACK training sessions that include SBIRT, behavioral health issues, medical issues, cultural competency, tobacco, asthma, HIV/AIDS and nutrition. Member will be encouraged to attend community-based education workshops as available.

### ***IV. Logistical Information***

#### ***Expected Schedule for Providing Service at Site:***

40 hours per week

#### ***Orientation Plan:***

The ONTRACK Support Specialist will receive a detailed orientation to the HCH mission, role in the community, services, policies and procedures and

They will review the member’s roles and responsibilities

They will establish regularly scheduled meeting times with member and staff

The member will spend two weeks traveling to the various clinic sites and receive training from medical staff

They will attend collaborative meetings with other community providers to learn missions of other homeless agencies

Timelines will be established for review and feedback

#### ***Service Location(s) if different from site address:***

Salvation Army North Side Day Shelter, 100 West North Ave., Pittsburgh, PA;

Pleasant Valley (Northside Common Ministries) 1601 Brighton Rd, Pgh PA 15212

Intersection, 115 7<sup>th</sup> Avenue, McKeesport PA 15132

Family Links, 1601 5<sup>th</sup> Avenue, Pittsburgh PA 15219

Jubilee Kitchen, 2005 Wyandotte St., Pittsburgh, PA

Wood Street Commons, 301 Wood Street, Pittsburgh PA 15222

And additional homeless congregate locations as designated by HCH Director. Locations will vary as need requires.

#### ***Additional Info (parking, transportation, ID, etc.):***

Parking is free at the HCH office location, which is also located close to bus transportation.

***Position Requirements/Qualifications:***

Bachelors Degree preferred

Dependable and punctual

Good communication skills essential (both oral and written)

Highly motivated and takes initiative

Accuracy in documentation

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

Proficiency in Microsoft Word, Excel