



National Health Corps Chicago Host Site Request for Proposals 2018-2019

A. Overview

National Health Corps (NHC) is an AmeriCorps service program that is funded in-part by the Corporation for National & Community Service (CNCS). Health Federation of Philadelphia (HFP) is the primary grantee for NHC and administers the program currently in partnership with operating sites throughout Florida, Chicago, Philadelphia, and Pittsburgh. National Health Corps Chicago (NHC Chicago) is a program of the National Health Corps and is administered by Public Health Institute of Metropolitan Chicago (PHIMC).

Founded in 1994, NHC envisions a nation where all people have the knowledge, commitment and access to health and wellness services to lead healthy, productive and fulfilling lives. NHC's mission is:

To foster healthy communities by connecting those who need it most with health and wellness education, benefits and services, while developing tomorrow's compassionate health leaders.

NHC operates a stipend fixed amount grant under the CNCS guidelines. This means that NHC sub-grantees can only enroll **full-time** AmeriCorps members (minimum of 1,700 hours over a 46-week period). NHC Chicago AmeriCorps members serving in FY 2018-2019 who successfully complete a full-time term of service will receive an Education Award from the National Service Trust. A member has up to seven years after his or her term of service to use the Education Award.

Members will also receive a living stipend in the amount of \$13,732 (paid by NHC Chicago) and health and dental insurance. Members also receive support and training from NHC and their host site to ensure their success in completing their service activities while developing members as lifelong citizens committed to volunteerism, health careers and caring for the medically underserved.

PURPOSE: The purpose of this RFP application is to assist the NHC program in identifying, assessing and selecting host site partners for the 2018-2019 program year where NHC Chicago members will serve.

APPLICATION CLOSING DEADLINE- Thursday, February 1, 2018: Signed applications must be received in PDF format and position descriptions must be submitted in MS Word format by **5:00pm CST on Thursday, February 1, 2018**. Applications must be submitted by email to **Caitlin Stack, Program Director, NHC Chicago at nhcchicago@phimc.org**.

NUMBER OF HOST SITES SELECTED: NHC Chicago anticipates hosting 20 members for the 2018-2019 program year. Organizations may apply for more than one member. A different service position description is required for each position in which your organization is applying, but one application can be submitted for multiple positions. NHC Chicago anticipates having more applications for host sites than there are available member slots, therefore, not every organization that applies will be selected.



COST SHARING REQUIREMENT: The cash contribution required of host sites for the 2018-2019 program year is dependent on the level of federal funding NHC Chicago receives. NHC Chicago anticipates that the cash contribution amount will range between \$12,500 and \$13,500 per member. Host sites must also provide in-kind site supervision and any training or support required by members to complete the activities described in their position description.

PROGRAM PERIOD: August 22, 2018 to August 21, 2019

PROJECTED TERM PERIOD FOR MEMBERS: August 27, 2018 to July 12, 2019

Please review this packet for specific details about the NHC Chicago AmeriCorps program and the host site application process. Email Caitlin Stack, Program Director, NHC Chicago at caitlin.stack@phimc.org with any questions or to set up a meeting to discuss the partnership.

B. National Health Corps Program Design, Objectives, and Activities

Each year, NHC operating sites recruit, train and place emerging health leaders in resource-limited organizations called "host sites" that aim to improve health outcomes in underserved communities through the provision of health education and access to services. NHC host sites, which include but are not limited to, community and school-based health centers, free clinics, public health departments and nonprofits, and community-based public health organizations, continue to experience challenges due to budgetary constraints, and new demands for expansion and transformation of delivery systems. NHC members produce significant and unique contributions to host sites' existing efforts to improve health outcomes in underserved communities by engaging in activities at host sites that confront community needs, but would not otherwise be possible due to the lack of adequate funding, staffing, and resources at their host sites.

The long-term goal of NHC is to improve the health outcomes of individuals in underserved communities. To achieve this goal, NHC focuses on three program objectives:

Objective 1: Empower youth and adults in underserved communities to make smart choices about their health and lead healthier lives.

To achieve the first program objective, NHC members provide direct services at their host sites in the following two areas:

1. Education: NHC members provide education and skill building activities to underserved youth and adults about chronic disease prevention and management and overall wellness. Education topics include but are not limited to education about heart disease, stroke, lung disease, cancer, diabetes, healthy eating and fitness, child and maternal health, and HIV/AIDS. NHC members also focus on drug and alcohol prevention and response.

2. Access: NHC members assist underserved youth and adults to access health and social services to help them lead healthier lives. Services include:



- **Health Benefits and Services:** Connecting and enrolling youth and adults with health benefits and services such as health insurance, prescription drug programs, and other health benefit programs
- **Social Services:** Connecting and enrolling annually a minimum of 500 new youth and adults with social services that positively affect individuals' health outcomes such as transportation, housing and food assistance
- **Health Screenings:** Providing annually a minimum of 3,000 new youth and adults with health screenings such as dental, heart and respiratory disease, diabetes and HIV/AIDS.

Objective 2: Foster emerging leaders' skills related to professional development, commitment to public health careers, ethic of service, and reducing health disparities in underserved communities

To achieve the program's second objective, NHC staff and host site partners provide members with the following:

- **Trainings:** During the 46-week service term, NHC members receive a series of trainings delivered by NHC program and host site staff. Trainings focus on specific core competencies related to professional skills; health disparities; public health knowledge; and civic engagement.
- **Hands on Experience:** At their host sites, NHC members gain hands-on-experience by engaging in activities outlined in their position descriptions, by participating in professional development committees and in volunteer service opportunities.
- **Reflection:** NHC members share their personal and professional growth, as well as overall service experience, through blogging, journaling, and interactive activities such as personal asset mapping, roundtables, and one-on-one activities.

Objective 3: Support organizations that aim to improve health outcomes in underserved communities.

To achieve the third program objective, NHC members provide host sites with a variety of support services including: recruiting, training, and managing volunteers to provide health education and access to underserved individuals; developing and implementing host site direct service programming; building partnerships with other community organizations; and providing training to staff.

NHC encourages all host site applicants to review NHC Program Components (Appendix A) to gain a comprehensive understanding of the NHC AmeriCorps program.

C. NHC Program Outcome Goals:

In this RFP, PHIMC seeks host site applicants who have member activities that meet the following outcomes related to assisting underserved individuals:



1. Increase knowledge about health insurance, health benefits*, or health services;**
2. Increase knowledge about disease management and/or prevention;
3. Increase knowledge about ways to lead a healthy lifestyle.

***Health benefits** include any program or insurance that helps clients pay for medical/health costs (e.g., prescription costs, medical device costs, health screening costs).

****Health services** are services, programs, and activities designed to preserve health and prevent, treat, or manage disease

To complete application packages, all applicants should refer to Appendix B: NHC Member Service Activities/Performance Measures that are aligned with the above-noted program outcome goals.

D. Host Site Eligibility:

To be eligible to apply, an organization must be a 501(c)(3) public or private nonprofit organization; institution of higher education; government entity within a state or territory; Indian Tribe; or a partnership/consortium. These include hospitals, schools, federally-qualified health centers and health centers, primary care associations, health center controlled networks, and regional consortia.

Other Requirements: Under section 132A(b) of the NCSA, organizations that have been convicted of a federal crime may not receive assistance described in this Notice. Note that under section 745 of Title VII, Division E of the Consolidated Appropriations Act, 2016, if CNCS is aware that any organization/host site has any unpaid Federal tax liability which has been assessed or which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, that organization/host site is not eligible for an award under this Notice. A similar restriction may be enacted with the appropriation which will fund awards under this Notice. Pursuant to the Lobbying Disclosure Act of 1995, an organization described in Section 501(c)(4) of the Internal Revenue Code of 1986, 26 U.S.C. 501(c)(4) that engages in lobbying activities is not eligible to apply for CNCS program funding.

Other CNCS/NHC Eligibility Requirements and Restrictions:

In order to be a NHC Chicago host site, an organization must:

- Provide opportunities for NHC members to perform **direct service activities** that address the health needs of underserved communities and neighborhoods in Chicago, and are consistent with NHC Member Service Activities/Performance Measures (Appendix B).
- Demonstrate the capacity to provide **on-site mentoring and supervision**, as well as personal and professional development opportunities, for the member(s) it is assigned
- **Supplantation:** Assistance may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive Corporation support. For any given program, this condition will be satisfied if the aggregate non-Federal public expenditure for that program in the fiscal year that support is to be provided is not less than the previous fiscal year.



- **Contracts or collective bargaining agreements:** Assistance may not be used to impair existing contracts for services or collective bargaining agreements.
- **Nonduplication:** Assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.
- **Nondisplacement:**
 - 1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance;
 - 2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance;
 - 3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual;
 - 4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee;
 - 5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
 - Will supplant the hiring of employed workers; or
 - Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
 - A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—
 - Presently employed worker;
 - Employee who recently resigned or was discharged;
 - Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
 - Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
 - Employee who is on strike or who is being locked out.
- **Drug-Free Workplace:** Site must be a "Drug-Free Workplace" and in compliance with the requirements for federal grant recipients under Sections 5153 through 5158 of the Anti-Drug Abuse Act of 1988;



- Offering services to NHC members without regard to age, religion, disability, political affiliation, veteran status, sex, race, color, national origin or sexual orientation, according to the CNCS Grants Program Civil Rights and Non-Harassment Policy (Appendix C).
- **Fundraising:** An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in §2520.40. AmeriCorps members may raise resources directly in support of NHC service activities. **AmeriCorps members may not:**
 - 1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
 - 2) Write a grant application to CNCS or to any other Federal agency.
- **Needle Exchange:** Federal law currently prohibits the use of federal funds to support AmeriCorps members distributing needles for needle exchange programs, and/or conducting activities in support of needle exchange programs. Therefore, NHC members may not receive service hours for assisting with any activities directly or indirectly (referrals, etc.) related to needle exchange programs.

E. Host Site Expectations & Commitments

Host Sites take on a variety of responsibilities when they are selected to host an NHC member. NHC Chicago works to support each Host Site and member in meeting the goals of the program. Each Host Site is asked to fulfill the following expectations and commitments:

- Contribute a cash contribution toward the program operating costs as determined by the program (range noted above).
- Designate a Host Site Supervisor who will provide adequate supervision to ensure/maintain NHC members' accountability, member development, program development, and completion of program service objectives (see below for NHC Host Site Supervisor Requirements).
- Provide each NHC member with a position description that clearly defines their duties and responsibilities, including day-to-day activities. The position description should align with the NHC mission, logic model and performance measures;
- Reimburse NHC members for site related travel expenses such as outreach events or other authorized travel approved by the Host Site Supervisor but not daily travel to and from the host site;
- Provide in-kind contributions to NHC members that include, but may not be limited to: supervision, office space, necessary supplies, materials, administrative support, and equipment for members, including access to a phone, a computer and appropriate office space. The Host Site will fully share reasonable responsibility with PHIMC for retention of NHC members;
- Support NHC member attendance and participation in NHC Chicago sponsored member meetings, monthly trainings and group services projects, retreats, site visits and other program functions as determined by NHC program staff;



- Understand NHC and AmeriCorps prohibited member activities (see below) and restrictions (see above), and ensure that members are not engaging in prohibited activities or other AmeriCorps restrictions while accumulating service or training hours or otherwise performing activities supported by the AmeriCorps program of CNCS. Adhere to NHC program policies as detailed in the NHC Member Handbook, including member disciplinary and problem solving procedures;
- Maintain regular communications with NHC program staff regarding member's performance, special initiatives, achievements, issues, and other matters that affect NHC program effectiveness at the site;
- Participate with NHC program staff in strategies for problem solving, program evaluation, and program improvement in a timely manner within reasonable deadlines provided by NHC staff;
- Inform and guarantee other Host Site staff understand the role of the AmeriCorps, NHC member, including restricted activities as communicated by NHC program staff and outlined in the NHC Member Handbook;
- Participate in and assist with data collection and reporting for NHC performance measures and evaluation activities within timely, reasonable deadlines requested by NHC.
- Participate in and assist with the NHC communications/public relations work plan as necessary, including but not limited to: including the AmeriCorps and NHC logos (provided by NHC) on all promotional material discussing your Host Site's partnership with AmeriCorps and NHC; and including NHC boiler point (provided by NHC) in all press releases/promotional material discussing the Host Site's partnership with NHC.
- Inform NHC staff and provide documentation of any concerns, problems or issues related to a member's performance or conduct at the site immediately, and in accordance with the NHC performance improvement/disciplinary procedure.
- Inform NHC staff immediately of any developments or delays that have an impact on NHC activities, any significant problems relating to the administrative aspects of this Agreement, or any suspected misconduct or nonfeasance related to this Agreement;
- Comply with all NHC and CNCS monitoring activities and agree to provide NHC and CNCS authorized representatives access to program documentation, organizational procedures, and other information as may be reasonably required;
- Comply with all NHC required improvement/corrective actions in the time frame stipulated by the NHC as may be reasonably required;

The assigned host site supervisor must meet the following criteria:

1. Provide NHC member(s) with an up-to-date position description that clearly defines his/her duties and responsibilities, including day-to-day activities;



2. Provide NHC member(s) with any resources and tools needed to perform effectively, such as access to a phone and appropriate work space;
3. Provide NHC member(s) with any Host Site-specific training they need to carry out program goals;
4. Supervise, monitor, and mentor NHC member(s) assigned;
5. Be physically located in the same building/office as the member;
6. Hold **weekly** one-on-one meetings with NHC member(s) and his/her team;
7. Participate and respond in a timely manner to NHC surveys and/or evaluation activities;
8. Review and sign documentation related to daily activities and hours of service on an ongoing, bi-weekly basis;
9. Evaluate each NHC member's performance at least twice a year;
10. Adhere to the NHC Disciplinary Problem Solving Procedures in a timely manner;
11. Attend meetings conducted by NHC Program Director(s)/Manager(s);
12. Put appropriate safeguards in place to ensure the safety of member(s);
13. Guarantee all Host Site staff understands the purpose of the NHC program, roles and responsibilities of NHC members, including prohibited activities;
14. Develop or assist in development of program activities that enable NHC members to provide services related to NHC program objectives;
15. Adhere to all other Host Site responsibilities, NHC, AmeriCorps and CNCS provisions that are outlined in the NHC Member Handbook, and the signed agreement/letter between NHC and the Host Site.

F. Member Training

All NHC members receive training throughout the program year. The purpose of training is to foster emerging leaders' knowledge and skills related to professional development, commitment to health-related careers, ethic of service and reducing health disparities. NHC Chicago makes every effort to ensure that member training is relevant and applicable to members' service activities and/or their professional and career development. NHC training is a "shared responsibility" meaning members, program staff, and host site supervisors all play a role in assessing need, designing, evaluating and improving training. Member training takes many forms including Pre-Service Orientation at the beginning of the member term, monthly group trainings/member meetings, training provided by each member's host site and outside training opportunities. Training is an integral part of the NHC member



experience; therefore, members are expected to attend all pre-service and monthly trainings. NHC training core competencies, goals and objectives are provided to all NHC operating sites, host sites and members each program year.

G. What NHC Members Can and Cannot Do

NHC members will follow a predetermined position description following the NHC standardized position description template (written by their Host Site and approved by the NHC) for their year of service. Member roles must relate to the design of the NHC program and contribute to achieving the program's performance measures.

NHC members must:

- Engage in direct service activities for 90% of their service time. Direct service activities are hands-on and relate to the core of an organization's mission. Direct service means that members have regular person-to-person, face-to-face contact with patients, clients and community residents and that the members' service directly impacts the individuals being served. Examples include: helping patients complete health insurance enrollment paperwork; scheduling and teaching healthy cooking classes; and calling and engaging patients to encourage them to join a diabetes management class.
- May engage in limited indirect service. Indirect service typically involves behind-the-scenes or capacity building types of activities, where members have limited interactions with clients and residents and are not likely to see the results of their activities. They tend to benefit communities but not necessarily individual identified people with whom the member is serving. Members may do some indirect service but these activities should represent only a small percentage of their time. Member activities should primarily be direct service in nature.
- May recruit, supervise and train volunteers to support the host site mission.
- May do direct service activities that related to the NHC mission and performance measures.
- May raise funds directly in support of service activities that meet local health or human needs and that provide immediate and direct support to specific and direct service activities that members are doing. 100% of the funds raised must support these activities. (See above for program details on AmeriCorps fundraising restrictions). **Fundraising must not exceed 10% of the member's total hours of commitment and all member fundraising activities require prior approval by the NHC Program Director.**
- May engage in professional training and development opportunities

AmeriCorps Member Prohibited Activities:

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):



1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to—
 - a. A business organized for profit;
 - b. A labor union;
 - c. A partisan political organization;
 - d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - e. An organization engaged in the religious activities described above, unless CNCS assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services; and
11. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.



H. Host Site Selection Criteria and Timeline

Applications to host a NHC Chicago member will be assessed and reviewed by a team of NHC staff and partners. All **new** NHC Host Sites will be required to have a site visit with NHC Chicago staff as part of their Application Review. All Host Site applications either new or returning will be reviewed according to the following criteria:

- Identified need to be addressed by the member and its relation to NHC mission.
- The degree to which proposed service activities are meaningful, comprehensive and appropriate for a NHC member. Host sites should note that NHC members are typically highly motivated and enthusiastic college graduates who wish to be engaged and challenged by their service activities.
- Proposed activities are ongoing and will provide enough for a member to do at the host site for **40 hours per week**.
- Applicability of the proposed service activities to the National Health Corps **objectives and performance measures**.
- Level and amount of professional training and development opportunities that the host site offers to the member(s).
- Commitment to supervising and supporting the member(s)' professional development objectives
- Information gathered by NHC staff during a visit to the agency.
- Past performance of the organization as a NHC host site (if applicable).

Please refer to Host Site Application Review Process pdf for more detailed information about how host sites are scored and selected.

All applicants are asked to complete the following survey to inform PHIMC of the organizations intent to apply: <https://www.surveymonkey.com/r/hostsiteapply>

Host Site applications and position descriptions are due by **5pm on Thursday, February 1, 2018**. This NHC Host Site selection process is a competitive process. Host site applicants are not guaranteed selection. Applicants will be notified of their selection status no later than Monday, March 5, 2018.

I. Instructions for Completing NHC Member Position Descriptions

The NHC member position description is a critical tool for both members and host sites. Position descriptions describe the service activities a member will expected to conduct at their host site throughout their service year as well as the skills and traits needed to complete the tasks. Prospective members will review the position description as part of the interview process to help ensure a good fit with host sites. Descriptions will also be referenced if there are concerns about a member or host site's performance. The



Position Description should be **clear, comprehensive, and accurately reflect the service activities** that members will provide at their host site. **Each section of the NHC position description template includes clear bulleted questions/guidelines to answer and complete in full. Please refer to each section in the Position description and address each bulleted question/guideline.**

Key criteria that will be considered when staff review member positions include:

- Are the member activities meaningful, comprehensive, direct service oriented, and related to the NHC mission and performance measures? Are they appropriate for a NHC member? Will a member find the activities to be fulfilling and engaging? Will the member have direct contact with clients?
- Are the activities allowable under AmeriCorps regulations? Will the member be duplicating or displacing responsibilities of existing employees, interns or volunteers? Does the host site expect the member to engage in any prohibited activities?
- Is there enough for a member to do full-time (40 hours per week) for 46 weeks?
- Is the position description clear and understandable? Will someone who is not associated with the host site be able to understand what the member will be doing?

How to complete the table under the Member Role section:

Program, Project, or Initiative Name

- a. What is the name of the specific project or grant or program that the member will be conducting activities for? Ex. Prescription Medication Assistance Outreach Program, Diabetes Self-Management Program, Patient Navigation Services, Health Start Program
- b. How much time will your member spend serving with this particular program?

Member Activities and Purpose of Service

Describe the specific activities your member will do on a daily basis. Below are some examples:

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)
Nutrition Education Program (60% of time)	<ul style="list-style-type: none">• Member will update an existing nutrition curriculum to teach to students• Member will handle all logistics for nutrition classes• Member will teach the nutrition class
Diabetes Self-Management Program (30% of time)	<ul style="list-style-type: none">• Member will call all diabetic patients who have not been to the health center in 6 months and will help them to make appointments• Member will track which patients make appointments and which decline• Member will attend diabetes self-management classes 2 times a week and will conduct BMI screenings of patients
Dental Van Project (10% of time)	<ul style="list-style-type: none">• Member will distribute consent forms to school students for dental van services and will follow up with students to get completed forms• Member will schedule students for appointments at the dental van• Day of, member will ensure students arrive in time for schedule dental appointment



Member Outputs

- a. How much of each activity will the member do?
- b. How many people will the member reach with each specific activity?
- c. Output statements should be measureable. For example,
 - i. The member will teach 15 classes reaching 150 youth
 - ii. The member will create 2 curricula
 - iii. The member will enroll 25 people in health insurance
 - iv. The member will call 250 patients per quarter
 - v. The member will distribute 100 consent forms and schedule 60 students for dental visits

NHC Performance Measures and Alignment with NHC Mission

- a. For each main activity the member will doing, select which of the below NHC performance measure the activities relates to. Please refer to the full definitions of all NHC performance measures in Appendix B.

J. Performance Measures

Performance measures are a key way that AmeriCorps programs can capture quantitative data (i.e. data which can be measured). Performance measures are an important tool to help us understand, manage and improve what our program does. They let us know how well we are doing, if we are meeting our program goals, and if our program is resulting in the outcomes we anticipated. All AmeriCorps programs are required to develop performance measures and to track their progress towards meeting these measures. While the NHC does not track everything members do, our performance measures reflect the primary activities our members engage in to increase access to health care services and to promote healthy communities. All members are required to track performance measure data and report that data to the NHC through an online database either bi-weekly or semi-monthly (depending on the operating site).

2018-2019 NHC Performance Measures (See Appendix B for full definitions)

- Health Education
- Health Screening & Testing
- Social Service Navigation
- Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs
- Health Insurance Screening and Enrollment Assistance
- Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment Assistance
- Health Care Service Enrollment and Scheduling
- Health Insurance Enrollment
- Prescription Medication Assistance Program Enrollment and/or Other Health Benefit Program Enrollment
- Capacity Building
- Non-Member Volunteer Recruitment and Management



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Appendix A: NHC Program Components

The National Health Corps program is structured with multiple components that are designed to engage, train, motivate and promote professional development amongst members. In addition to serving 37-40 hours per week at their host sites, NHC members engage in several additional hours of weekly committee planning and implementation activities, off-site service hours, group service projects and communications activities. A typical service week, therefore, entails 40 - 45 hours of service and training hours. The following are descriptions of each key component of the NHC program. Participation by members in all program components is required.

Pre-Service Orientation (PSO)

Pre-service orientation occurs at the beginning of a member's term of service at each operating site. PSO training is not specific to a member's individual host site. It is an orientation to AmeriCorps and the NHC program. Members will learn about the history of AmeriCorps and the National Health Corps, and will receive training in basic skills such as effective communication, teambuilding, cultural competency, group dynamics, and organizational culture. Members will also become familiar with the goals and objectives of the NHC program and the rules, regulations, and expectations of serving as an AmeriCorps member. Most importantly, however, pre-service training is the time when members begin building an Esprit de Corps - the friendships and bonds that develop among members that are critical to providing them with a fulfilling and satisfying year of service.

Service Activities

NHC members engage in service activities at their host sites as well as during group service projects and off-site service. Service activities that members provide during their term of service depend on the host site at which they serve. However, the following are some of the activities members can expect to provide: teaching health education classes to adults, seniors and youth, conducting community outreach, enrolling uninsured patients in health insurance and pharmaceutical assistance programs, engaging health center patients in chronic disease self-management programs, strengthening care coordination for vulnerable patients, connecting youth to preventive and primary care, providing case management services, coordinating youth nutrition and fitness activities, and recruitment and training of volunteers.

Training

All NHC members receive training throughout the program year. The purpose of training is to foster emerging leaders' knowledge and skills related to professional development, commitment to health-related careers, ethic of service and reducing health disparities. NHC operating sites should make every



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effort to ensure that member training is relevant and applicable to members' service activities and or their professional and career development. NHC training is a "shared responsibility" meaning members, program staff and host site supervisors all play a role in assessing need, designing, evaluating and improving training. Member training takes many forms including Pre-Service Orientation at the beginning of the member term, monthly group trainings/member meetings, training provided by each member's host site and outside training opportunities. Training is an integral part of the NHC member experience; therefore, members are expected to attend all pre-service and monthly trainings. NHC training core competencies, goals and objectives are provided to all NHC operating sites, host sites and members each program year by HFP. (See Appendix F: NHC Training Core Competencies)

Member Meetings

Members meet as a Corps on a monthly basis to participate in member training, to share and reflect on their service experiences, to plan service projects and complete committee assignments, and to continue building an Esprit de Corps. These meetings are member driven: members conduct needs assessments of their Corps to determine training/meeting topics of interest, develop meeting content, identify and vet potential speakers, and solicit feedback about each meeting. Members are expected to attend and to actively participate in all member meetings.

Group Service Projects

Members participate in regular group service projects that are designed and developed by the program and members. These projects change each year depending on the needs of the community and the interests of the members. Group service projects may include the entire Corps or smaller groups of members. They may be during the week or on weekends, depending on the Corps.

Off-Site Service Hours

Throughout the year, members may participate in volunteer opportunities independent of their host sites and group service projects. These volunteer opportunities allow members to interact with other community organizations and volunteers and give members an opportunity to engage in alternative service experiences. Off-site hours are conducted with organizations located within an operating site's geographical service area, are direct service related, and should be consistent with the mission and objectives of AmeriCorps – Human Needs/Human Services, Environmental Initiatives, Education, Homeland Security, and Public Safety. Off-site hours should be approved by the member's Program Director prior to serving.

Administrative Responsibilities

All members have administrative duties related to their service. These include keeping accurate records of hours served, services provided, activities performed, and volunteers recruited. Timesheets are completed daily in the electronic timekeeping system OnCorps and must be submitted by the member and approved by the host site supervisor on a bi-weekly or semi-monthly basis (determined by the specific National Health Corps program). Performance Measure data is collected by members and submitted bi-



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weekly or semi-monthly in OnCorps on the same day that timesheets are due. Member timesheets are EXTREMELY important as they form the basis for a member's eligibility to earn an education award. Members are required to record their daily service and training activities and the hours spent on each activity.

Performance Measures & Evaluation

The NHC is required to develop and report on performance measures to CNCS. Performance measures are one way to document the impact our program has on the communities we serve and helps us to improve our program design. While the NHC does not track everything members do, our performance measures reflect the primary activities our members engage in to increase access to health care services and to promote healthy communities (Appendix A: NHC Member Service Activities). All members are required to track performance measure data and report that data to the NHC through OnCorps either bi-weekly or semi-monthly (depending on the operating site). NHC members are also expected to participate in evaluation activities for the AmeriCorps program. Some evaluation activities seek to measure member feedback on the program or the impact the program has had on members. Other evaluation activities seeks to evaluate the impact of the program on individuals served and may require members to survey clients.

Recruiting Non-Member Volunteers

Recruiting non-member volunteers is a required element of all AmeriCorps programs. One of the goals of AmeriCorps is to engage all Americans in national and community service-- not just members. Developing a cadre of volunteers helps programs and communities sustain the services provided by members after the program ends. While some members serve at sites where volunteer recruitment is the primary activity, all members are expected to recruit volunteers while in service. Members can recruit volunteers for the many service projects in which they participate throughout the year.

Member Committees

Each NHC member will serve on at least one member committee during their term of service. Doing so fosters the development of an Esprit de Corps, promotes member leadership, professional and teambuilding skills. Member committees at all NHC operating sites include a:

- service committee,
- communications committee,
- training committee, and
- team building committee.

All NHC member committees are required to follow defined goals, objectives and guidelines provided by Health Federation of Philadelphia. NHC program staff will set up a system and process to hold all member committees accountable for meeting these goals and objectives, and will work with Health Federation of Philadelphia to provide a minimum of two opportunities annually for NHC member



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committees to collaborate and interact with NHC member committees and members serving in different cities throughout the country. Members are expected to actively participate in the member committee(s) they serve on – meaning that members are expected to attend committee meetings, provide input and constructive feedback during meetings, support fellow committee members, reply to committee emails and phone calls, and engage in the specific activities deemed necessary for the committee to achieve its defined goals. Members should expect to engage in 1-5 hours per week of committee activities.

Communications

All NHC members are required to participate in NHC communications activities throughout the service year. Activities may include writing blogs and reflection pieces throughout their service year, as well as contributing to program social media postings and content. These outputs are used as a tool for member reflection and as a form of qualitative data to help communicate the impact the NHC has on communities and organizations. HPF provides specific NHC member communications requirements and NHC Member Communications Manuals to all NHC members at the beginning of their term of service.

Retreat

The member retreat is a structured time for teambuilding, training and reflection. It is also an important element in building an Esprit de Corps. Corps retreats are planned by the Program Director and members.

Recognition Ceremony

The member Recognition Ceremony caps off the program year and occurs at the end of the service year. Recognition Ceremonies are an opportunity for appreciation speeches, member and staff reflections, awarding of certificates, and the celebration of the successes during the service year.

Appendix B:

NHC Service Activities/ Performance Measures

1. Health Education (HE)

You should report on this activity if members:

- Provide individual or group education about how to prevent a health condition and/or disease or how lead a healthy lifestyle (e.g., asthma prevention, family planning, diabetes prevention, smoking cessation; nutrition/physical activity counseling, engage clients in gardening activities, teach/lead fitness education, etc.)
- Provide individual or group education about how to manage a client's existing health condition/disease (e.g., diabetes, obesity)
- Play a key role in planning or coordinating a health education class/workshop, but have someone else facilitate or teach it

2. Health Screening/Testing (HS)

You should report on this activity if members:

- Conduct screenings or tests for individuals to help identify diseases or health conditions (physical and mental health)

3. Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs (HL)

You should report on this activity if members:

- Provide information to clients about health insurance or information on how to access health insurance (e.g., Medicaid, Medicare, CHIP, Health Insurance Marketplace exchange, or specialized insurance such as insurance that covers breast and cervical cancer screenings for women)
- Provide information to clients about the Prescription Medication Assistance Program (PMAP) or other health benefit programs, or information on how to access the programs

Definition: *Health benefits include any program or insurance that helps you pay for medical/health costs (e.g., prescription costs, medical device costs, health screening costs).*

- Provide information to clients about available health care services or programs and how to access them (e.g., Healthy Start, chronic disease prevention or management programs, group patient visits, weight management groups, diabetes support groups, immunizations, health screenings and tests, primary and specialty care services)

Definition: *Health care services are services, programs, and activities designed to preserve health and prevent, treat or manage disease.*

- Provide referrals for health insurance, health benefits, or health care services/programs when there is meaningful interaction with the client during which the client was engaged and receptive to information

4. Social Service Navigation (SS)

You should report on this activity if members:

- Provide information to clients about social services that could benefit their health (e.g., housing, legal, education, transportation, financial, child care, and public benefits)
- Help clients apply to receive social services or public benefits (e.g., SNAP food assistance applications)
- Provide referrals to social services when there is meaningful interaction with the client during which the client was engaged and receptive to information

5. Health Insurance Screening and Enrollment Assistance (HI)

You should report on this activity if members:

- Help clients complete applications to enroll or re-enroll in health insurance. (e.g., Medicaid, Medicare, CHIP, Health Insurance Marketplace exchange, or specialized insurance such as insurance that covers breast and cervical cancer screenings for women)
- Help clients with insurance re-certifications including maintaining insurance benefits (e.g., changing a person's primary care provider) and completing sliding fee scale applications at a community health center

6. Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment Assistance (HB)

You should report on this activity if members:

- Help individuals complete applications to enroll or re-enroll in PMAP and/or other health benefit programs
- Refill clients' prescriptions or help with refills

Definition: Health benefits include any program or insurance that helps you pay for medical/health costs (e.g., prescription costs, medical device costs, health screening costs).

7. Health Care Service Enrollment and Scheduling (HSE)

You should report on this activity if members:

- Enroll clients in a health care service/program **and can tell at the point of service they are enrolled** (e.g., patient portals)
- Schedule clients to attend a health care service/program (e.g., Healthy Start, chronic disease prevention or management programs, group patient visits, weight management groups, fitness assessments, diabetes support groups, immunizations, health screenings and tests, primary and specialty care services)

Definition: Health care services are services, programs, and activities designed to preserve health and prevent, treat or manage disease.

Definition: Health benefits include any program or insurance that helps you pay for medical/health costs (e.g., prescription costs, medical device costs, health screening costs).

8. Preventative Health Care Service Use (PH)

You should report on this activity if members:

- Help clients receive a preventative health care service (e.g., immunizations, health screenings) or enroll in an intervention/class about how to prevent a condition/disease or lead a healthy lifestyle (e.g., Healthy Start) **and can tell at the point of service that clients received the service or attended the program**

9. Primary Health Care Service Use (PrH)

You should report on this activity if members:

- Help and/or schedule clients to receive primary care services (e.g., call health center patients who are overdue for primary care visits and schedule them for appointments, escort newly arrived immigrants to primary care visits, conduct outreach to families to get students enrolled in school-based health centers, conduct other activities that connect individuals to primary care services) and can tell at the point of service that clients received the primary care service

10. Capacity Building (CB)

Definition: Capacity Building: A set of activities that expand the scale, reach, efficiency, or effectiveness of programs and organizations. Activities may also leverage resources for programs



and/or organizations. For example, capacity building activities may expand services, enhance delivery of services, or generate additional resources.

You should report on this activity if members:

- Train staff at another organization (not their host site) about a health topic, health service program, health insurance/health benefits program or other relevant service that your host site provides
- Train staff at their host site about a health topic, health service program, health insurance/health benefits program or other relevant service that your host site provides

11. Non-Member Volunteer Recruitment and Management (NMV)

Definition: Non-member Volunteer (NMV): A person who is not an AmeriCorps, VISTA or NCCC member who is recruited, oriented or supported by a NHC member to perform volunteer service.

You Should Report on this Measure if members:

- Recruit, orient, train, or supervise Non-Member Volunteers (NMVs) as part of their host site service activities.
- Recruit, orient, train, or supervise Non-Member Volunteers (NMVs) for Group Service Projects or Outside Service Hours*



Appendix C: Grant Program Civil Rights and Non-Harassment Policy

The Corporation for National and Community Service (CNCS) has zero tolerance for the harassment of any individual or group of individuals for any reason. CNCS is committed to treating all persons with dignity and respect. CNCS prohibits all forms of discrimination based upon race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. All programs administered by, or receiving Federal financial assistance from CNCS, must be free from all forms of harassment. Whether in CNCS offices or campuses, in other service-related settings such as training sessions or service sites, or at service-related social events, such harassment is unacceptable. Any such harassment, if found, will result in immediate corrective action, up to and including removal or termination of any CNCS employee or volunteer. Recipients of Federal financial assistance be they individuals, organizations, programs and/ or projects are also subject to this zero tolerance policy. Where a violation is found, and subject to regulatory procedures, appropriate corrective action will be taken, up to and including termination of Federal financial assistance from all Federal sources.

Slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation or any other basis constitute harassment when it has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment. Harassment includes, but is not limited to: explicit or implicit demands for sexual favors; pressure for dates; deliberate touching, leaning over, or cornering; offensive teasing, jokes, remarks, or questions; letters, phone calls, or distribution or display of offensive materials; offensive looks or gestures; gender, racial, ethnic, or religious baiting; physical assaults or other threatening behavior; or demeaning, debasing or abusive comments or actions that intimidate.

CNCS does not tolerate harassment by anyone including persons of the same or different races, sexes, religions, or ethnic origins; or from a CNCS employee or supervisor; a project, or site employee or supervisor; a non-employee (e.g., client); a co-worker or service member.

I expect supervisors and managers of CNCS programs and projects, when made aware of alleged harassment by employees, service participants, or other individuals, to immediately take swift and



appropriate action. CNCS will not tolerate retaliation against a person who raises harassment concerns in good faith. Any CNCS employee who violates this policy will be subject to discipline, up to and including termination, and any grantee that permits harassment in violation of this policy will be subject to a finding of non-compliance and administrative procedures that may result in termination of Federal financial assistance from CNCS and all other Federal agencies.

Any person who believes that he or she has been discriminated against in violation of civil rights laws, regulations, or this policy, or in retaliation for opposition to discrimination or participation in discrimination complaint proceedings (e.g., as a complainant or witness) in any CNCS program or project, may raise his or her concerns with our Office of Civil Rights and Inclusiveness (OCRI). Discrimination claims not brought to the attention of OCRI within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. No one can be required to use a program, project or sponsor dispute resolution procedure before contacting OCRI. If another procedure is used, it does not affect the 45-day time limit. OCRI may be reached at (202) 606-7503 (voice), (202) 606-3472 (TTY), eo@cns.gov, or through www.nationalservice.gov.
