



May 16, 2011

Greetings Host Site Applicants,

Thank you for your interest in Wisconsin HealthCorps! For those of you who may not be familiar with the program, Wisconsin HealthCorps is a new AmeriCorps program managed through the Wisconsin Primary Health Care Association, and co-sponsored by the Wisconsin Public Health Association. We are very excited about the upcoming 2011-2012 service year, and would like to share more about this opportunity. Please keep in mind that this opportunity is contingent upon federal funding. We will keep all applicants informed as funding decisions are made.

AmeriCorps is a network of programs which engage Americans in community service. AmeriCorps Members make a commitment to provide a year of service in various communities across the US. Each AmeriCorps program is different, and our program – Wisconsin HealthCorps – is unique to the Wisconsin portfolio. Our program has 3 main objectives:

- Increase access to primary care.
- Provide health education.
- Promote public and community health workforce development by providing members with an intensive year of service and professional development in a healthcare setting.

We are seeking organizations that are interested in the opportunity to mentor, train, and use an AmeriCorps Member with the aforementioned goals in mind. Host Sites are responsible for recruiting, training and supervising an AmeriCorps member for 11 months – from October 3rd, 2011 through August 31st, 2012. Details on the level of commitment involved will be described in more detail in the following pages.

Finally, we would like to dispel some of the mystery related to AmeriCorps terminology:

Member = The individual you choose to serve at your organization.

Member Slot = This is what you are applying for – the opportunity to have an individual member through Wisconsin HealthCorps. You are not applying for an individual chosen by WPHCA, but rather you are applying for the open position. You will still need to recruit, interview and select someone.

Host Site = Your organization, where the member will be serving his or her time.

Member Service Description = Essentially, your potential member's job description.

Thank you for your interest in this opportunity, and please contact me with your questions!

Lisa Olson, MSW
AmeriCorps Program Manager

Wisconsin HealthCorps Host Site Application 2011-2012 Program Year

The Wisconsin Primary Health Care Association (WPHCA), in conjunction with the Wisconsin Public Health Association (WPHA), is now accepting Host Site applications for the 2011-2012 AmeriCorps Program Year. Contingent upon federal funding, the Wisconsin HealthCorps plans to have 27 full-time Member slots available. Members would begin on-site October 3rd, 2011, and complete their service term on August 31st, 2012.

Instructions for Completing this Application:

Organizations interested in hosting an AmeriCorps Member should carefully review the following requirements and complete the attached application by **June 15th, 2011**. The application may be e-mailed or faxed to Lisa Olson, AmeriCorps Program Manager, at lolson@wphca.org or 608-277-7474. Any questions may also be directed to Lisa Olson (608-277-7477). Completed applications include signatures and initials on page 5 and a Member Service Description.

Member Service Description:

All applications must include a proposed Member Service Description. Please note the Guidance attached on page 7. All Service Descriptions submitted with this application must follow the given format, and address each of these 5 areas:

- Essential Responsibilities and Functions vs. Non-Essential
- Training Requirements*
- Community Need
- Plan for Volunteer Recruitment
- Measurable Goals and Outcomes

***Training Requirements:**

While changes may occur over the next few months, Host Site applicants are expected to demonstrate a preliminary plan to train HealthCorps Members in their specific service duties. This can be a tentative plan based on the Member Service Description. Plans should include an orientation to the Host Sites policies and procedures, and how Members will be integrated with staff and community partners. Additionally, training proposals should remain flexible and account for individual Member interests, skills, and strengths. Note that Host Sites will be required to provide their Member with a final training schedule, in addition to a Host Site orientation, when they begin on-site **Monday, October 3rd**.

Technical Assistance:

Wisconsin Health Corps staff will be offering technical assistance webinars, and a mandatory Site Supervisor orientation according to the schedule below. We encourage potential Site Supervisors to attend all three technical assistance opportunities, but attendance is only required for the Site Supervisor Orientation.

Technical Assistance Schedule

Introduction to Wisconsin HealthCorps (web)

- May 31st – 10-11 AM
- June 2nd – 10-11 AM (repeat)

Strategies for Member Recruitment (web)

- June 23rd – 10-11 AM
- June 27th – 10-11 AM (repeat)

Supervisor Orientation (in person)

- First week of August (date TBA)
- Location TBA
- **Attendance Mandatory**

Non-Displacement Prohibitions

Non-displacement means that Members may not serve beyond the scope of the program requirements as defined. Specifically a Member may not serve or perform duties that:

1. Displace an employee or position (including partial displacement);
2. Prohibit employee promotion;
3. Displace employee services, duties, or activities;
4. Supplant the hiring of employees; and/or
5. Perform services, duties, or activities to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

Members may also not serve in any program that requires services or duties that have been performed by or were assigned to any:

1. Current employee;
2. Recently discharged employee;
3. Employee who is subject to a reduction in force, or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
4. Employee who is on leave (terminal, temporary, vacation, emergency, or sick); and/or
5. An employee who is on strike or being locked out

Other Prohibitions

Other prohibitions on Members' service can be found by clicking [here](#)

AmeriCorps Regulations

AmeriCorps is a federally funded program of the Corporation for National and Community Service. All programs must comply with [45 CFR XXV](#), in addition to the requirements of the Wisconsin National and Community Service Board. Requirements will be either explicitly listed or referred to in both the Host Site Agreement and the Member Agreement. Please contact Lisa Olson if you are interested in reviewing a copy of the 2010-2011 contracts at lolson@wphca.org

Host Site Financial Contribution

Host Sites are required to provide a matching contribution for each Member slot awarded in order to participate in the program. Please note that Host Sites are responsible for the entirety of this cost, regardless of whether their Member completes the full service term. This is the program participation cost, not the cost of the Member.

This match is non-refundable and payable as follows*:

Member Slot	First Installment (due upon enrollment)	Second Installment (Due December 31st, 2011)	Total Cost
Per Full-Time Member	\$4,000	\$4,000	\$8,000

****Host Sites may request an alternative payment plan***

In the event that a member leaves or is exited from the program, a member slot can only be refilled if the original Member exits prior to completing 30% of his/her service hours AND he/she has not received an education award. If a Member is exited for compelling personal circumstances after completing 15% of their service hours, he/she is eligible to receive a prorated education award, thus the Member slot cannot be refilled. For the Host Site, this means the slot would be lost, and could not be replaced.

Qualified Host Sites

To be eligible to receive an AmeriCorps Member slot(s), applicant organizations must meet the following expectations of the Wisconsin HealthCorps Program:

1. Create and maintain a Member Position Description using the attached guidance. The position description provides the Member with clear outcomes prior to the start of service, and *does not displace another position within the agency*.
2. Recruit candidates who are qualified to perform the desired duties, and who have the personal desire and capabilities to complete a full year of service.
3. Provide a thorough orientation for HealthCorps Members, including:
 - Information on the host site organizational mission, structure, and operations;
 - Introduction to key host site personnel and staff;
 - Tour of the physical facilities;
 - Host site expectations, requirements, policies, and procedures; and
 - A clear overview of the Member's position and expectations within the organization.
4. Provide a thorough on-site training for HealthCorps Members relating to their essential service duties.
5. Provide ample staff supervision and direction, including on-site management and training, for the duration of the service term. The names of all supervisory personnel that the Member is responsible to report to should be included in the application.
6. Provide appropriate office space, computer, email and internet access, and other resources including phone, access to a copier/fax machine, office supplies, and mileage reimbursement for site-sponsored activities. (Mileage for mandatory quarterly trainings, service projects, and Serve Wisconsin events will be reimbursed by WPHCA).
7. Ensure that HealthCorps Members are fully integrated into the host site staff by including them in staff meetings and activities.
8. Ensure that Members do not engage in any prohibited activities.
9. Ensure that Members do not supplant or displace employees.
10. Challenge and support the HealthCorps Member in meeting his/her program requirements. This expressly includes, but is not limited to, review and authorization of time and service activities in *OnCorps Reports* on a **bi-weekly basis**, volunteer recruitment and placement, and all training opportunities and service projects. In order to provide adequate support, it is suggested that Members meet with their Site Supervisor at least 30 minutes per week to discuss their progress. **In addition, Members should be allowed at least 45 minutes per week to complete their AmeriCorps reporting requirements.**
11. Notify WPHCA immediately of any Member injury or illness that prevents them from serving for more than 3 days.
12. Be available as needed for meetings with Wisconsin HealthCorps staff. This includes, but is not limited to, 2 site visits to discuss program development, successes, challenges, and to demonstrate Host Site compliance.
13. Ensure that the Member(s) wears an AmeriCorps pin or other item (in addition to a name tag) that identifies them as an AmeriCorps Member as part of their daily uniform or service attire.

Additional Site Supervisor Responsibilities

Site supervisors have a significant role in assuring the quality of the Member's experience. In addition to the above-identified duties, Site Supervisors must also:

1. Attend the mandatory Site Supervisor training **during the 1st Week of August. Date and location will be announced.**
2. Participate in 2 site visits with HealthCorps program staff, and complete feedback/satisfaction forms in a timely manner.
3. Complete mid-term and end of term evaluations during the 2nd and 4th quarters of the Member's service.

Member Expectations and Requirements (Performance Measures)

Each Member Service Description must include the provision of direct services which either expand access to care, or provide health education in the community. Your Member Service Description must address one of the following two aligned measures:

- It is expected that Wisconsin HealthCorps Members collectively serving throughout Wisconsin will encounter 3,000 individuals in total to share information with regarding health issues, health insurance plans, and health center programs/services. Of those 3,000 individuals, it is expected that at least 50% will become enrolled in health insurance plans/health center programs/services as a result of the Members' activity.

- It is expected that Wisconsin HealthCorps Members collectively serving throughout Wisconsin will encounter 3,000 individuals in total to share health education with. Of those 3,000 individuals, it is expected that at least 75% of individuals who have completed an evaluation will report an increase in knowledge after receiving individual level health education programs.

Additionally, all AmeriCorps Members are expected to mobilize community volunteers. Your Member Service Description must address the following measure:

- It is expected that Wisconsin HealthCorps Members each (individually) recruit at least 8 volunteers who will each serve a minimum of 10 hours.

Within these National Performance Measures, as established by the Corporation for National and Community Service, Member responsibilities can be tailored to fit the needs of the Host Site and to support the skills of the individual Member.

Member Benefits

Member benefits include:

- Living allowance of up to \$13,000 (for completion of a full term of service);
- Education award of \$5,550 upon successful completion of full term of service;
- Health Insurance (if eligible);
- Child Care Benefits (if eligible); and
- Potential qualification for student loan forbearance (on federally-backed student loans) during term of service, potential eligibility for student loan interest payment once the term of service is completed.

Wisconsin HealthCorps 2011-2012 Host Site Application

Please complete the form below, detach, and email or fax to Lisa Olson with attachments, at lolson@wphca.org, or 608-277-7474 by 5 PM by June 15th, 2011. Lisa can also be reached by phone at 608-277-7477.

YES, our organization would like to apply as a Host Site for the 2011-2012 Wisconsin HealthCorps Program.

Number of positions requested: # _____ Wisconsin HealthCorps Members

Acknowledgements (to be initialed by CEO/Executive Director/Health Officer)

_____ By my initials, I acknowledge that I am aware of the following requirements for the 2011-2012 Wisconsin HealthCorps program.

- Non-displacement and other prohibitions;
- AmeriCorps Regulations;
- Host Site Financial Contributions;
- Host Site qualifications;
- Additional Site Supervisor responsibilities;
- Member expectations, requirements, and benefits;
- Host Site supervisor must attend orientation the **first week of August (Date TBA)**.

Attachments

Please attach the following item with this form to complete your application:

- Member Service Description (using the outline immediately below and the attached guidance on page 7)
- Essential Responsibilities and Functions vs. Non-Essential
 - Training Requirements
 - Service Relation to Performance Measures (Member Expectations)
 - Plan for Volunteer Recruitment
 - Measurable Goals

Organizations that have been selected as Host Sites for the 2011-2012 program years will be notified via email no later than 5 PM June 22nd, 2011. All decisions are contingent upon federal funding.

Please complete the following information:

Name and Title of Proposed Site Supervisor (please print)

Host Site Executive Director/CEO/Health Officer Signature (please sign and print name)

Host Site Name and Complete Address

Evaluation Criteria

Applications will be rated on a 15 point scale. Member evaluations of current Host Sites will also be taken into consideration as Host Sites are chosen for the 2011-12 program year.

Overall Application

- Did leadership staff sign off on all acknowledgements? (1 pt)
- Has a Host Site Supervisor been identified? (1 pt)

Member Service Description (see next page for guidance)

Essential Responsibilities and Functions

- Member Service Description fits the template provided (1 pt)
- Member Service activities are in compliance with AmeriCorps regulations (1 pt)

Training Proposal

- Selected training and development methods will result in the Members gaining the knowledge and skills needed to perform the task or carry out the role (1 pt)
- Training includes a site orientation, including staff integration and organizational policies and procedures (1 pt)
- Training plan acknowledges the Member's individual goals, interests, strengths, and provides flexibility in order to accommodate (1pt)

Community Need

- Members Service Activities are aligned with a specific community need (1 pt)
- Intended outcome of the Members Service Activities are clearly identified (1 pt)

Plan for Volunteer Recruitment

- Includes a plan for volunteer recruitment (1 pt)

Goals

- Service Description documents goals for at least one of the two performance measures (pg 4) (1 pt)
- Service Description documents a goal for volunteer recruitment (1 pt)

For current sites

- Host site responds to requests from Program in a timely manner (1 pt)
- Host site is current on match payments (1 pt)
- Host site has made an effort to correct any outstanding concerns (If no outstanding concerns, still award 1 pt) (1 pt)

Guidance on Member Service Descriptions

A Member Service Description (MSD) is essentially a job description. Like employees, Members must have clear guidance and direction regarding the specific role they will serve in order to be successful. All Member Service Descriptions must align with the National Performance Measures referenced on page 4 of this application.

Please create a Member Service Description that includes:

1. Essential Responsibilities and Functions
2. Training
3. Community Need
4. Plan for volunteer recruitment
5. Measurable Goals and Outcomes

1. Essential Responsibilities and Functions

Wisconsin HealthCorps Members conduct direct service activities, as well as organizational and community capacity-building activities.

Direct service is work that addresses human need, the environment, public safety, and/or education. It is working directly with people to make change. Members may perform one or more of the following activities as detailed in the Member Service Description, and must have a plan to engage community volunteers:

- **Outreach and Advocacy:** Conduct outreach in the community (e.g., schools, community centers and shelters), and provide education about health insurance eligibility, available health and related programs, and health care options.
- **Enrollment:** Assist individuals with the enrollment process for health programs (e.g., support groups), health insurance plans, and /or pharmaceutical assistance programs.
- **Improve Use of Health Services and Programs:** Provide linguistically and culturally appropriate assistance; provide transportation assistance; provide health education in one-on-one or group settings; assist individuals with navigating health services and other related services/programs; provide positive reinforcement of treatment plans and prevention (behavioral) goals; follow-up as needed (e.g., reminder calls, home visits) to check progress, facilitate further support and remind patients of appointments (e.g., medical appointments, support groups and health education sessions).
- **Provide Health Education:** (e.g., education on cholesterol while patients are waiting for a screening, education to youth in schools on anti-tobacco initiatives)

Capacity building activities enhance the mission, strategy, skills, systems, infrastructure, and human resources of an organization that is addressing unmet community needs. Capacity building activities help an organization or a program gain greater independence and sustainability. Members may perform one or more of the following activities as detailed in the Member Service Description:

- Conducting outreach and securing resources in support of service activities that meet specific needs in the community.
- Help build the infrastructure of the sponsoring organization, including:
 - Conducting research, mapping community assets, or gathering other information that will strengthen the sponsoring organization's ability to meet community needs;
 - Developing new programs or services in a sponsoring organization seeking to expand;
 - Developing organizational systems to improve efficiency and effectiveness;

- Automating organizational operations to improve efficiency and effectiveness;
- Initiating or expanding revenue-generating operations directly in support of service activities; and
- Supporting staff and board education.
- Developing collaborative relationships with other organizations working to achieve similar goals in the community, such as:
 - Community organizations, including faith-based organizations;
 - Foundations;
 - Local government agencies;
 - Institutions of higher education; and
 - Local education agencies or organizations.

2. Training

Training is an important part of a Member’s service experience and Host Sites should provide training both for Members’ current service assignments and for their overall professional development. Members will participate in regular Professional Development trainings through the HealthCorps Program, but it is expected that Host Sites will provide in-service trainings and outside training as needed.

Most of the Members’ service will require training outside of the orientation provided by the HealthCorps Program. In this section of the Member Service Description, you will need to describe the necessary training that your organization plans to provide to the Member in order to successfully complete the service.

Training plans should include an orientation to the Host Site policies and procedures, and describe how Members will be integrated with staff and community partners. Additionally, training proposals should remain flexible and account for individual Member interests, skills, and strengths. Note that Host Sites will be required to provide their Member with a final training schedule, in addition to a Host Site orientation, when they begin on-site **Monday, October 3rd**.

For example, a training plan might include:

- Host Site policies and procedures
- Meeting with Site Supervisor to discuss Member interest, skills, strengths
- Introduction to all staff and community partners
- 2-week intensive training with Health Educator on anti-tobacco initiatives and approaches
- Introduction to Coalition-Building provided by Site Supervisor; and/or
- Exercise leadership training provided by outside vendor (YMCA, etc.)

3. Community Need

In order for Members to be successful, they must understand how their service fits into the larger goals of their Host Site and the needs of the community. Please briefly describe (1 paragraph maximum) how the Member’s Service Activities will relate to a community need, the intended outcome of Member’s activity, and how those activities fit within the goals or mission of the Host Site.

For example: The patients of our health center have trouble managing diabetes. We have identified a need for patient navigators, who can help patients with chronic disease management, make their way through the health care system,

provide self-management tips, and inform patients of benefits for which they might be eligible. Through these activities, we hope to see patients better managing their diabetes, and that A1c's on average will improve from 9 to 7*.

An alternative example: The number of young people smoking in our community is on the rise. Our organization is interested in creating a smoking cessation program. Our AmeriCorps Members will develop and distribute promotional materials for the program in order to increase awareness of smoking cessation programs. As a result of this work, youth in the community will have a better understanding of the overall health risks related to smoking, and we hope to see the rate of youth smoking decrease by 30% over the next 5 years*.

*Note: Your Member's Activities should be planned with these end outcomes in mind; however, sites will not be penalized if outcomes are not met.

4. Plan for volunteer recruitment

A cornerstone of the AmeriCorps Program has been the generation of non-AmeriCorps volunteers. Volunteers expand the reach of your organization, for example by reaching more patients in an outreach campaign or handing out information to residents during a health fair. By creating volunteer opportunities and helping organizations engage volunteers, AmeriCorps programs improve their impact on the community. While AmeriCorps Members and "traditional" volunteers have much in common, the two are distinctly different.

Volunteer involvement should enhance or build upon the direct service goals of the HealthCorps program. Members may mobilize and manage volunteers in a variety of ways:

- Enlisting, training, coordinating and supervising volunteers;
- Developing volunteer management systems that include clear position descriptions, screening and matching techniques, and volunteer policy and procedure manuals;
- Promoting volunteer retention through recognition events; and
- Supporting volunteers to ensure they have a quality experience.

Members may also create opportunities for the recipients of their service to volunteer, such as:

- Engaging students in service/learning projects that support health education and classroom learning and providing students with volunteer experience.
- Designating a Member as a volunteer manager who recruits and supports volunteers whose activities complement the direct service of the rest of the HealthCorps.
- Recruiting volunteers to read to children in health center waiting areas.

Members must track the number of volunteers recruited, and the amount of hours served by each volunteer. Members should also track the types of activities volunteers assisted with and even the type of training they received.

5. Measurable Goals, Objectives, and Outcomes

In order for Members to be successful, they need to have clear and measurable goals. These goals are the basis for the mid-term and end of term Member evaluations. Whether or not Members meet the collective goals (performance measures) of the program (as explained on Page 4 of this Application) will be a crucial factor in continued funding.

Goals are site-specific, broad statements on what the member will do. Many sites have a number of member goals, and also include more specific objectives. For instance, a goal might be to "Engage youth in the tobacco-free initiative" and

specific objectives might be: develop a 'job description' for youth participating in the initiative; research what other communities have done to successfully engage youth; etc.

Please create SMART (Specific, Measurable, Attainable, Relevant, Time bound) goals and objectives for your Member. These goals must include at least one of the Performance Measures described on page 4 of this application, and a volunteer recruitment goal. Host Sites are encouraged to add more Site-Specific SMART goals as they relate to their Members' service.

For example:

Goal: Our AmeriCorps member will improve the health of patients with diabetes.

Objective: By March 1st, Member will have provided health education on self-management and benefits available to 100 non-duplicated patients.

Objective: By August 31st, Member will have provided health education on self-management and benefits available to 200 non-duplicated patients.

Outcome: The average A1c level of diabetic patients will improve from 9 to 7.

Goal: Our AmeriCorps Member will improve the health of youth in our community.

Objective: By June 30th, Member will implement a summer exercise program for local middle school:

- Participants will be confirmed
- Exercise schedule will be completed
- Permission slips will be signed
- Location for exercise program will be confirmed

Outcome: By the end of the program, students will report an increase in the time spent on physical activities compared to other activities.