

## Description of Major Roles (Service Areas) of Community HealthCorps Programs

Major Role /Service Areas	Service Area Definition/Description of Activity
Case Management-Assessment*	Non-medical assessment that includes the use of an acceptable instrument measuring socioeconomic, wellness, or other non-medical health status.
Case Management-Facilitation*	An encounter with a registered patient or the patient's family member in which the patient's treatment plan is facilitated by a Case Manager. The plan must incorporate the referral to services of multiple providers or health care disciplines. If the service only includes referral to one provider, please use Case Management-Referral.
Case Management-Referral*	Facilitation of a health-related visit for a registered patient of the center to a health care or social service provider (not otherwise considered under Case Management Facilitation).
Child Care (during visits)	Provide and/or coordinate child supervision services for patients during appointments in order to enhance and encourage utilization of preventive and primary health services provided by community health centers.
Volunteer Recruitment & Management	<p>Implement utilization of social media and other online recruitment mechanisms to identify community residents as volunteers. Identify volunteer opportunities and the qualifications for community volunteers to be assigned. Identify the strategies that maximize the potential for increased volunteerism and placement success. Create or revise materials used in communicating about various topics that would inspire community individuals and organizations to volunteer in the organization. Identify skill-based training for volunteers to effectively serve in the various capacities. Recruit community volunteers through materials and communication mediums such press releases, and other information sharing online via online social networking technologies such as Twitter, blogs, MySpace and Facebook. Coordinate outreach presentations to community organizations and businesses to solicit their assistance in volunteer recruitment and support.</p> <p>Example of a high need activity: Assist with recruiting patients or clients to serve on the Board of Directors and other advisory capacities.</p>
Collaboration Development	Development and/or implementation of processes that are intended to create new or more effective relations in order to bring about desired change with other organizations in the service delivery area(s).
Community Mobilization- Other	<p>Community mobilization is a process through which action is stimulated by a community itself, or by others, that are planned, carried out, and evaluated by a community's individuals, groups, and organizations on a participatory and sustained basis to improve health.</p> <p>Referenced from &lt;<a href="http://en.wikipedia.org/wiki/Community_Mobilization#cite_note-1">http://en.wikipedia.org/wiki/Community_Mobilization#cite_note-1</a>&gt;</p> <p>As a general principle, this is done by building upon the current work and other strengths of the community. Examples of Key tasks: Asset mapping, relationship</p>

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	building, information sharing, stakeholder convening, leveraging outside resources (Not captured here. See Resource Mobilization)
Employment Referral & Counseling	Promotes professional development among clients aiming to enter or advance their career using such tactics including (but not limited to) GED training, community networking, resumé building, promoting continuing education, and providing interviewing skills.
Enrollment-Health Programs/Services; Health Insurance; or Other Programs / Services	Enroll individuals in health services, health insurance, and other health benefits programs (e.g. prescription drug assistance program). Enrollment would mean newly enrolled, as a result of grantee activities. Individuals may or may not have existing health insurance or previous use of health services offered by the health center, and health benefits programs.
Financial Counseling/ Eligibility Assistance*	Counseling of a patient with financial limitations that results in a submission of a completed application to a sliding fee scale, or health insurance program including Medicaid, Medicare, or pharmaceutical benefits program, or development of a payment plan.
Health Education/ Supportive Counseling*	Provision of health education or supportive counseling to individuals or groups in which wellness, preventive disease management, or other improved health outcomes are attempted through behavior change methodology.
Health Information Technology	Identify the best fit database and otherwise tracking systems. Educate patient and staff about the benefits of using HIT through tools such as electronic health records, chronic disease registries, text messages and social media. Obtain support from staff and patients. Educate about the benefits of sharing health information via new HIPAA compliant technologies as well. Solicit and document patient and staff feedback. Provide support in helping staff and patients transition such as develop policy manuals, and training.
Housing assistance	The large variety of activity associated with helping people improve their overall quality of life by addressing their housing needs. Needs include, (but not limited to) obtain affordable, decent and safe housing, eviction, foreclosure and homelessness prevention, and keeping people stably housed. Assistance is not limited to type of home. Adapted from < <a href="http://portal.hud.gov/portal/page/portal/HUD/">http://portal.hud.gov/portal/page/portal/HUD/</a> >
Interpretation Services*	The provision of interpreter services by a third party (other than the primary care provider) intended to reduce barriers for a Limited English-Proficient (LEP) patient or a patient with documented limitations in writing or speaking skills that are sufficient to affect the outcome of a medical visit or procedure.

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Outreach Services*	Patient services that result in the acceptance of a new patient into a provider's panel who was formerly without a primary care provider at your health center. Registration information for the patient must be available.
Parenting Education	Assist parents with learning skills to develop and maintain a healthy family structure. Family interventions should support such skills as problem-solving in a family environment and effective parent leadership skills. Referenced from < <a href="http://www.childwelfare.gov/pubs/issue_briefs/parented/">http://www.childwelfare.gov/pubs/issue_briefs/parented/</a> >
Physical Education	Provide knowledge and ways to counteract obesity and other risk factors that negatively affect the ability to live a healthier life. Exercise comprehension skills should be given to support the necessity of on-going mind and body wellness.
Reach Out & Read Management	Management of the Reach Out and Read model entails promotion of, " <i>early literacy and school readiness in pediatric exam rooms nationwide by giving new books to children and advice to parents about the importance of reading aloud.</i> " Reach Out and Read is a nonprofit organization whose mission is to prepare, " <i>America's youngest children to succeed in school by partnering with doctors to prescribe books and encourage families to read together.</i> " Referenced from < <a href="http://www.reachoutandread.org/about/">http://www.reachoutandread.org/about/</a> >
Resource Mobilization	Funding and in-kind donations are solicited from prospects such as individuals, businesses and foundations. Send proposals, letters and applications according to the requirements of the funder. Note prospect (development) database or other log system such as Excel worksheet with solicitation status changes.
Service/ Program Development	Health services or programs establishment, expansion or improvement. Identify challenges and solutions for services/programs. Solicit patient and community feedback and support. Create or revise materials used in communicating about the service or program. Create or revise community outreach strategies and assist with implementation. Harness the power of technology such as online social media to improve communications and other aspects of programs and services. Assist with institutionalization of new or enhanced services and programs.
Transportation*	Providing direct assistance to a patient by an employee or contractor of a health center to provide transportation for registered patients to receive necessary medical care.
Other*	All other services that reduce access barriers to health care for a registered patient and that do not fall into the above eight categories.

\* **Note:** Service areas and definitions adopted from "Handbook for Enabling Services Data Collection", 2<sup>nd</sup> edition, June 2004 by the New York Academy of Medicine, and the Association of Asian Pacific Community Health Organizations. The handbook is accessible at: <http://www.aapcho.org/site/aapcho/>.