

GUIDANCE ON MEMBER TRAINING & DEVELOPMENT

Training is an important component of a member’s entire service experience and program sites should provide effective training both for members’ current service assignments and for their professional development.

NACHC requires that members receive at least 12 hours of training and/or development per month. In accordance with the AmeriCorps regulations, members may earn no more than 20% of their service hours from training and member development activities (e.g., 1700 hours = 340 hours training max). All training hours must be directly related to the service that the member is performing.

All training activities must be recorded using the “HC Team Development” (for Program Coordinators) or “HC Member Development” (for members) report in OnCorps Reports. These reports must be submitted and approved within two weeks of the training activity or event.

Training Component	Requirement	Deadline
Pre-Service Orientation (PSO) (Required)	All members must receive a PSO at the beginning of their term of service. PSO length and design can be tailored to meet the program’s needs. A list of required content begins on page 2.	Started within 14 days of the member start date
Prescription for Success (Required)	All members must receive training in all 10 topics of the curriculum. Program Coordinators have the flexibility of how the topics are covered (speakers from other organizations, other reading material, or using the lessons provided on the Community HealthCorps website).	<ul style="list-style-type: none"> • 5 lessons completed by December 31 of program year (including 2 topics required during PSO) • All 10 lessons completed by April 30 of program year
Service Assignment training (Required)	All members must receive training at their placement site that prepares them for their service assignment. This is usually provided by the site supervisor.	At the beginning and throughout the term of service, appropriately aligned with service assignment duties.
Independent Coursework (Optional)	<ul style="list-style-type: none"> • Must be pre-approved by Program Coordinator (approval is at the discretion of the program site) • Coursework must relate to the service assignment • No more than 10% of total service hours (as part of the 20% cap on training hours), can be attributed to independent coursework • An Independent Coursework Certification form must be completed prior to hours being earned, and an official course description or syllabus, and proof of payment or registration must be attached and placed in the member file. 	Hours must be recorded in the timesheet in OnCorps Reports in accordance with Community HealthCorps timekeeping policies.
Shadowing (Optional)	<ul style="list-style-type: none"> • Members may shadow their site supervisor and/or a medical professional at their placement site for no more than 40 total hours during their term of service. • Shadowing is appropriate under two circumstances: 1) As part of a member’s training for their service assignment, and/or 2) As a member/workforce development opportunity relating to future career plans and “Life After AmeriCorps.” • These hours must be appropriately recorded on the 	Hours must be recorded in the timesheet in OnCorps Reports in accordance with Community HealthCorps timekeeping policies.

	<p>member timesheet in OnCorps Reports, categorized as training hours, described as shadowing, and include a description of the shadowing activities in the “Comments” box.</p>	
--	---	--

The following topics are required during PSO:

- Introduction to AmeriCorps and Community HealthCorps** – This is accomplished by using the NACHC PSO powerpoint presentation.
- Policies and Procedures** –In depth review of the Member Contract, member assignment descriptions, allowable and prohibited activities, team training/development schedule, and an overview of member benefits including member stipend, education award, health insurance, loan forbearance and interest accrual and child care allowance (if eligible).
- Orientation to the Program Site and Placement Site** - An overview of the Program Site and Placement Site(s) including placement site policies such as human resources policies, role of the site supervisor, service hours, HIPPA compliance and a tour of the health center facilities. This orientation should also include guidelines for members on requirements of the Drug-Free Workplace Act, suspension and termination from service, grievance procedures, sexual harassment and other non-discrimination issues. In addition, the training should discuss conduct at the placement site, including communicating with staff members, phone and e-mail etiquette, how to schedule vacations, calling in sick, and calling when you’re running late. Finally, the placement site orientation should educate members on site related safety policies related to natural disasters, severe weather, service-related injury or death, other emergencies and other health and security threats, as well as general safety tips for performing service activities in local communities.
- Prescription for Success: Cultural Sensitivity** - Provides information on how culture impacts health behaviors and attitudes toward health care, ensuring members are more effective and successful in their service interactions.
- Prescription for Success: Primary Care Environment** - Provides information on patient flow through the health center’s clinical facilities and the many roles played by the clinical staff, plus training on OSHA regulations and universal precautions.
- Community Awareness** - An overview of the populations served by the program and placement site(s), community needs, and community resources to help members have a better sense of the communities they are serving.
- OnCorps** - An overview of the OnCorps system including the policies and procedures related to member timekeeping and data collection.
- Introduction to Performance Measures** - Members should receive guidance on what data they should be recording, and how to complete data collection tools.
- Living on the AmeriCorps Stipend** - This training will give members ideas and strategies for making the most of their modest living stipend.
- Team Building Component** – Team building activities must be incorporated so that the members have an opportunity to interact with one another and develop a sense of community. For more information see <http://www.teampedia.net>.
- Community Health Centers** - Discuss the health center movement and the history of the health center in which the members are serving. For more information see <http://www.nachc.com/TellingOurStory.cfm>.