



Community  
**HealthCorps**



**Program Year in Review**  
**2009-2010**

A National Program of



NATIONAL ASSOCIATION OF  
Community Health Centers

## A Note from the National Director

I am pleased to share with you the next iteration of the annual *Program Year in Review* that illustrates our significant achievements during the 2009-10 program year.

Mahatma Gandhi once said, “You must be the change you want to see in the world.” This very familiar quote is more than mere words for Community HealthCorps and community health centers. Over the course of a year, 542 men and women served through the Community HealthCorps, not because they had to, but because they chose to ‘be the change’.

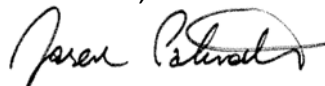
These are particularly challenging times amid health reform debates, high unemployment, and the struggles of daily life. There are those in communities across the nation for whom these challenges are most taxing. Despite these realities and more, communities persist as strong vibrant places full of hope, determination and successes galore. Federally qualified health centers (FQHCs) are part of that strength as patient-centered medical homes.

The Community HealthCorps continues to build upon a long tradition of being mission driven since it’s establishment in 1995. We are strengthening the potential for greater positive impact through health centers into the future. The accomplishments described in this report are based on program year 2009-10 with funding support from the following organizations:

- [AmeriCorps National Direct](#)
- [California Volunteers](#)
- [New York Commission on Community and National Service](#)
- [OneStar Foundation \(Texas\)](#)
- [New York AmeriCorps\\*VISTA](#)
- [American Legacy Foundation](#)
- [Covidien](#)
- [National Association of Community Health Centers](#)

Community HealthCorps members will continue to serve the needs of individuals and families especially through community health centers, and we will continue to develop them to be future health center leaders. I hope you find this report both informative and inspiring.

In Service,



Jason Patnosh, National Director

[Community HealthCorps](#)

[National Association of Community Health Centers](#)



*Sponsored by the National Association of Community Health Centers, the Corporation for National and Community Service, and state, regional community partners from throughout the country.*



## Who We Are

Founded in 1995 by the [National Association of Community Health Centers \(NACHC\)](#), Community HealthCorps is the largest health-focused, national AmeriCorps program that promotes health care for America's medically underserved, while developing tomorrow's health care workforce.

## Why We're Here

The Community HealthCorps model and the community-centered design of community health centers are the reason for our consistent success. Community health center staff, AmeriCorps members and non-AmeriCorps volunteers nationwide contribute time and energy to identify and implement creative solutions for complex problems in health services and programs.

VISION	MISSION
To become a national service pipeline for careers in community health centers that is improving access to necessary primary and preventative care services for the medically underserved.	To improve health care access and enhance workforce development through community health center based national service programs.

## Knowledge Management For Success

Community HealthCorps has fully adopted [OnCorps Reports™](#) (OCR). This highly secure online database allows program data entry, viewing and reporting such as member timesheets, and customized service and assignment reporting. Piloted and implemented in 2010, OCR alleviates several administratively burdensome processes. For example, the system has automated processes such as system notifications about due, late and submitted reports. NACHC will have instant access to member-level timekeeping and service activity, thus creating a stronger and more efficient data collection process..

## Engaging Through Social Networks

During the 2009-10 program year, Community HealthCorps increased the integration of social media and regularly engaged stakeholders, including members. The program experienced early success in the new efforts to reach new audiences and strengthen dialogue with existing ones.



Facebook: Over 600 fans (300 in program year 2008-09)

[www.facebook.com/communityhealthcorps](http://www.facebook.com/communityhealthcorps)



Twitter: More than 1,200 followers (800 in program year 2008-09)

[www.twitter.com/commhealthcorps](http://www.twitter.com/commhealthcorps)



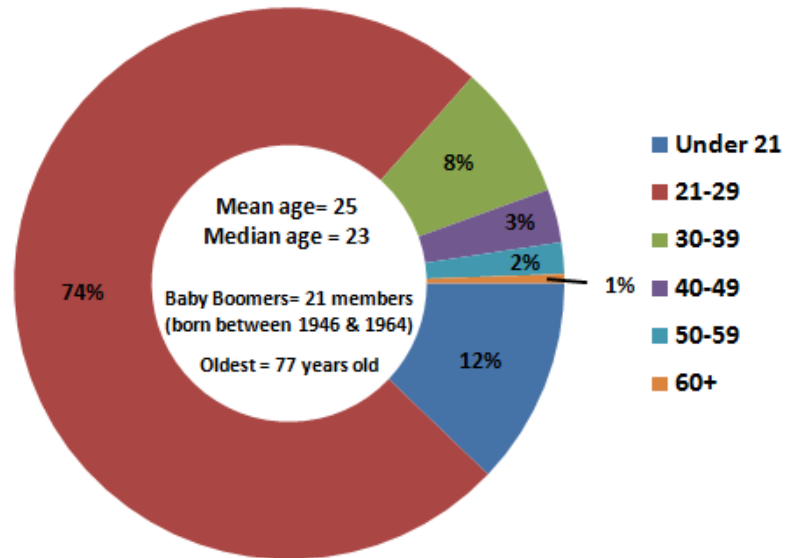
YouTube: Over 1,500 channel views (less than 800 in program year 2008-09)

[www.youtube.com/communityhealthcorps](http://www.youtube.com/communityhealthcorps)

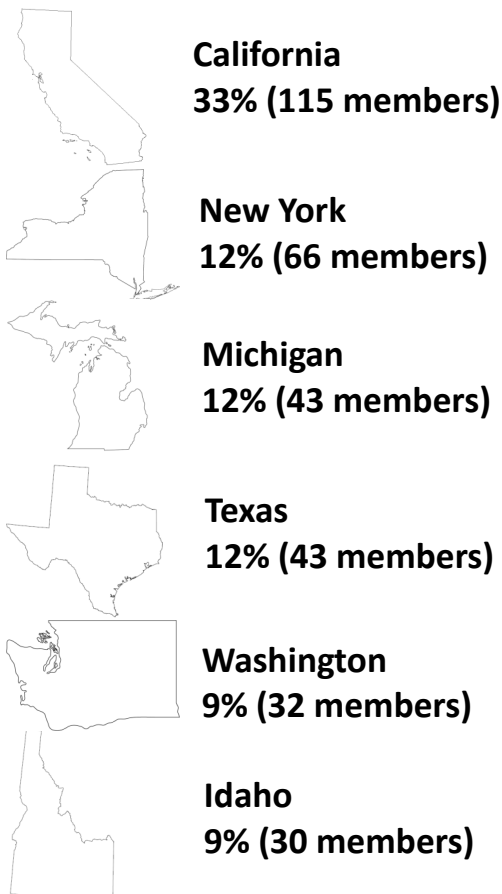
# Who Served 2009 to 2010

## 542 Total Members

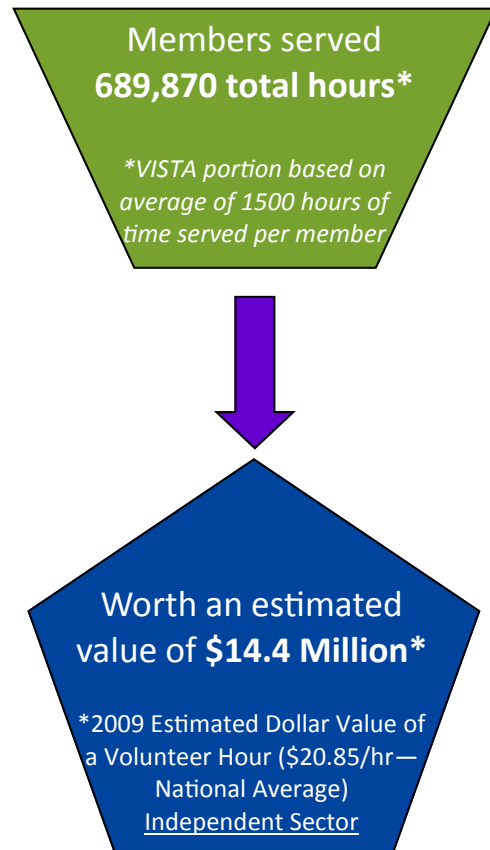
### Member Age at Time of Enrollment (PY2009)



### Top 5 States Where Members are from



### Estimated \$ Value of Member Time



# Where and How They Serve

## Community HealthCorps Members Serve Diverse Communities

In 2009-10, the Community HealthCorps had **521** AmeriCorps members (362 full-time and 167 less than full-time), and **21** full-time AmeriCorps\*VISTA members serve in various capacities to address unmet health-related needs. Members serve rural, urban and suburban communities, as well as migrant farm worker, homeless and public housing populations.

The program is successful because members are "Agents of Change" in preventive and primary care services. The majority serve in community health worker roles (CHWs). Research indicates that CHWs are particularly effective at: increasing access to health services; increasing knowledge about a variety of health issues; facilitating behavior change; and providing social support and culturally competent, cost-effective care for medically underserved populations.

### ENGAGING UNIVERSITIES & COLLEGES

"The members organized the Women and Girls HIV/AIDS Awareness day in collaboration with 4 colleges in our region. During the week of March 8-12, we reached out to 152 women and girls plus 12 men that accessed free HIV testing and received education."

-Anna Flores, Program Coordinator  
COSSMA, Puerto Rico

Members provide a variety of evidence-based health services and programs for patients and communities, primarily through community health centers.

The roles of AmeriCorps members are diverse, complement the communities they serve, and seek to lift barriers that medically underserved people experience in accessing health care. Since a large number of members speak a language other than English, those and other services were provided in a linguistically appropriate manner — the most common being Spanish.

Although AmeriCorps\*VISTA members predominantly provide services as 'capacity builders', they also perform occasional direct service with patients and other community residents in order to adequately develop a new or expanded service or program.

### TRANSITIONING THE HOMELESS TO HOMES

"I helped a client of mine move at the end of this month. It was great to have been a part of the whole process -- starting much earlier in my service year when he was just on the waiting list for housing and had many complaints about his living situation, and ending with helping him move into his beautiful new place. Going through the whole process with him was fun -- I accompanied him to all of his meetings with his new housing managers, joined him on his trip to a furniture bank to pick out all of his furnishings, and was there when the movers moved all of his belongs into his new apartment. It felt like a great accomplishment to see him all moved in to his new place, and to know how much happier he is now."

-Colin Burke, AmeriCorps Member  
Boston Healthcare for the Homeless  
Boston, MA

# Where They Serve (continued)

"The group prenatal class is a great way for women to actively participate in increasing their knowledge about their own pregnancies and find a great support system within their own communities. The class really embodies the mentality and purpose of community medicine!"

-2010-11 Metro Community Provider Network Member  
Florence Choo (seen far left in picture)



Idaho members enrolled 5,113 people in health insurance plans & health services/programs

Washington  
30 Sites

Idaho  
9 Sites

Colorado  
14 Sites

Wisconsin  
4 Sites

New York  
47 Sites

Maine  
11 Sites

Michigan  
16 Sites

Massachusetts  
26 Sites

Connecticut  
15 Sites

Pennsylvania  
11 Sites

District of Columbia  
11 Sites

Members in Washington, DC participated in 17 health fairs & 159 service days/events, therefore benefitting 26,939 people

California  
68 Sites

Arizona  
13 Sites

Texas  
17 Sites

Missouri  
16 Sites

Louisiana  
7 Sites

Tennessee  
3 Sites

Ohio  
12 Sites



Puerto Rico  
4 Sites



Map created at GPSVisualizer.com



10,858 people utilized health center services at least 3 times in CA, thereby creating a medical home

"I realized at the end of the [patient] intake how much diversity training had helped me, and had consequently helped the patient. By acknowledging their cultural past, I was able to help their future. I had to thank AmeriCorps in that moment, for it was yet another lesson it taught me."

-2010-11 Heart of Texas Community Health Center Member  
Christina Jeffrey (seen center in picture)



Applications for Community HealthCorps has more than tripled to 5,942 apps in 2010 from 1,970 apps in 2008 (*that's about 11.9 applicants for every available position*)

NOTE: Arizona, Ohio, Maine, Pennsylvania, and a portion of Connecticut include new program sites as of 2010-11 and are not reflected in program data. In addition to program sites, Community HealthCorps also has affiliates in Wisconsin, Utah, New York and Michigan.

# Accomplishments 2009-2010

## Increasing Access & Promoting Healthy Living

Approximately **1.2 million people** who lacked access and inadequately used available health services and programs benefited from the service activity of Community HealthCorps members (AmeriCorps national service volunteers). Individuals were assisted with **123,096 enrollment applications** for health education workshops and classes, health insurance plans, and other health services and programs. Lastly, **159,932 used preventive and primary health care services and programs\*** two or more times within the program year.



### SERVING FARM WORKERS

“The harvest season is gearing up, and you can feel the buzz in the office. Staff are talking about farm workers returning to the state, prescriptions needing to be refilled, and plans for the mobile unit to head out on the road. Everyone is ready to pitch in and get to work - even more than usual. I can start to see how planning, training, and outreach are essential to MMHP's [Maine Migrant Health Program] success in working to improve the health status of farm workers. I also see that the relationships staff build with farm workers who come to Maine year after year or live in Maine year-round, are the cornerstone of the MMHP's work in farm worker communities. Those relationships keep farm workers coming to us with health issues and allow us to, in turn, take care of their health needs for whatever amount of time they are in Maine. Year in and year out, this is the exciting work MMHP is doing throughout the state. “

-Ellen Davies, AmeriCorps Member  
Maine Primary Care Association

Examples of effective practices of members that directly benefited people in need:

- ◆ Navigating the health care system;
- ◆ Establishing a "medical home" and improving utilization of health services;
- ◆ Providing health education and supportive counseling to individuals and groups;
- ◆ Assistance with adopting "self-care" practices that could lead to improved health;
- ◆ Follow-up support for treatment plan management (working with patients to improve adherence to provider instructions, medications, etc.);
- ◆ Enrollment in public health insurance and health programs such as support groups; and
- ◆ Assessing and assisting with other patient needs
  - ⇒ Eligibility assistance
  - ⇒ Housing
  - ⇒ Legal
  - ⇒ Transportation

\*The portion for California funded sites represents utilization of at least 3 times during the program year at 10,858 people.

# Accomplishments 2009-2010 (continued)

## Mobilizing Community Volunteers

Community HealthCorps members built the capacity of community health centers, health center networks and other organizations to recruit and utilize community volunteers. They mobilized and supported volunteerism in one-time and ongoing activities that addressed community and health center needs.

- Improved health center and other community-based facilities
- Implemented patient satisfaction surveys
- Distributed health promotion materials
- Organized health fairs
- Promoted the utilization of primary health care and health promotion programs
- Participated in community service projects
- Read to children in waiting rooms ([Reach Out and Read](#))



<b>TOTAL COMMUNITY VOLUNTEERS</b> (populations of note among this total include:)	<b>12,754</b>
Disadvantaged children and youth	4,583
College Students	2,983
Baby Boomers	5,651
<b>TOTAL HOURS SERVED*</b>	<b>25,543.69</b>
<b>ESTIMATED VALUE</b> (\$20.85/hour, <a href="#">Independent Sector</a> )	<b>\$532,586</b>

\*Note: Total hours served by community volunteers was not reported in some instances.

### COORDINATOR REFLECTION

"...we are one of the agencies in Seattle where Spanish-speaking people can do community service hours and sometimes these volunteers return once they have learned about our agency in order to gain job skills or give to the communities we serve. "

-Jennifer Tee, Program Coordinator  
[Sea Mar Community Health Centers](#)  
Seattle, WA

### Members Lend An Extra Helping Hand [3,036 Service Projects]

- ☞ Sorted donations at area food pantries
- ☞ Prepared and served meals and distributed blankets and coats to the homeless & veterans
- ☞ Delivered meals to homes
- ☞ Collected and distributed free school supplies
- ☞ Partnered with several other service organizations such as [City Year](#) and [Habitat for Humanity](#) to help restore areas within their communities

## Accomplishments 2009-2010 (continued)

### WORKING WITH SENIORS

“Early detection and prevention is the key to improving the health of all individuals. I am pleased to be serving in senior services and discovering from elderly patients the importance of *{keeping}* their conditions from worsening. As I spoke with an elderly patient today, he was extremely thankful to be enrolled in our senior service-PACE Program of All-Inclusive Care for the Elderly] Program. He stated, "If it wasn't for PACE and caring staff members, I would never have known about my heart condition". I'm glad that he is now receiving constant care and monitoring his condition closely. Being a part of senior services has been such a gratifying experience. I am now able to understand the health needs and unique care of seniors and educate the community on the importance of prevention. “

-Anonymous, AmeriCorps Member  
[AltaMed Health Services](#)  
Los Angeles, CA

### Other Ways VISTAs Built Capacity

- ☞ VISTA members at [William F. Ryan Center](#) in New York City developed electronic medical records-templates needed for school health reporting
- ☞ 47 solicitations for funding and donations (29 for grant proposals)
- ☞ 4 volunteer management databases developed
- ☞ 6 health services and programs developed

### VISTAs Build Capacity in New York

- ☞ \$12 Million Dollars raised from foundations and other funding agencies, some result of VISTA efforts in previous program year as well
- ☞ VISTAs conducted strategic planning for 2 health center health information technology (HIT) systems
- ☞ VISTAs assisted with implementing 3 HIT systems in health centers

### MEDICATION CONFUSION

“This month one of our patients came in and mentioned that, in an attempt to organize his medications, had mixed them all up, and was not entirely sure if he was taking them correctly. I had him bring in his meds, and we went through each and every one of them, and I made sure that he knew what they were for, how to take them, and when. In this process, I realized that he was taking double the amount of *{a drug}*, because he got some from us and some from the ER at *{local hospital}*, but didn't know it was the same thing. This is a strong mood stabilizer and it was good that we caught this. I then made a schedule for him with pictures of all the meds, so he would not forget!”

-Anonymous, AmeriCorps Member  
[San Francisco Community Clinic Consortium](#)  
San Francisco, CA



### Receiving National Recognition

**Krystal Kekula**, a Community HealthCorps member who served at the [Sixteenth Street Community Health Center](#) (Milwaukee, WI) won grand prize in the national [AmeriCorps Photo Contest](#) for her picture "Planting the Seeds for Tomorrow" that was part of the fourth annual AmeriCorps Week. VISTA members, Sadie Robins-Murov and Justin Remer, were also honored as a video semifinalist for their entry "What Would You Get Done?".

## Preparation for Service and Life After AmeriCorps

All members participated in pre-service orientation (PSO), on-site orientation, CPR and received the foundational program-specific training, "The Prescriptions for Success" for topics like patient relations, primary health care, health education and cultural sensitivity. Localized training helped members build upon successful Community HealthCorps program activities to address the specific needs of the communities they serve.

Program coordinators provided support to members, and were their primary national service resource. On a monthly basis, members worked together on planning and coordinating team and individual projects. At team meetings, members received continuing education, opportunity for peer support; and were encouraged to reflect on their service experience – the impact on them and the people being served. NACHC was the primary national service resource to VISTAs, providing all of the previously mentioned support directly.



Program-wide, members had 305 career and other mentoring sessions designed to prepare them for life after AmeriCorps.

"The past 2 years have been amazing for me. I have learned to grow as a woman and a mother all while serving my community through AmeriCorps. I met some great people along the way and made some long lasting friendships. I have excelled in many things life might throw my way and have come to realize that with motivation and willpower anything is possible. I have been grateful to help many people in my community with various needs all while learning how many people may have it better or worse than myself. Many of the service projects I have participated in will never be forgotten and have left a lasting impact on the community. I can truly say that AmeriCorps will be part of me for the rest of my life."

-Yesica Robinson, AmeriCorps Member  
[Cherry Street Health Services](#)  
Grand Rapids, MI

### Examples of Training Members Received

- Community Health Worker
- Blood Pressure Screening
- Planned Parenthood STI
- CPR Certification
- Disaster Preparedness and Response
- Grant Writing and Fundraising
- Doula Certification
- [Leadership Plenty®](#) & Other Leadership Development Programs

Members received ongoing training from their assigned supervisor(s) for day-to-day service skill development. Site supervisors frequently serve in the capacity as both a mentor and instructor to the member.

### A Few Key Examples of Supervisor Activity

- Training to enhance day-to-day service skills
- Conducting performance evaluations
- Offering constructive feedback to the members

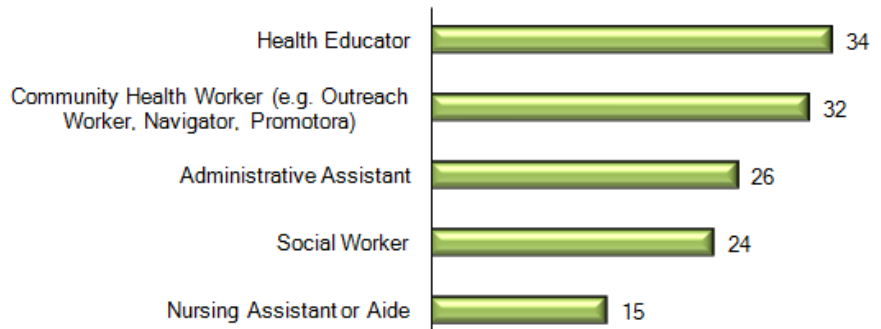
## Future Plans

An online national survey was used to learn about member experience, satisfaction and aspirations. Responses were analyzed for all members (N=618) survey (10/01/2009 – 09/30/2010). Of 534 survey respondents, the future goals changed for many members that did not plan further education (83) or career (74) in a health field prior to serving with Community HealthCorps.

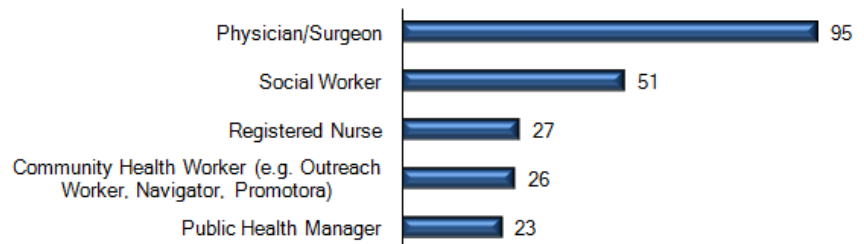
- ⇒ By the end of service, 24% (18) of those who did not initially plan to pursue a career in a health field agreed or strongly agreed that they planned to do so, because of participating in Community HealthCorps.
- ⇒ Similarly, almost a quarter at 24% (20) agreed or strongly agreed that they planned to pursue further education in a health field, because of the program.

Several high-need areas of health occupations are represented among members' future plans. For more information about employment projections, visit the United States Department of Labor, Bureau of Labor Statistics at <http://www.bls.gov/emp/tables.htm>.

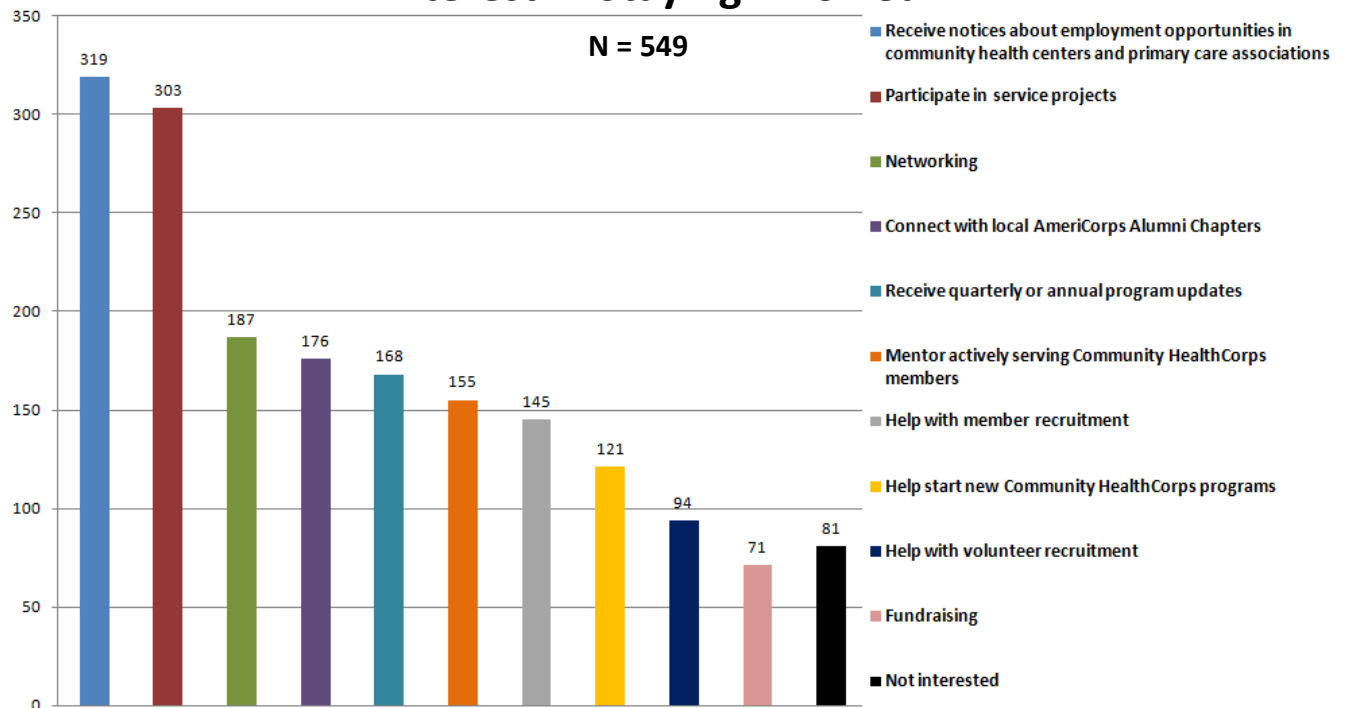
**Top 5 Areas of Work Planned Immediately After Service (by # of members)**



**Top 5 Occupations Preparing For Immediately After Service (by # of members)**



## Interest in Staying Involved



## Background

In 1993, President Bill Clinton signed the [National and Community Service Trust Act](#), which established the [Corporation for National and Community Service](#) and brought the full range of domestic community service programs under the umbrella of one central organization. This legislation built on the first National Service Act signed by President H.W. Bush in 1990. It also formally launched [AmeriCorps](#), a network of national service programs that engage Americans in intensive service to meet the nation's critical needs in education, public safety, health, and the environment.

The [Volunteers in Service to America \(VISTA\)](#) program is considered a cornerstone of the national service movement, launched during the War on Poverty in the 1960s at the same time as community health centers. Community HealthCorps has operated VISTA programs in New York for the past ten years, and operated a VISTA program in California which ceased halfway through the program year due to funding shortages.

The medically underserved began receiving health care from federally qualified health centers (FQHCs) 45 years ago. Federally qualified health centers are community owned, neighborhood-based and federally funded nonprofit organizations that serve millions of patients annually. FQHCs and communities they serve need support from AmeriCorps programs like [Community HealthCorps](#) now more than ever.

Founded in 1995 by the [National Association of Community Health Centers \(NACHC\)](#), [Community HealthCorps](#) is the largest health-focused, national AmeriCorps program that promotes health care for America's medically underserved, while developing tomorrow's health care workforce. The mission is to improve health care access and enhance workforce development through community health center based national service programs.



To learn more about the National Association of Community Health Centers visit:  
[www.nachc.com](http://www.nachc.com)



To learn more about the Community HealthCorps and find out where Community HealthCorps programs are located visit:  
[www.communityhealthcorps.org](http://www.communityhealthcorps.org)



To learn more about AmeriCorps visit:  
[www.nationalservice.gov](http://www.nationalservice.gov)

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## Picture Acknowledgements

Front cover	Various photos from Community HealthCorps programs nationwide
Page 5	Top (from left to right): Florence Choo, Emily Kuo, Audrey Johnson & their Doula instructor; Center left (from left to right): Jeffrey Reynoso, Veronica Alexander, Jessica Armendariz & Jannett Aguilar; Center right (from left to right): Jose Pesante & Luis Cotto; Bottom (from left to right): Jarvare Garrett, Christina Jeffrey & Katie Wright
Page 6	From left to right: (1) Tamila Brown; (2) Infinity Bachus & Latisha Ferguson with a health fair patron; (3) Katie Wright with a health fair patron; (4) Kaneesha Miner teaches a young child; (5) 2010-11 DCPCA members volunteer at a local health fair; (6) Mike Kulesza & Emily Fetterhoff
Page 7	Yesica Garcia-Chavez volunteers during the 2010 Make a Difference Day
Page 8	Michele Lorenz helping a young child plant pepper plants
Page 9	Aleisha Rozario practicing compressions in CPR Training with two other New York Community HealthCorps VISTA members