



## COMMUNITY HEALTHCORPS: *Serving the Underserved*

**CHCANYS** operates one of the largest Community HealthCorps programs in New York State through which it recruits and trains HealthCorps members, places them with interested health centers throughout the state, and provides ongoing support to HealthCorps members and their host centers to ensure a mutually beneficial experience for both.

### ➤ What is Community HealthCorps?

Community HealthCorps is a health-focused, national AmeriCorps program that promotes health care for underserved populations while developing tomorrow's health care workforce. Through the Community HealthCorps program, AmeriCorps members serve in Community Health Centers and fill critical service gaps that exist in the delivery of primary care at CHCs.



### ➤ How does CHCANYS' Community HealthCorps Program

CHCANYS does all the recruiting and prescreens applicants through a first round of interviews. Health center sites are then asked to conduct second round interviews and to collaborate with CHCANYS in making the final hiring decisions. HealthCorps members begin their service in October and, in the ensuing 46 weeks, dedicate 1700 hours to the program (averaging between 40 and 45 hours per week). They spend 80 percent of their time in direct service and the remaining 20 percent in ongoing trainings arranged by CHCANYS. For their part, health center sites must assign someone from their staff to actively supervise HealthCorps members, including through weekly one-on-one supervision meetings with each member. Health center sites must also provide members with computer and telephone access while they are onsite and must excuse them for trainings and other AmeriCorps events (of which they will be notified in advance).

### ➤ Will it cost my center anything to have Community HealthCorps members at my site?

CHCANYS receives a grant from AmeriCorps to offset the cost of operating the program and to pay living stipends to HealthCorps members. Health center sites must provide matching funds for each HealthCorps member they host. While the amount of the required match varies from year to year, in the past it has ranged from \$14,000 to \$16,000 per member.

### ➤ Who is the typical Community HealthCorps member?

There is really no "typical" HealthCorps member. Our members are diverse in their backgrounds, experience and career trajectories. However, all applicants must demonstrate a strong commitment to service as well as the ability to provide culturally competent services to the medically underserved populations cared for by CHCs. They must also exhibit the utmost professionalism, a strong work ethic, and a sincere dedication to improving the health status of hard-to-reach populations. After completing the program, some HealthCorps members are hired by their host sites while others continue on their educational and professional paths.



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## ➤ What can Community HealthCorps members do at my center?

AmeriCorps guidelines govern the types of things HealthCorps can do during their service.

## ➤ Some of the common activities HealthCorps members are permitted to perform:

- ◆ Conduct health education for patients on any health-related topics
- ◆ Make reminder phone calls to patients for appointments
- ◆ Work on hotlines or provider-referral services for the CHC and their clients
- ◆ Design and promote events such as health fairs
- ◆ Conduct screenings for such chronic diseases as asthma, diabetes, and depression
- ◆ Conduct outreach to increase access to CHC and partnering facilities
- ◆ Provide transportation for patients
- ◆ Provide translation services
- ◆ “Reach Out and Read”/tutoring
- ◆ Provide doula services
- ◆ Increase volunteerism at CHCs and surrounding communities

## ➤ HealthCorps members are expressly prohibited from:

- ◆ Filing or working as medical clerks
- ◆ Carrying out the duties of a Physician Assistant
- ◆ Fundraising for their match or stipends
- ◆ Development work unless they are implementing what they develop
- ◆ Advocacy on behalf of any legislation, political party or political candidate
- ◆ Duties related to religious instruction or worship

## ➤ Can my health center cut costs by replacing existing paid employees with Community HealthCorps members?

No. AmeriCorps strictly prohibits this practice.

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