

# CHCANYS AmeriCorps Member Training and Professional Development Overview

# Community Health Job Skills

**Objective:** Provide members with the practical tools and skills necessary to perform their service activities and build their readiness for careers in community health. The focus is on trainings that develop specific skills relevant to the member’s service activities.

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| **Group Facilitation** | CHCANYS AmeriCorps members lead and facilitate group workshops, discussion sessions and support groups in community health centers, school based health centers and other community‐based settings. The Group Facilitation training will help members develop their skills as group facilitators, with the ability to receive feedback and learn new techniques designed and tailored specifically for facilitators of behavioral change. |
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| **Motivational**  **Interviewing** | CHCANYS AmeriCorps members serve exclusively in medically underserved communities, working with patients that face difficult health care and social challenges. AmeriCorps members play a critical role in developing personalized care management plans with their patients. Motivational Interviewing training will equip members with a collaborative, person‐centered approach for developing individual care plans and the supportive counseling techniques that support and encourage conditions for positive change in an individual. |
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| **Self‐Care and**  **Stress Management** | CHCANYS AmeriCorps members provide direct services in fast‐paced, demanding and stressful work environments. Research suggests that direct service providers working with underserved and vulnerable populations face a higher rate of mental and physical health problems related to the challenging and stressful nature of the work. Burnout Prevention, Self‐Care and Stress Management techniques are a critical component of their training and are necessary skills for their personal and professional success. |
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| **Harm Reduction** | CHCANYS AmeriCorps members work with vulnerable populations and at‐risk individuals, including teenagers, the homeless, and LGBTQ youth. The Harm Reduction training will equip members with the foundational knowledge and specific skills to identify the multiple harms related to engaging in risky behaviors, while ultimately developing care management plans aimed at removing stigma and promoting improvement of overall health and well‐being. |
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| **Conflict Resolution** | CHCANYS AmeriCorps members work in demanding, fast‐paced settings and must work together with health center providers, staff and patients in developing care plans aimed at promoting behavioral changes. The Conflict Resolution training will train members in properly addressing conflict in the workplace and managing difficult situations, with a focus on gaining skills that promote positive interpersonal relationships and turn conflicts into opportunities. |

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| **Cultural Competency** | Cultural Competency is critical for direct services providers working with underserved, vulnerable and at‐risk populations for whom social stigma can be a big barrier to seeking care. This training provided will equip members with the knowledge and skills necessary to provide services in a manner that is understanding, malleable and supportive of patients and their individual needs, allowing them to build interpersonal relationships with their patients that are based on trust and encouragement, thereby increasing patient buy‐in and adherence to self‐management care plans. |
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| **Communication for Social Change** | CHCANYS AmeriCorps members work in underserved and low‐income communities whose members face different societal barriers and structural challenges beyond their health. This training provided focuses on training members in community problem identification, group decision making, action |

planning and collective action designed to support and empower communities and individuals. These are critical elements necessary for the effective delivery of social services in community health center settings.

# Topics in Community Health

**Objective:** Using a variety of didactic methods, AmeriCorps engages members on core issues related to community‐based health care. Topics in Community Health workshops and seminars are delivered by AmeriCorps staff, staff from across CHCANYS’ program areas, as well as guest speakers from various community health centers and partner community‐based organizations. These workshops and seminars provide members with comprehensive knowledge and information relevant to community health centers, the communities they serve, the patient populations that they treat and the prevalent health care issues they face. By acquiring greater knowledge in all aspects of community health, members will be able to enhance the quality of the service they perform and be better prepared for a continued career in the field.

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| **Community Health**  **Center History and**  **Policy** | CHCANYS AmeriCorps members work in Federally Qualified Health Centers (FQHCs) whose mission is to provide high‐quality, patient centered, community‐based primary care services to anyone who needs care, regardless of their insurance status, immigration status or their ability to pay. These monthly educational lectures and workshops will educate members on the history of the community health center movement and on the evolution of federal and state policy surrounding FQHCs, including current and future developments related to FQHCs and relevant public health issues. AmeriCorps, Clinical, and Policy staff will present to the members and host Q&A sessions throughout the course of the program year. |
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| **LGBTQ Health Care** | New York's lesbian, gay, bisexual, transgender and queer communities face stigma and discrimination in different aspects of our society, including when seeking health care services. This interactive workshop provided by Callen-Lorde Health Center Education and Outreach staff will educate members on the different health issues and challenges faced by the LGBTQ community and will equip members with the skills and knowledge necessary to provide culturally sensitive and specialized care through comprehensive lecture, roleplaying patient‐provider sessions, and other interactive learning activities. |
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| **Sexual and**  **Reproductive**  **Health Care** | CHCANYS AmeriCorps members serve in communities where there are above‐average rates of teen pregnancy and HIV/AIDS and other STI infections. AmeriCorps staff and guest speakers will present health education seminars that focus on birth control methods, HIV/AIDS/STIs education, safe sex education, and imparting techniques and sharing best practices on developing workshops that promote safe behaviors and how to facilitate discussions around these issues. |

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| **Opioid Care Trainings:**  **SBIRT & Naloxone Train the Trainer** | CHCANYS AmeriCorps members receive trainings related to the Opioid Epidemic affecting New York City and New York State. The Screening Brief Intervention and Referral to Treatment (SBIRT) training will be provided to members in order to assist them in providing support and screening measures for those at risk for or using opioids. Additionally, members will receive a Naloxone Administration Train the Trainer workshop. This will prepare members to train substance users, family, and community members to administer the anti-overdose medication, Naloxone. |
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| **Emergency Management** | Educate members on the importance of emergency preparedness and management on a national, state, local, and personal level. Discuss challenges unique to NYC and unique to health care providers, and discuss the role of community health centers in statewide emergency planning and response. CHCANYS Emergency Management staff will host a seminar and interactive workshop and host a Q&A session. |
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| **Public Benefits and**  **Public Assistance**  **Programs** | CHCANYS AmeriCorps members work in underserved and low‐income communities whose members may qualify for and benefit from public assistance programs and resources. AmeriCorps staff will work with partner organizations to develop educational workshops to educate members on public assistance programs such as Food Stamps/SNAP, Medicaid, navigating the New York State of Health insurance exchange and other programs and resources available in NYC and NYS, with a focus on programs that could potentially benefit health center patients and increase the quality of the services they receive. |
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| **Meaning of Service** | CHCANYS AmeriCorps members serve in challenging environments, performing intensive and critical service in underserved communities and it is important for participants to reflect on who, how and why they serve, as well as address the challenges and difficulties that they face throughout their year of service. Meaning of Service activities will focus on readings and films related to service, giving and leading. Members will have the opportunity to discuss and reflect on the service they perform and on its importance, with a focus on the community health movement and the patients that benefit from their service. The material for these sessions will include audio of Martin Luther King's Jr "The Drum Major Instinct" speech, roundtable reading and discussion of "A Bed for a Night" poem, and group and individual reflections on the definition of service and the role it plays in our lives and society. |