

NORTH FLORIDA HEALTH CORPS

Member Service Description

I. Site Information

Site Name and Location:

**Baker County Health Department
480 W. Lowder Street
Macclenny, Florida 32063**

Organization Description and Mission:

The mission of the Department of Health is to promote and protect the health and safety of all Floridians. Our goals are attained by preventing and controlling the spread of acute, chronic and infectious disease; providing basic family health care and dental services to persons unable to access care from the private sector....The department also provides early intervention and medical services to children with special health care needs. The Baker County Health Department offers traditional public health services as well as community wellness and outreach programs.

Site Mentor assigned to support member:

Name & Title only:

**Sue Murphy, MSW
Social Work Services Program Manager**

II. Service Description

Service Goals

First quarter goals:

- **The member will become familiarized with the comprehensive services provided by the Baker County Health Department through departmental orientations, trainings by the site mentor, and reading and reviewing applicable informational materials. The member will also become familiarized with the history and current implementation of the Baker County Healthy Start Program**
- **The member will shadow Healthy Start staff who are providing case management and educational services to program participants.**

- The member will resume service on the project that was initiated by previous AmeriCorps members, compiling ongoing lists of high risk OB patients, women with positive pregnancy tests, and maternity patients that are served by the Baker County Health Department.
- The member will meet with the site mentor to discuss clinical skills and etiquette that are needed to provide supportive and appropriate patient care.
- The member will review informational materials, resources and curriculums that were previously used by the Healthy Families Baker Program. S/he will make an outline of the educational information that should be relayed to families at various stages during the intensive parenting support project.
- The member will begin to create the curriculum that will be used throughout the duration of this project.
- If car seat technician training has been received by the member (ideally), s/he will begin to provide these services with other Baker County car seat technicians during community events and educational trainings.

Second quarter goals:

- The member will practice delivering parenting services to Healthy Start participants with the site mentor. During supervisory sessions, the member and site mentor will engage in role playing exercises that will help prepare the member for the actual service delivery of the parenting services. The site mentor will provide guidance, feedback and support to the member in this regard.
- The member will accompany the site mentor and other Healthy Start staff on home and office visits to meet families that are referred to the parenting project.
- The member will begin to utilize the curriculum that has been created to provide the parenting support services. S/he will begin to meet with patients him/herself without the presence of other staff members to assist.
- The member, with the assistance of the mentor, will make adjustments to the curriculum that has been created based upon the needs or responses of the participants of the project.
- The member will continue the service that was begun on the database, tracking high risk OB patients, and women with recent positive pregnancy tests. The member will continue to contact these high risk pregnant women and recently identified pregnant women, encouraging them to make and keep OB appointments and reducing barriers such as transportation issues.
- The member will continue to provide car seat safety education services to families with young children (assuming this grant has been successfully received).

Third quarter goals:

- The member will function independently in most circumstances regarding the provision of parenting support and education to Healthy Start participants.
- The member will meet weekly with the mentor to discuss the progress of each family that is receiving parenting services.
- The member will actively provide car seat education services to families in his or her caseload that are receiving parenting support and education.
- The member will actively participate in car seat events and education classes that are held at the Baker County Health Department and in the community (provided that grant funding has been received).

- The member will continue to track and contact patients that are listed on the pregnancy, maternity and high risk OB databases to update information and to ensure that they are receiving the services that they need.

Fourth quarter goals:

- The member will continue to work on the projects above.
- The member will begin to evaluate the results of his/her projects with the mentor.
- The mentor and the member will begin to quantify the results of the projects.
- The member and mentor will identify the successes of the projects as well as identify any gaps or obstacles that have affected the overall results.
- The member and the mentor will identify how or if this project will be sustained by the AmeriCorps member in the upcoming year(s).

Outcome Measures:

First quarter:

- The member will be given a tour of the Baker County Health Department along with an explanation of the scope of services that are provided by each department.
- The member will read BCHD brochures and the 2010 Baker County Health Needs Assessment to ascertain a good understanding of the community as well as its assets and needs. The member will read the Healthy Start Standards and Guidelines to obtain needed information on the implementation of the program throughout the state of Florida.
- The member will attend one Healthy Start Coalition meeting to better understand the scope of services that are provided.
- The member will shadow the site mentor and the two Healthy Start case managers on a minimum of 10 interviews with Healthy Start participants.
- The member will update each of the data bases so that they are current, listing all patients that are being served and with all other fields completed.
- The member will have reviewed a minimum of 5 curriculums that are in house and created an outline of the educational information that should be relayed to parents at various stages during the intensive parenting support project.
- The member will initiate the creation of the curriculum that will be used throughout the duration of this project.
- The member will either attend one training on providing parenting support services to families or s/he will participate in an on-line webinar on this topic.
- The member will have received car seat technician training during the first quarter and successfully completed this course (assuming grant funding is received).
- If the car seat technician training is completed, the member will have provided educational services to 5 families that need car safety seats for their children.

Second quarter:

- The member will practice delivering parenting services through the use of role play a minimum of 5 times during supervisory sessions with the site mentor.
- The member will accompany the site mentor and other Healthy Start staff on at least 10 visits to meet with prospective parents that will participate in the intensive parenting support project.
- The member will meet with at least 10 families independently to initiate parenting support services.
- After completing these visits, the member will make any needed adjustments to the curriculum based upon the responses and feedback that has been received from the families served.
- By the end of this quarter, the member will have updated the pregnancy, high risk and maternity data bases so that all fields are complete and information is current.
- The member will have contacted a minimum of 20 newly diagnosed pregnant women and 5 high risk OB patients to ensure that they are receiving prenatal care and to reduce barriers to care.
- The member will have conducted 5 car seat education classes for parents (if grant is received).

Third quarter:

- By the end of the third quarter, the member will have provided parenting support services to a minimum of 25 families.
- At least 10 of these families will have received 3 or more visits by the member, indicating that the member is successfully engaging and retaining the families in the program.
- At least 5 of these 25 assigned families will have received car seat safety and education services from the member.
- The member will have conducted at least 5 car seat education classes for parents during this quarter (if grant is received).
- By the end of this quarter, the member will have updated the pregnancy, high risk and maternity databases so that all fields are complete and information is current.
- The member will have contacted a minimum of 40 newly diagnosed pregnant women and 5 high risk OB patients to ensure that they are receiving prenatal care and to reduce barriers to care.

Fourth quarter:

- The member will serve a minimum of 15 families in the parenting support project during this quarter.
- At least 10 of these families will have had at least 3 parenting support sessions with the member.
- At least 5 of these families will have received car seat safety and educational services during their contact with the member.
- The member will complete a powerpoint presentation that will list the results of the parenting support project, detailing the successes as well as the areas that still need to be worked on. This presentation will be made to the Baker County Healthy Start staff prior to the member's departure from the program.
- The member will continue to update the 3 databases which will be up to date as of June 20, 2012.
- In the final supervisory session with the site mentor, the member will present the findings from the monitoring, tracking and telephone contacts that have been made over the course of the year. The member will make

recommendations on “next steps to be taken in the project” with the mentor’s assistance.

- a. Describe the skills the Corps members will learn as a result of the stated service.

The member will become knowledgeable about public health services in rural communities. The member will develop good listening skills and how to handle him/herself professionally during face to face contacts with clients. The member will demonstrate appropriate phone etiquette when speaking with clients as well. S/he will understand the role of body language when relating to others. The member will become comfortable with working with different populations including pregnant women and their partners/significant others, children, babies and older adults. The member will understand the importance of outreach measures that are directed toward underserved and overburdened populations. S/he will understand the principles of motivational interviewing and how to apply this strategy when working with resistant or hesitant populations. The member will also understand and value the importance of parenting education and how this will ultimately help improve the health and well being of adults and children alike.

- b. List any additional service responsibilities:

All member responsibilities are identified above.

III. Logistical Information

Expected Schedule for Providing Service Hours to Site:

General working hours will be 8:30 AM to 4:30 PM. The member must agree to have some flexibility with working hours since some activities such as car seat safety events do occur in the evenings or on the weekends.

Service Location(s) if different from site address:

Not applicable