

# ***NORTH FLORIDA HEALTH CORPS***

## ***Member Service Description***

### ***I. Site Information***

#### ***Site Name and Location:***

Medical Home for Homeless Children Project  
910 N. Jefferson St.  
Jacksonville, FL 32209

#### ***Organization Description and Mission:***

MHHCP is a Healthy Tomorrows project funded for 5 years by the Maternal/Child Health Bureau and administered by the American Academy of Pediatrics. The grant is a partnership between University of Florida, Duval County Health Department (DCHD) and CMS. We are now in our second year under local funding through the 501c3 Partnership for Child Health, Inc. We receive our funding through Baptist Health Foundation and The Lucy B. Gooding Charitable Trust. Our goal is to improve the health and well-being of Jacksonville's homeless children. We accomplish this goal by breaking down existing barriers to care. We provide nurse home visits at 9 shelters, nursing assessments, referrals into DCHD's Kids 'N Care Health Center, care coordination, taxi vouchers to medical visits, financial counseling by DCHD HSC, and evening health education classes at the shelters. Kids 'N Care becomes the children's Medical Home, providing comprehensive child health including Acute Care visits, Well Child visits, vision and hearing screening, developmental and mental health screenings, and specialty referrals.

#### ***Site Mentor assigned to support member:***

Julie Wood, RN, BSN  
Nurse Care Coordinator

### **II. Service Description**

#### ***Service Goals:***

##### ***First quarter goals:***

1. Materials for health education classes - Personal hygiene, Healthy Environment, STI/Safer Sex/Healthy Relationships, Nutrition and Parenting - reviewed, and classes prepared.
2. Begin evening health education classes at each of 5 of 9 shelters
3. Access Database updated and current.
4. Assistance with case management of families at 2 shelters.

5. Familiar with usage of assessment materials, progress notes and chart reviews.
6. Shelter visits are made at least weekly to each assigned shelter.
7. Prepare 25 Health Notebooks.
8. Prepare and maintain case management files.
9. Daily MHHCP client visit log up to date.
10. All referrals logged.
11. Familiarized with MHHCP Website. Assist in design of it if not completed this year.

***Second quarter goals:***

1. Materials for health education classes - Personal hygiene, Healthy Environment, STI/Safer Sex/Healthy Relationships, Nutrition and Parenting - reviewed, and classes prepared.
2. 2-3 evening health education classes each week at 3 of 9 shelters
3. Access Database updated and current.
4. Assistance with case management of families at 2 shelters.
5. Competent in intake assessment, SOAP progress notes and chart reviews.
6. Shelter visits are made at least weekly to each assigned shelter.
7. Prepare 25 more Health Notebooks.
8. Prepare and maintain case management files.
9. Daily MHHCP client visit log up to date.
10. All referrals logged.
11. Familiarized with MHHCP Website. Assist in design of it if not completed this year.

***Third quarter goals:***

Same as second quarter.

***Fourth quarter goals:***

Same as third quarter.

Report to Site Mentor on each client before Member's departure.

**Outcome Measures:**

***First quarter:***

1. Shelters have been contacted about available classes and schedule is set up.
2. Care coordination files of families are up to date.
3. New children are brought into project each week.
4. Competent in intake assessment, SOAP progress notes and chart reviews.
5. All referrals are logged and in data base.
6. Shelter home visits are made at least weekly.
7. Health education classes studied and prepared.

8. Access Database is updated and current.
9. 25 Health Notebooks completed.
10. Web site is up and running.

***Second quarter:***

1. Shelters have been contacted about available classes and schedule is set up.
2. Care coordination files of families are up to date.
3. New children are brought into project each week.
4. Competent in intake assessment, SOAP progress notes and chart reviews.
5. All referrals are logged and in data base.
6. Shelter home visits are made at least weekly.
7. Health education classes being presented at 5 of 8 shelters.
8. Access Database is updated and current.
9. 25 more Health Notebooks completed.
10. Web site is up to date.

***Third quarter:***

Same as second quarter

***Fourth quarter:***

Same as third quarter

Report to Site mentor is made before Member's departure

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

- a. Care Coordination – Intakes, SOAP notes, Chart Reviews
- b. Research and teaching skills
- c. Use of DCHD's appointment – making system
- d. Access database
- e. Web site management
- f. Time management
- g. People Skills
- h. Patient Advocacy

b. List any additional service responsibilities:

Provide care coordination for homeless families, including shelter visits, phone calls and office visits, one-on-one health education, advocacy, assistance with

Medicaid applications, referrals to mental health and early intervention services, and collaboration with schools and other agencies serving homeless children. It also includes setting up systems and communicating with the homeless shelters' staffs. The member will also set up and keep current a file for each family that he/she follows.

Learn materials and provide daytime and evening health education classes on the following topics: Personal Hygiene, Healthy Environment, STD/Safer Sex/Healthy Relationships, Nutrition and Parenting.

Make appointments for patients at Kids 'N Care Health Center, interact effectively with the clinic staff, review children's clinic charts and provide follow-up after clinic visits when appropriate.

Maintain and continually update Access database.

Maintain Web site.

Assist with data collection and entry.

### **III. Logistical Information**

#### ***Expected Schedule for Providing Service Hours to Site:***

9 – 5, Monday – Friday. This schedule will flex when member gives evening classes.

#### ***Service Location(s) if different from site address:***

***Same site.***