

NORTH FLORIDA HEALTH CORPS

Member Service Description

I. Site Information

Site Name and Location:

River Region Human Services, Inc
2055 Reyko Rd., Suite 101
Jacksonville, FL 32207

Clinical Operations: 390 Park St, Jacksonville, FL 32204

Organization Description and Mission:

River Region Human Services, Inc. (RRHS) is a 501(c)(3) non-profit corporation that provides a **comprehensive array of services**—including housing and case management as well as assessment, treatment, intervention and prevention for HIV/AIDS and other infectious diseases, substance abuse and co-occurring substance abuse and mental illness—to the citizens of Northeast Florida. The **mission** of RRHS is to improve the quality of life for individuals of Northeast Florida affected by substance abuse, mental illness, homelessness, HIV/AIDS and other communicable illness through outreach, prevention, intervention treatment and housing services. The services focus on assisting persons in developing and maintaining a functional independent lifestyle free from: the use of dependency producing drugs, the debilitating effects of mental disorders, and the commission of anti-social and criminal activities, and the ravages of sexually transmitted diseases.

Site Mentor assigned to support member:

Renee Hellen, M.S.
Director of Methadone Treatment Services

II. Service Description

Service Goals:

First quarter goals:

- By the end of the first quarter, the member will complete New Employee Orientation, Unit Orientation, necessary area trainings, and shadowing of key staff in MAT and Outpatient Treatment Services.
- The member will have visited at least 3-5 community organizations to learn about area services
- The member will have made at least 180 contacts (60 contacts monthly – either face-to-face or phone meetings) to address questions, make inquiries, or provide information/materials.
- The member will have made at least 20 referrals with follow-up to MAT clients.

- All contacts and referrals will be recorded and tracked in a log and provided to the site mentor monthly.
- The member will have participated in all staffing meetings as well as agency meetings as designated by the site mentor.

Second quarter goals:

- The member will have updated the existing “library” of information and resources to address client needs –
 - o Electronic and Hard copy files will be created containing relevant printed materials for distribution.
 - o Printed information will be collected from outside sources or developed by the member for client use
 - o A location will have been established for clients to access these materials (including access through computer files).
- The member will have visited at least 3-5 community organizations/events to learn about area services.
- The member will have made at least 180 contacts (60 contacts monthly – either face-to-face or phone meetings) to address questions, make inquiries, or provide information/materials.
- The member will have made at least 20 referrals with follow-up to MAT clients.
- All contacts and referrals will be recorded and tracked in a log and provided to the site mentor monthly.
- The member will have participated in all staffing meetings as well as agency meetings as designated by the site mentor.

Third quarter goals:

- The member will continue to build and maintain a “library” of information and resources to address client needs –
 - o Electronic and Hard copy files will be created containing relevant printed materials for distribution.
 - o Printed information will be collected from outside sources or developed by the member for client use
 - o A location will have been established for clients to access these materials (including access through computer files).
 - o Investigate whether relevant information for other RRHS clients can be sent or posted to RRHS main website for client access.
- The member will have visited at least 3-5 community organizations/events to learn about area services.
- The member will have made at least 180 contacts (60 contacts monthly – either face-to-face or phone meetings) to address questions, make inquiries, or provide information/materials.
- The member will have made at least 20 referrals with follow-up to MAT clients.
- All contacts and referrals will be recorded and tracked in a log and provided to the site mentor monthly.
- The member will have participated in all staffing meetings as well as agency meetings as designated by the site mentor.

Fourth quarter goals:

- The member will continue to build and maintain a “library” of information and resources to address client needs –
 - o Electronic and Hard copy files will be created containing relevant printed materials for distribution.
 - o Printed information will be collected from outside sources or developed by the member for client use
 - o A location will have been established for clients to access these materials (including access through computer files).
 - o Investigate whether relevant information for other RRHS clients can be sent/posted to RRHS main website for client access.
- The member will have visited at least 3-5 community organizations/events to learn about area services.
- The member should have made at least 180 contacts (60 contacts monthly – either face-to-face or phone meetings) to address questions, make inquiries, or provide information/materials.
- The member should have made at least 20 referrals with follow-up to MAT clients.
- All contacts and referrals should be recorded and tracked in a log and provided to the site mentor monthly.
- The member should have participated in all staffing meetings as well as agency meetings as designated by the site mentor.

Outcome Measures:

First quarter:

By the end of the member’s first quarter, the member will have made at least 180 contacts with MAT clients (note: contacts may be duplicated).

By the end of the member’s first quarter, the member will have made at least 20 referrals to outside services, agencies, programs with tracked follow-up on clients.

Second quarter:

By the end of the member’s second quarter, the member will have made at least 180 contacts with MAT clients (note: contacts may be duplicated).

By the end of the member’s second quarter, the member will have made at least 20 referrals to outside services, agencies, programs with tracked follow-up on clients.

By the end of the member’s second quarter, the member will have an established library of resource materials (e.g. conversion of hard copy files to computer files, printed materials, calendar of events).

Third quarter:

By the end of the member’s third quarter, the member will have made at least 180 contacts with MAT clients (note: contacts may be duplicated).

By the end of the member’s third quarter, the member will have made at least 20 referrals to outside services, agencies, programs with tracked follow-up on clients.

Fourth quarter:

By the end of the member's fourth quarter, the member will have made at least 180 contacts with MAT clients (note: contacts may be duplicated).

By the end of the member's fourth quarter, the member will have made at least 20 referrals to outside services, agencies, programs with tracked follow-up on clients.

By the end of the fourth quarter, the outcomes assessment of Methadone Treatment Services will reflect an increase in client satisfaction with services received – particularly wrap-around service needs and an increase in the retention rate of MAT clients.

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

The AmeriCorps/NHC member will learn the ability to work with a variety of clients with various health and service needs; assess client needs for community services; provide educational materials or education in one-on-one contacts; develop the ability to network with community agencies; learn to work in a team environment with staff and clients from a diversity of cultural backgrounds and experiences; learn to work independently; develop educational materials using Microsoft office skills.

List any additional service responsibilities:

At RRHS, specific service responsibilities for the AmeriCorps/NHC member include:

- Conducting initial and ongoing assessment of clients, significant others, and family members needs and support system.
- Conducting one-on-one meetings (face-to-face or telephone contacts) to provide information to clients, address the needs of clients for support services, and educate clients on relevant resources in the community or processes for obtaining necessary public assistance, insurance, services, etc.
- Tracking services based on client contact and submit reports to Site mentor weekly.
- Maintaining complete, current, accurate case files on client contacts, with a tracking of information received and referrals made – maintain this information in a log report.
- Developing resources and library of information related to client health, medical, educational, employment, financial, and other relevant support needs – includes both the collection/gathering and production of written materials.
- Attending periodic meetings and conferences as assigned.
- Following rules and regulations stated in the RRHS Policy & Procedure Manual.

III. Logistical Information

Expected Schedule for Providing Service Hours to Site:

Flexibility in hours is flexible as long as the AMERICORPS/NHC member is available to meet with clients regularly during operating hours. The Methadone Clinic operates from 6 am – 3 pm., Monday through Friday, 7 am – 9:45 am on Saturdays, and 8 am – 9am on Sundays. Other hours/schedules can be negotiated for other service responsibilities, such as trainings, agency visits, community events, etc.

Service Location(s) if different from site address:

390 Park St.
Jacksonville, FL 32204