

# HEALTH CARE FOR THE HOMELESS

## Clinical Assistant

### I. Site Info

#### *Site Name and Location:*

**Health Care for the Homeless/Primary Care Health Services, Inc.**  
7227 Hamilton Ave  
Pittsburgh, PA 15208

#### *Organization Description and Mission:*

PCHS provides comprehensive primary and preventive health care services to medically underserved and indigent populations residing in Allegheny County. Health Care for the Homeless operates as part of PCHS, Inc. and serves homeless men, women, and children in the greater Pittsburgh area, providing primary care, mental health, substance abuse, and/or case management services. HCH, in partnership with Allegheny County, has been awarded a three-year federal grant to create an Integrated Delivery System, co-locating primary care, mental health, and substance abuse services at several sites across Allegheny County where the homeless population frequently seeks services. The purpose of the IDS is to provide a "no wrong door" approach to service access for the homeless.

#### *Critical Community Need(s) to be addressed through member service:*

Consumers utilizing HCH clinics face many barriers to accessing care. Many of these consumers are uninsured or underinsured, lack transportation, and fail to seek care except on an episodic basis, therefore jeopardizing the continuity of their care. The Homeless Consumers served in HCH Clinics have little or no resources with which to navigate the health care system. The Pittsburgh Health Corps members will provide case management assistance to address these issues by assisting consumers in applying for entitlement programs, obtaining transportation, providing health education, improving continuity of care by assisting in the set-up and utilization of Electronic Medical Records in our homeless clinics, and more.

#### *Site Supervisor Name/Title/Phone/Fax/Email:*

**Jennifer Williams, MSN, RN**  
**Program Director**  
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### II. Service Description

**Position Title: Clinical Assistant**

***Service Activities/Responsibilities:***

Perform client intake at various collocated clinic sites, documenting client information and completing the HCH encounter form, and other documents as needed. Assist in setting up and entering referral information into the electronic medical record system. When not at the various clinic sites, the Clinical Assistant will report to the HCH office and assist with answering phones, fielding requests for assistance and other duties as assigned.

***Service Goals: (be sure to include numbers, amounts and timelines)***

Clinical Assistant will assist at 6 HCH clinics per week providing homeless consumers with assistance in obtaining access to medications, Mental Health, Substance Abuse, Dental, and vision services through a minimum of 1,872 referrals per year.

Clinical Assistant will provide monthly client focused health education groups at 6 HCH Clinic locations for a minimum of 250 homeless consumers.

***Outcome Measures: (be sure to qualify what measurable impact the member will have through service at Partner Site)***

The Clinical Assistant will have a direct impact on the homeless consumer's ability to access health care services. The Clinical Assistant will interact with a variety of health professionals to meet the homeless consumers' needs, including Physicians, Nurses, Pharmacists, case managers, and health profession students. The Clinical Assistant will document the number of consumers he/she assists in registering for services at the homeless clinics, educates about health care issues, helps with transportation, and links with other necessary services such as Medicaid and Pharmacy services.

*Outcome measures will be revised to reflect 2010 PHC Performance Measures.*

***Position Requirements/Qualifications:***

Bachelors Degree, good communication skills essential, accuracy in documentation, desire to serve the homeless population and to interact with clients experiencing a wide range of physical, mental health, and substance abuse needs.

***Expected Service Schedule:*** 40 hours per week

***Orientation Plan:***

The clinical assistant will spend two weeks traveling to the various clinic sites and training with the current Americorps member and with the nurses at those sites.

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

East End Cooperative Ministries, Corner of Friendship and Roup, Pittsburgh, PA; Jubilee Kitchen, 2005 Wyandotte St., Pittsburgh, PA; Miryam's, 1410 Fifth Avenue, Pittsburgh, PA; Salvation Army North Side Day Shelter, 100 West North Ave., Pittsburgh, PA; Salvation Army

South Side Birmingham Clinic, 54 South Ninth St., Pittsburgh, PA; Wood Street Commons, 301 Third Avenue, Pittsburgh, PA; and additional homeless congregate locations as designated by HCH Director. Locations will vary as need requires.