

# VISTA Assignment Description (VAD)

**Title:** 20 Program & Engagement VISTA (AccessHealth)

**Sponsoring Organization:** United Way of the Piedmont

**Project Name:** VISTAs in the Piedmont

**Project Number:** 20VSSSC001

**Project Period:** 03/29/2020 - 03/27/2021

**Site Name (if applicable):** AccessHealth Spartanburg

## Focus Area(s)

**Primary:** Capacity Building

**Secondary:** Healthy Futures

## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** To improve health outcomes and reduce healthcare costs for under-insured, low-income adults by increasing awareness & community engagement. The VISTA will expand current communication efforts, increase efficiency of the client enrollment process, identify gaps in care and available community assets and resources, and secure additional funding for AccessHealth Spartanburg (AHS).

### Objective of the Assignment (*Period of Performance: 07/20/2020- 07/19/2021*)

Identify gaps in care for the uninsured and available resources in rural counties

**Member Activity:** 1. Conduct a basic needs assessment 2. Create focus groups of AccessHealth clients in rural service areas and lead the groups to discuss and determine assets, needs, and barriers specific to those communities 3. Create a spreadsheet of collected information and share with supervisor 4. Assist in identifying local stakeholders to the communities to increase awareness and expansion 5. Gather data to determine best practices for allocating time and resources to the communities

### Objective of the Assignment (*Period of Performance: 07/20/2020- 07/19/2021*)

Research, conduct, and analyze data for focus groups for clients and community partners

**Member Activity:** 1. Research and create questionnaires for three focus groups: English-speaking clients, Spanish-speaking clients, and community partners 2. Prepare for and conduct focus group meetings, including sending out information, conducting outreach, scheduling, and leading the groups 3. Gather and analyze data and outcomes 4. Create a written report to synthesize key results and recommendations with AHS leadership 5. Gather AHS impact data and client success stories.

### Objective of the Assignment (*Period of Performance: 07/20/2020- 07/19/2021*)

Research and create a program/best practice to capture clients who are lost to services

**Member Activity:** 1. Monitor recertification data and identify trends 2. Develop interventions for improving recertification rates 3. Identify how AHS can use resources available to find clients who are lost to services and contact for follow up

**Objective of the Assignment (Period of Performance: 07/20/2020- 07/19/2021)**

Identify ways for AHS management to measure Care Navigator return on investment & productivity

**Member Activity:** 1.Shadow AHS Care Navigators to gather information and data regarding their day to day activities 2.Learn how Care Navigators enter services into the current database & identify how services entered can measure productivity 3.Develop a manual for client record software (CareScope) to streamline data entry & ensure data input is standardized 4.Collect data to share with supervisor and implement best practices to measure the return on investment & productivity.

**Objective of the Assignment (Period of Performance: 07/20/2020- 07/19/2021)**

Complete VISTA community project.

**Member Activity:** VISTAs will spend 10% of their service participating in a supplemental project designed to foster collaboration and problem-solving for (a) community-wide issue(s).