

2023-2024

# New Member Welcome Packet



The NHC San Francisco is a special initiative of the San Francisco Community Clinic Consortium.

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## **Welcome Statement**

Dear New Service Member,

Welcome! It is a pleasure to have you join us in San Francisco as a National Health Corps San Francisco AmeriCorps Member! We are sincerely thrilled that you have chosen to spend a year of service with us. During this service term, you will have the unique opportunity to serve the San Francisco community. Not only will your service impact individuals, families, and the community, but it will also have a great impact on you!

The National Health Corps San Francisco (NHC SF) is a program of the National Health Corps (NHC). The NHC is a National Direct AmeriCorps Service program that was founded in 1994. The NHC San Francisco program was launched in 2019 and is administered by the San Francisco Community Clinic Consortium (SFCCC) through partnerships with local non-profit and government organizations called host sites. Host Sites apply to partner with NHC San Francisco and host a member to deliver direct services to clients to achieve the mission of the NHC while expanding the host site's capacity.

The mission of the NHC is to foster healthy communities by delivering and connecting those who need it most with health and wellness education, benefits, and services, while developing tomorrow's compassionate health leaders. San Francisco will be your home for your 1700 hour/46-weeks commitment at various public health focused host sites, including Curry Senior Center, HealthRIGHT 360, Mission Neighborhood Health Center, and the San Francisco Department of Public Health. SFCCC, its partner clinics, and other organizations you will learn from and engage with, are a few pieces of the puzzle to make this city healthy and accessible for all San Franciscans. You will be part of these networks to tackle prominent public health issues and address health disparities in areas such as the opioid crisis, improving older adult quality of life, nutrition and physical activity, and COVID-19 response.

This will be a year of growth, reflection, learning, and developing meaningful relationships. We encourage members to walk into this program year with an open mind, an empathetic ear, and an open heart. We hope to inspire you to continue your service beyond your NHC AmeriCorps year and truly understand that it takes a team of compassionate and dedicated individuals, such as yourselves, to alleviate the issues that face our country and communities. This packet is intended to prepare you for AmeriCorps and your role in this community, but the AmeriCorps experience will be what you make of it. What happens next is up to you!

We hope you find this welcome packet helpful to your transition into your service year. Please do not hesitate to reach out to us if you have questions. We look forward to meeting you on August 29<sup>th</sup>, 2023!

Kind regards,



Nadia Majlessi

Program Director, NHC San Francisco AmeriCorps

## **I. Member Checklist**

We realize you are excited to start your year of service; however, there is a ton of stuff to do to prepare for your first day. This welcome packet outlines all the information you need to know to begin your service year successfully. We have provided the checklist below to help ensure that you are not missing or overlooking something important that could prevent your year of service beginning on August 29<sup>th</sup>.

Once you receive and read this welcome packet, we encourage you to go over the checklist and set goals/due dates for yourself to ensure everything is completed in a timely manner. While you are not formally in the program yet, your ability to meet these requirements prior to service makes a good first impression on your professional capabilities.

- **Read** the Welcome Packet
- **Provide** previous AmeriCorps service documentation information, if applicable.
- **Send** copy of original citizenship documents to Director Majlessi
- **Schedule** and **Complete** Field Print Background Screening
- **Complete** the True Screen Background Screening Online
- **Complete** the following survey and tasks:
  - a. [Pre-Service Orientation Survey 2023-2024](#)
  - b. NHC Member Profile Form and Headshot Photo
- **Access** the NHC SF SharePoint (will send access link)
- **Access** the NHC SF Slack (will send invitation to preferred email)
- **Join** and **view** social media
  - a. [Facebook](#)
  - b. [Instagram](#)
  - c. [X/Twitter](#)
  - d. [Website](#)
  - e. [SFCCC Blog](#) and [NHC Stories](#)
- **Secure** housing and move to the San Francisco Bay Area
- **Explore** the San Francisco community safely and connect with your cohort via Slack prior to your first day!
- **Email** Director Majlessi your housing location and roommates, if they are AmeriCorps members, and your move-in date.
- **Gather** all original copies of enrollment documents to bring on the first day of PSO
  - a. Proof of Health Insurance
  - b. Proof of Age
  - c. Proof of Citizenship
  - d. Proof of Car Insurance & Driver's License
  - e. Proof of Health Insurance
  - f. Direct Deposit Information
- **Read** your Position Description

## **II. Member Enrollment Documents**

While members are currently matched with a Host Site, members are not fully enrolled **until all required enrollment documentation is received and originals verified by program staff.**

Failure to complete these requirements will prevent the members from beginning their service year. Members cannot begin earning service hours until the program receives all required enrollment documentation.

### **Background Screenings**

AmeriCorps has stringent background screening requirements that all members must complete before you can start your service year. Please read the following information VERY carefully and be sure to follow all directions to obtain your background screening information BEFORE your service term starts on August 29<sup>th</sup>, 2023.

PLEASE ask questions if you are unclear about any part of this process. Members CANNOT earn hours for service until they have initiated all background screenings and have proof of initiation. Members CANNOT serve at their host sites until all background screening results have been received and cleared by NHC program staff. Two background screenings are required by AmeriCorps:

#### **Background Screening #1: TrueScreen Background Screening**

The instructions for this screening will be sent to the email address you provide at the beginning of the NHC application process. When you receive these instructions, please, follow directions carefully.

The TrueScreen Process will require you to enter all information requested as well as upload a copy of a government issued identification. We are unable to use any previous background screening results. If any results come back that may disqualify you from serving with our program, the program director will contact you directly.

#### **Background Screenings #2: Fieldprint Background Screening**

This screening requires you to be fingerprinted at a qualified Fieldprint location. Your fingerprints and information will be matched against the FBI Criminal Records database. You will receive instructions on how to complete this background screening via the email you provided. Once the background screening is complete, the NHC San Francisco Program will be notified of your clearance for service. If any results come back that may disqualify you from serving with our program, the program director will contact you directly.

If you have any questions concerning the background screenings, please submit your question to the NHC San Francisco AmeriCorps Program Director, Nadia Majlessi at [nmajlessi@sfccc.org](mailto:nmajlessi@sfccc.org). NHC AmeriCorps Program staff will answer your question in a timely manner.

## Proof of Age and Citizenship

The following required documents must be presented to NHC Program Staff on the **first day of Pre-Service Orientation** to complete your official enrollment into the program:

1. Proof of age (I.e., passport, driver's license, etc.)
2. Proof of citizenship/naturalization (I.e., birth certificate, naturalization papers, passport, etc.)
3. Proof of Social Security (I.e., copy of social security card or original)

Please **scan a copy** and **email OR mail** a copy to Nadia, no later than August 29, 2023.

Social Security numbers are sensitive information so if you feel more comfortable, the number can be provided over a secure phone call as long as a proof of social security is still provided during orientation. Failure to provide enrollment documents will prevent the member from enrolling into the program and member cannot earn service hours.

## Car Insurance

NHC San Francisco members are required to have car insurance if they are driving during Host Site Service hours. A copy of valid car insurance is required on the first day of Pre-Service Orientation. In addition to your proof of car insurance, please make a copy of your valid driver's license.

## Health Insurance

All members are required to obtain health insurance during their NHC service year. If the member is not using the NHC provided health insurance plan, they must provide proof of valid health insurance. Please bring the original health insurance card and a copy to the first day of Pre-Service Orientation.

## Previous AmeriCorps Documentation

If a member has previously completed a term of service, the member must provide the name and contact information of the program staff for that program. NHC program staff will have the previous program document that they successfully completed their previous term of service. This documentation must be completed before the first day of Pre-Service Orientation.



### III. Member Benefits

NHC members receive benefits, like those received by employees of an organization. Each benefit is listed below with some information you might want to consider about each one. If you have questions, please do not hesitate to contact Nadia.

#### Stipend

The member stipend for a service year is \$24,000 for the entire service term (46 weeks). This breaks down to around \$1,150 disbursed semimonthly before taxes. Taxes will be taken out of your stipend check, and your tax rate will vary depending on how you fill out your W4.

Members are issued their stipend via direct deposit only, with the first stipend being in the form of a paper check. Your personal account number and routing transit number must be provided in an official format. This information can be officially found on a voided check or an official form/letter from your bank. The form or letter from your bank must include your name, account number, and routing transit number.

Members will receive an invitation to enroll in direct deposit during Pre-Service Orientation, but direct deposit information from your bank must be included in your AmeriCorps member file so please be sure to bring the forms with you.

Stipend checks **cannot** be deposited into accounts held by any account holder other than you.

#### Cal Fresh Benefits

CalFresh is California's food stamps (SNAP) program. Most members apply for and are approved for food stamps to assist with the cost of their basic food needs. Members typically receive approximately \$19-250 per month in food stamps, and they usually receive their first distribution in 30 days from their approval date.

Members are **STRONGLY** encouraged to **wait** to apply for food stamps until they start the NHC program. NHC program staff will provide members with training and Cal Fresh will assign a caseworker to help facilitate the paperwork.

#### Health Insurance

NHC AmeriCorps members are **REQUIRED** to have health insurance while serving in the program. Please note that some members may be eligible to remain on their parent's health insurance up until their 26th birthday. Members that currently have health insurance, and plan to remain on their current health insurance plan, will need to provide a copy of their health insurance card to NHC program staff on the first day of Pre-Service Orientation.

For members who do not currently have health insurance or will not have coverage upon the start of the service term, they will have the option of enrolling in Medicaid OR enrolling in the National Service CIGNA health insurance. Medicaid provides better coverage overall but is isolated to specific providers. National Service CIGNA health insurance has a wider range of providers and the NHC San Francisco program will pay the monthly health insurance premium on your behalf. Members should understand that while the program can enroll you in Medicaid



and may pay the insurance premium for CIGNA insurance, all other costs associated with medical services provided are the responsibility of the member.

## Loan Forbearance

Loan forbearance is another means through which NHC AmeriCorps members can reduce their monthly expenses. AmeriCorps members may be eligible for loan forbearance on qualified federal student loans during their term of service. After successful completion of their service year, members qualify to have the interest earned on their student loans paid by the National Trust. Private loans do not qualify for this benefit, among a few others.

AmeriCorps members are not eligible for this benefit until they have been enrolled completely in AmeriCorps, which does not occur until the first week of service because program staff must verify all original eligibility documents. More information will be given to members during pre-service orientation and in the member handbook.

## Time Off

All NHC members may observe the following holidays (11), regardless of whether their host site is closed in observance of the holiday: New Year's Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veteran's Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day. Members do not get Martin Luther King Jr. Day off as they are expected to serve in the community as this day is a National Day of Service.

In addition to these holidays, members may request personal days off over the course of the service term. Personal days will not be approved if AmeriCorps members are behind on service hours. Program staff recommends members do not exceed more than 15 personal days during your service term to ensure you complete the program. Members must receive prior approval from **both** their Host Site Supervisors **and** NHC Operating Site Staff before taking time off.

Time off cannot be requested for pre-service orientation, group service projects, or member monthly training days unless for a compelling circumstance.

Please notice that the personal days are for vacation days, self-care days, sick time, and any days needed for graduate or medical school interviews. They are not accrued or used by hour, but rather used in half days or full days.

AmeriCorps members **will not** accrue service hours during personal or sick leave so members are encouraged to keep this in mind when requesting personal or sick leave.

## **IV. Programmatic Overview**

Our members participate in many programmatic service components throughout their 1700 hours service term. Here is more information about the program service components that will help you prepare for your year of service:

### **Host Site Service**

Do not hesitate to read your position description and be prepared to ask clarifying questions when you begin training at your host site. During programmatic PSO, you will introduce yourself and the services you will be implementing at your host site. We encourage you to read all our position descriptions and about all the sites before you enter the program. This is not required but will prove helpful in understanding not just your role in NHC, but your cohort.

### **Group Service Projects**

All NHC SF members are required to sign up for and serve at one Group Service Project each month. At the start of the Service Term, program staff will organize the group service project(s). Group service projects may be during the week, but also may be on weekends.

Remember you will be **required** to attend group projects. The sign-up information will be sent to you as soon as the project is solidified. Each project sign-up will be first come, first serve.

If you cannot attend the scheduled Group Service event, you are expected to work with NHC Program Staff and the NHC SF Service Committee to find an alternative.

### **Committees**

Committees are vital to the program's success and sustainability. They allow members to develop and practice skills they can utilize after AmeriCorps, which make them more marketable when applying to medical school, graduate school, internships, fellowships, and/or employment. Furthermore, committees allow the program to fulfill all required program components that it would otherwise not be able to provide members due to limited funding and resources. Committees meet periodically with program staff as well as at the semi-monthly member training days. Committees may also choose to meet additionally as needed. All meetings held by committees are expected to be held outside of host-site service (i.e., before or after site service).

Committees are encouraged to work together and communicate amongst each other to develop and carry out projects throughout the year. Examples would include supporting internal projects and responsibilities, such as the development of recruitment material to share through NHC's social media platforms, additional material, or presentations for the Member Meetings, events, and other projects.

#### **Service Committee**

Service Committee members are responsible for coordinating the required monthly group service projects for Corps members. The committee will network with community partners to coordinate group service project options (virtual and in-person) for NHC members each month and are responsible for project sign up, member

accountability and documentation, leadership at each project and nonmember volunteer recruitment as needed. Members who are a part of this committee will also keep members up to date on approved opportunities for additional volunteering and trainings available in the San Francisco community.

To continuously expand NHC San Francisco's network to other community organizations, Service Committee will also keep track of all the organizations, community members or leaders that they contact while searching for service opportunities. By expanding our network, we hope to expand visibility and civic engagement of the National Health Corps San Francisco program. This would expand our recruitment pools in future years and establish rapport and nurturing relationships with more members of the SF community, slowly making the program more accessible to all people.

### **Training and Professional Development Committee**

Training and Professional Development (PD) Committee members are responsible for developing and facilitating topic-based trainings at each monthly member trainings day. The training topics must fall within the Core Competencies of the program, but typically include interesting public health topics and trends. Each training should be activity-based and developed based on the needs and interests of the entire Corps collected through needs assessment surveys.

The Training and PD Committee oversees coordination of individual member presentations during the monthly member meetings.

Training and PD Committee members are also responsible for researching and possibly scheduling guest speakers to facilitate trainings at semi-monthly member training day that will aid Corps members in career exploration and help members to learn professional skills needed for future employment, Trainings are developed in accordance with the interests of the Corps. The Committee is expected to properly "vet" speakers on the program and members to ensure trainings meet the needs of the Corps members **with** the approval of the Director and/or the NHC Staff person overseeing the committee.

### **Communications Committee**

Communications Committee members are responsible for implementing strategies from the National Health Corps (NHC) Communication Strategy that conveys NHC priority messages to targeted audiences to build support for the program both locally and nationally. The committee is responsible for maintaining the NHC San Francisco Facebook and NHC's national Instagram by coordinating, developing, and collecting member stories, pictures, impact statements, priority messages, and so forth.

Communications Committee members are also responsible for coordinating the blog schedule with program staff. Committee members will offer editing support to all members to ensure the blog messaging aligns with the NHC Communications Strategy. Additionally, Communications Committee members will coordinate and collect all

NHC members' required blogs – blogs address audience interests, such as Alumni highlights, posts for special projects, posts for member recruitment and additional creative blog ideas.

The Communications Committee will also hold an important role in expanding NHC San Francisco's network via social media by interacting with other organization and community leader profiles, working closely with the communities already in our network and connecting with the new connections made by the Service Committee.

### **Recruitment & Engagement Support Committee**

Recruitment & Engagement Support Committee aims to increase the reach of the NHC through supporting the development and redevelopment of member, Host Site, and community partner recruitment and engagement strategies.

R&E Support Committee members will support NHC Operating Site staff in identifying organizations that may not be able to afford the NHC Host Site financial contribution but are otherwise eligible to host an AmeriCorps member. R&E Committee is also responsible for refining the NHC member and Host Site recruitment plans through focus group participation, materials review, and other activities as defined by NHC; Redeveloping the NHC member and Host Site applications and application requirements; Developing and implementing in-person/virtual application technical assistance workshops for interested applicants; Conducting outreach to individuals and organizations to build awareness and promote NHC, as per the NHC Outreach Guidelines.

### **Corps Support Committee**

Corps Support Committee members are responsible for leading engaging reflection and team building activities during the semi-monthly member training days. Reflection is an important part of service learning, while team building helps to maintain esprit de corps. Additionally, the committee organizes teambuilding, or "Esprit de Corps", events throughout the service term for all members outside of the program's service hours to create a support network here in San Francisco for the Corps. Esprit de Corps events must be approved by NHC Staff for hours.

Corps Support is an integral part of the AmeriCorps community, as they foster community care among the members and NHC San Francisco staff.

## **Member Recruitment**

In addition to participating in a committee, all members at NHC San Francisco are expected to promote the program nationwide to university faculty, pre-med advisers, career centers and relevant online forums. Promoting the NHC San Francisco AmeriCorps program is an important responsibility because members sharing their positive experiences and the benefits gained from the program are the best representation that we can offer potential applicants. This

is a great way for members to gain social marketing experience, communication skills as well as recruitment experience that is necessary for program implementation.

## Communications

All NHC members are expected to contribute to NHC Communications activities throughout their service year. More information and training will be given during PSO. Leading up to that moment, we encourage all members to stay connected online. More information on how to do this is listed below in section VI.

## V. Member Training

### Pre-Service Orientation

Pre-Service Orientation is mandatory for all NHC members. No time off will be granted during this two-week period. PSO is spent orienting members to the NHC staff, other NHC members, and member responsibilities, as well as completing required paperwork and reviewing program policies program staff. Additionally, members will receive relevant professional and public health trainings to assist them with their service year. All trainings are based on the program’s Core Competencies and training plan.

The schedule for pre-service orientation is listed in the table below. All days will fall between the hours of 8am and 5pm. Days will be full days. The dress code for PSO is business casual. No flip flops, tank tops, etc. Please be on time! “On time” means in your seat and ready to go at the start time – **not** walking in the room or logging into Zoom mid-Check-in.

Monday	Tuesday	Wednesday	Thursday	Friday
8/28 – N/A	8/29 – PSO I	8/30 – PSO I	8/31 – PSO I	9/1 – PSO I
9/4 – Labor Day; NHC Holiday	9/5 - Report to Host Site	9/6 - Report to Host Site	9/7 - Report to Host Site	9/8 - Report to Host Site
9/11 – Report to Host Site	9/12 – Report to Host Site	9/13 – Report to Host Site	9/14 – Report to Host Site	9/15 – Report to Host Site
9/18 – Report to Host Site	9/19 – Report to Host Site	9/20 – Report to Host Site	9/21 – Report to Host Site	9/22 – Report to Host Site
9/25 – Report to Host Site	9/26 – Report to Host Site	9/27 – Report to Host Site	9/28 – Report to Host Site	9/29 – Report to Host Site
10/2 – Report to Host Site	10/3 – Report to Host Site	10/4 – PSO II	10/5 – PSO II	10/6 – PSO II

Virtual PSO: PSO will be conducted **virtually** between 4-6 hours with assignments to do after our meetings. We ask that you are prepared by **testing** your computer equipment (microphone, camera, etc.) beforehand to ensure that everything is working properly so you are ready to go for the session. Please be sure to dress appropriately and be mindful of what the camera “sees.”

\*\*Any changes to the PSO schedule will be emailed directly out to members.

## Semi-Monthly Member Training Days

**Member Training Days**, sometimes referred to as Member Meetings, occur twice a month. Member Meetings on the first Friday of each month are uniform across all program locations, and may be collaborative, Cross-Corps Member Meetings. All members are **required** to attend these scheduled training days and the host sites are aware that members will not be at host site service for part of or the entire day each month. If the Member Meeting Day lands on a holiday, it will be held the previous Monday. Any scheduling changes will be communicated out to members beforehand.

If a Member Meeting lasts from 3-5 hours, members are expected to resume service. Members should discuss this with their host site supervisors to ensure that they are able to serve after Member Meetings.

## VI. Staying Connected Online

All NHC programs, staff and members participate in the communications strategy to tell your stories of service through our SFCCC [website](#) and our NHC [website](#), [blogs](#) and [stories](#), [Facebook](#), and [Instagram](#). We encourage you to take a good peek at all we are doing in preparation for your service year. Our members create content specifically to help you learn about their service term and what you can expect from a service year with the NHC San Francisco.

NHC SF Staff regularly communicates with members through email and Slack – we ask that members get back to us **as soon as possible** letting us know that they have received our messages. A reasonable response rate is 1-2 business days and is what is expected of members.

We **highly value communication and transparency**, so please do not be afraid to connect with us or to let us know if you need support!

### Slack

NHC SF uses Slack, an online communications platform which can be accessed through a browser or through the app, as the primary mode of communication for quick information delivery. Common uses include sharing upcoming service events or trainings, sending reminders of due dates, blog post shout-outs, posting pictures from a recent NHC event, and sharing interesting articles, podcasts, or books.

Members also use smaller, specified Slack Channels to coordinate within and among Member Committees. Members are **strongly encouraged** to communicate with each other and with staff through Slack, as they might miss additional reminders and requests from their peers if not actively using the platform.

Members can download the Slack App to their desktop and/or mobile devices by visiting the link [here](#). The app download is **free**, and NHC SF Staff will invite members to the Slack channel prior to the start of service.

## SharePoint

The San Francisco Community Clinic Consortium and NHC SF utilize the SharePoint portal, a web-based collaborative platform that integrates with Microsoft Office. Here we will store a lot of programmatic information over the service term including, but not limited to time off forms, timekeeping and data collection guides, meeting agendas and presentations, master calendar, pre-approved training lists.

NHC SF Staff will grant you access to the NHC SF SharePoint Site prior to the start of service with the email you provided in your correspondence and application. If you have any issues with accessing SharePoint, please contact Program Staff to assist you.

SharePoint will also be the home to Additional Resources, a folder where you will find various links, articles, PDFs, and working documents that might help you in your transition into AmeriCorps service, throughout the AmeriCorps service program, and beyond the end of your service term.

## Master Calendar

SharePoint will house the NHC SF Master Calendar with events, active service opportunities, seminars, trainings, social hours, member meetings, and other NHC related engagements.

This is constantly updated by NHC SF staff and Members and heavily used throughout the term.

## Private Member Folders

Members will have their own private folders that are used for dropping signed documents, position descriptions, evaluations, time off requests, assignments, etc. We ask that you keep all your documents here so we can keep track of your submissions and requests in an organized fashion.

## Additional Resources

In the Additional Resources folder, you will find the following:

1. **COVID-19 Information and Resources:** This folder includes information regarding the COVID-19 pandemic that remains current and applicable.
2. **Housing Resources:** Here you will find documents compiled either by Program Staff or the Mayor's Office of Housing and Community Development. These documents can be extremely helpful during your search for affordable, accessible housing in the San Francisco area.
3. **LGBTQIA+ Resources:** This folder contains information specifically for and/or about the LGBTQ community, including trans health and other resources that might be helpful for LGBTQ members and/or Host Site patients. It also includes a Google Map file of Gender Neutral/Gender Non-Conforming Bathrooms throughout the city. It is **not** a comprehensive map, but as you continue to find GN/GNC bathrooms in the city, make a note of them!
4. **Living in SF:** This folder includes a variety of tips and tricks to help you during your time in San Francisco. Here you can find a folder entirely dedicated to Public Transportation, including Apps and Links to helpful software to help you navigate



BART, Caltrain and Muni! Here you can also find tips and tricks for how to live on the AmeriCorps Stipend. The GN/GNC Bathroom Map is also included in this folder.

5. **Race and Ethnicity Resources:** As you are aware, there is, and continues to be, a constant fight against racial injustice and inequity throughout the country. As such, in this folder we have included links to resource documents regarding the BLM Movement, racism and healthcare equity, and more.
6. **SMART Goals Resources:** This folder contains a PowerPoint and Word Document presenting a guide to SMART goals, which are the format in which members elaborate their personal goals throughout the Program Year in their Member Development Plans.
7. **Useful Online Apps:** Here you can find links to download useful apps that will aid you in the completion of program forms and documentation throughout the year. These apps include Adobe Scan, SimpleScanner, Simple Scan, MyLiveSignature, and DocuSign.

By no means are these the only resource folders that you will have available to you throughout the service term. These are all working folders, and as new resources are made known to both Program Staff and members, we will continue adding them to the list to help all current and future members during their service terms.

### **Member Handbook, Appendices, and Documentation**

In this folder, you will find forms that you will use throughout your service. These include, but are not limited to, the Member Handbook, Outside Service Form(s), the Time Off Request Form, the NHCSF SFCCC Photo and Media Release Authorization Form, and other important documents that you'll need to fill out throughout your time as an AmeriCorps member. As the year progresses, you will learn what each form is used for and how to fill them out and file them correctly!

### **Member Assistance Program**

Here you will find information about the AmeriCorps Assistance Program, which is designed to support AmeriCorps State programs in providing accessible and quality mental health care services to AmeriCorps members and employees of their organizations.

### **OnCorps Timekeeping**

In this folder, you will find material that will help you in filling out your Timesheets. These Timesheets are one of the ways that NHC San Francisco staff monitors members' progress throughout their respective service terms, and they serve as documents for auditing purposes so that the AmeriCorps program can continue to receive funding for future years of service.

### **Orientation Forms**

Here you will find copies of the important Orientation Forms that must be filled out before you can begin to accrue hours for your service at your Host Sites. These include the following:

1. Member File Checklist
2. NHC Member Contract
3. Member Eligibility Verification Form
4. Member Criminal History Checklist

5. Request to Serve Pending Results of Criminal History Check
6. Member Emergency Contact Form
7. Personal Vehicle Insurance Verification Form
8. Prior AmeriCorps Service Verification Form
9. Member Exit for Cause Form

It is imperative that these forms be filled out as soon as possible and given to Nadia. Without them, you will not be able to accrue hours during your service.

These forms will be completed by you on your first day through DocuSign, a secure signature platform. If revisions need to be made, the copy of each form will be found here.

### **Performance Measures and Wilder Evaluation**

In this folder, you will find the Performance Measures Guidebook and other materials regarding survey and data collection, including from Wilder Evaluation, a partner of NHC's.

Performance Measures must be turned in at the same time as timesheets and help us substantiate the impact of the program to our funders to ensure continued funding for the delivery of services. Wilder Evaluation Surveys help elaborate our members' services and client interactions with qualitative and quantitative data collection.

These practices also give members additional experience in tracking data and evaluating service provision – things that are key to providing quality services in public health, medical, and social service fields.

These are just a fraction of the folders available to you through SharePoint, so please take the time to peruse through each folder and see what other helpful resources you can find, such as the Member Handbook, Member Communication Manual, and other material to guide you throughout your year of service!

### **Surveys**

Program Staff will email each member links to fill out Surveys by your Start Date: [Pre-Service Orientation Survey 2023-2024](#).

In addition to the survey sent by NHC SF Staff, members will receive a separate survey from the NHC national team at the start of their term. Please complete both surveys upon receipt.

Additionally, throughout the year, NHC SF Staff and NHC National Staff send out surveys after trainings for members to complete and provide feedback. Staff uses these surveys to continuously adapt and improve the program, as well as troubleshoot any issues that seem to be coming up regarding trainings or program implementation.

We provide time during the Member Meeting for to members complete these surveys, as your feedback is valuable, important, and implemented.

## Esprit de Corps

To navigate the complicated circumstances of COVID-19 and to ensure that we are fostering a closer community with our members, NHC San Francisco incorporates either Esprit de Corps activities throughout the Program Year. Scheduled based on member availability, Corps Support and Program Staff work to develop social activities accessible to all members to foster community and strengthen connections. The implementation of these activities varies from in-person to virtual, depending on COVID-19 safety recommendations, practices at the time, as well as member availability and accessibility.

Esprit de Corps events primarily involve reflection components around the program and program experience – members must receive approval from the NHC SF Program Director to count these events for hours.

Social Events are events that occur where members cannot accrue hours. These are planned by Corps Support and/or by NHC SF Staff throughout the year. Previous examples include: ice cream socials, museum outings, picnics in the park, virtual game nights, etc.

## **Program Staff Contact Information**

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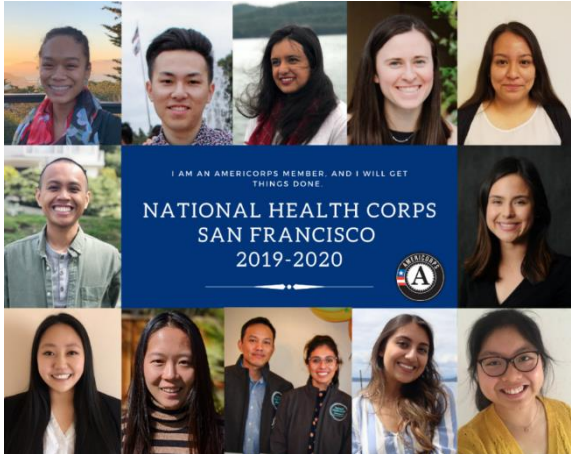
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**VII. Special Section**

Get to know our inaugural 2019-2020 NHC SF Members (Left to Right)! Whitney Francis, Wesley Ho, Shivani Bahl, Julia Schroeder, Xochitl Gonzalez, Jeffrey Levita, Kristin Lam, Ariel Yuan, Lucy Zhang.

NHC SF Staff: Nadia Majlessi and Nick Ragodos, Neha Chhabra, Joanne Lum.



Get to know our 2020-2021 NHC SF Members (Left to Right)! Charlotte Kishi, Spencer Robinson, Jeffrey Levita, Lauren Hall, Cindy Won, Eli Solomon, Clara Chung, Adelle Kanan, Antony Nguyen, Tahemina Munir, Christian Chen, Brianna Bingham, Sophia Artis, Evelyn De Arcos, Jacky Chu, Saba Moussavian

NHC SF Staff: Nick Ragodos, Nadia Majlessi, Alan Arroyo-Chavez; and Audrey Elliott.



Get to know our 2021-2022 NHC SF Members (Left to Right): Saadhana Deshpande, Sneha Suresh, Aurora Golden-Appleton, Hannah Griggs, Paola Vidal-Espinoza, Mindy Dai, Alex Morales, Emily Pham, Jack Dokhanchi, Vjola Jorgji, Will Crews, Aly Sato, Johnny Reyes, Autumn Kleinman, Steven Garcia-Machuca.

NHC SF Staff: Nick Ragodos, Nadia Majlessi, Alan Arroyo-Chavez.





Get to know our 2022-2023 NHC SF Members (Left to Right): Angela Zhang, Saadhana Deshpande, Sarah Niederholzer, Michael Zhu, Paola Vidal-Espinoza, Anita Narkhede, Jasmine Khademakbari, Cynthia Fok, Catherine Gross, Joelle Park, Andrew Bao, Grace Lemke, Fern Vichaikul, Cameron De La Huerta, Vivian Yip

NHC SF Staff: Nick Ragodos, Nadia Majlessi, Alan Arroyo-Chavez.

#### Advice from NHC SF Alumni:

- “Make sure your timesheets are descriptive but not too descriptive. It’s okay if you get it wrong the first (or 50<sup>th</sup>) time. Rejection builds character. Don’t hesitate to reach out. Everyone’s here to support you. Nadia will always answer your texts. Professionalism is key” – Joanne Lum
- “Do a timesheet entry every day or every few days instead of waiting until the day it’s due. Plan the content of your social media posts in advance, that way you have an idea of what to prepare for Comm Comm due date.” -Ariel Yuan
- “I found tracking my own hours to be really helpful so I didn’t have to rely on OnCorps for that as much (especially when time cards were pending approval or rejected and needed to be amended); If one is so inclined, actively writing about interesting experiences you’ve had can help you talk about them in future applications/job interviews; Know that things will not happen the way you expect them to sometimes so try to be as open-minded as possible, there is a lot to learn and gain even from things that don’t go the way you thought they would; Pay attention to your colleagues and fellow cohort members and identify the strengths which you admire and want to work on. This year is a great one to focus on self-growth with a supportive community and leadership that values self-development! Prioritize your own happiness, it’s important!” -Shivani Bahl