

Counselor:

- **Job Description / Activity:** Counseling
- **Hours includes time spent on the following activities to resolve clients' issues:**
 - Counseling
 - Researching
 - Referring
 - Advocating (calling agencies on the client's behalf)
 - Attempts to reach the client that result in a successful contact
 - Waiting to meet with a client
 - Travel time to the client Preparing materials to send to the client
 - Collecting paperwork/forms to report the client contact

PAM / Outreach:

- **Job Description / Activities - please list what event it was and where (Samples below):**
 - PAM – (description: GLIDE, MED 101, HEATH FAIR, TRIBAL 101, etc)
- **Hours includes time spent on the following activities:**
 - Waiting to meet with a clients or a group when late for event starting time
 - Travel time to and from the event site
 - Preparing Materials for the event
 - Time spent at the event/activity

Training:

- **Job Description / Activities - Important to list what type of training activity, new volunteer or update training. Use the following Key for descriptions:**
 - NV Initial - Online
 - NV Initial – 2 day Class
 - NV Initial – Mentoring
 - NV additional Training: (list a description)
 - Updated – MC (Master Class)
 - Updated – 2 day NV Class
 - Updated – monthly training: (topic)
 - Updated – Webinar: (topic)
 - Updated – other: (describe)
- **Hours includes time spent on the following activities:**
 - Time spent in training event

Leadership / Coordinator:

- **Job Description / Activity:** Coordinator
- **Hours includes time spent on the following activities to resolve clients' issues:**
 - Recruits, trains, supervises, or meets with counselors or taking their calls
 - Provides administrative support (e.g., schedules meetings, trainings, reviewing data)

Other:

- **Job Description / Activity:** Travel to training event
- **Hours includes time spent on the following activities to resolve clients' issues:**
 - Travel time to and from the training event site (such as to and from the UCAN Office for a Medicare 101 class)