

AmeriCorps VISTA Member of the Year

Monica Kramer, Wisconsin Association of Free and Charitable Clinics at HealthNet of Rock County – Janesville, WI

Having a strong background in service and wanting a hands-on experience in the medical field, Monica Kramer started serving as an AmeriCorps VISTA member at HealthNet of Rock County due to their focus on immigrant communities.

Monica took on numerous initiatives to provide safety net resources to the uninsured residents of Rock County.

Through her research into participation rates and improved outreach efforts to families, the Seal-A-Smile program with the Janesville School District's saw significant increases in the number of children receiving sealants, fluoride treatments, or other dental services.

Monica also overhauled the data reporting system for HealthNet's quality improvement plan, providing more accurate numbers and reporting procedures, particularly with examining the care and progress of their diabetic patients.

Working to help improve how services were provided and to provide support to an influx of new volunteers and staff, Monica collaborated with the medical staff and case manager to formalize the medication room policies and procedures and create a manual to help train new users in the pharmacy software, ensuring uniformity in their practices.

Since her service concluded this summer, she has been working as a case investigator in Milwaukee reaching out to those that have tested positive for COVID-19. She is looking forward to hopefully carrying what she learned from her AmeriCorps VISTA service into medical school and her work as a physician.