Division of Regional Operations Overview
National Advisory Council on the National Health Service Corps

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Director, Division of Regional Operations
Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People
# HRSA Workforce Programs Aim to Address

<table>
<thead>
<tr>
<th>Access</th>
<th>• Increase access to health care for underserved and vulnerable populations</th>
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<tbody>
<tr>
<td>Supply</td>
<td>• Promote equilibrium in the supply and address shortages of health professionals</td>
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<tr>
<td>Distribution</td>
<td>• Improve workforce distribution so all parts of the U.S. have an adequate number of providers to meet the demand for care</td>
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<tr>
<td>Quality</td>
<td>• Develop a quality health workforce that is trained in and employs evidence-based techniques that reflect better patient care</td>
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Division of Regional Operations

“Boots on the ground” for HRSA’s Bureau of Health Workforce
Division of Regional Operations Overview

- One of 10 operating divisions within HRSA’s Bureau of Health Workforce (BHW)
- Serves as the regional component for BHW
- Located in 11 HHS regional offices (including Puerto Rico) and HRSA headquarters
  - Division Director Jeff Jordan, Region 6 – Dallas, TX
  - Deputy Division Director Anne Venner, Region 2 – New York City, NY
  - 10 regional supervisors, 44 public health analysts
HHS and HRSA Regional Offices
Division of Regional Operations Overview

• HRSA’s Bureau of Health Workforce (BHW) improves the health of underserved and vulnerable populations by strengthening the health workforce and connecting skilled professionals to communities in need.

• DRO provides regional support for BHW programs, including:
  • New initiatives
    • Such as: Opioid-Impacted Family Support Program, Behavioral Health Workforce Education and Training Program
  • Nurse Corps
    • Managing scholar placement
  • National Health Service Corps
Division of Regional Operations Overview

• Support National Health Service Corps (NHSC) through three main audiences:
  • NHSC Sites
  • NHSC Participants
  • NHSC Partners/Stakeholders
NHSC Sites

- Conduct NHSC site visits
- Review NHSC site applications and recertifications
Conducting NHSC Site Visits

• Ensure compliance with NHSC requirements
• Provide technical assistance to sites and participants
• Collaborate with state Primary Care Office (PCO) staff on select visits
• FY20 priorities:
  • Sites located in areas with current or emerging needs (e.g., HRSA/BHW program expansion, Tribal facilities, Substance Use Disorder sites)
  • Sites with high HPSA scores, but no/low NHSC program participation
  • Sites or participant NHSC-related compliance concerns
  • Program promotional activities
• DRO staff conducted 903 NHSC site visits in FY19
  • Includes 229 site visits in conjunction with state PCO staff
Reviewing NHSC Site Applications & Recertifications

• DRO reviews NHSC site applications and recertifications to ensure sites are compliant with NHSC requirements

• Each year:
  • A new site application cycle is opened for sites not previously approved
  • A recertification cycle is opened for sites that have become inactive or are due to expire
    • Non-auto-approved sites have to recertify every three years

• In a typical cycle, sites have six to eight weeks to submit applications

• Review process includes coordination with state Primary Care Offices
Reviewing NHSC Site Applications & Recertifications (continued)

• DRO staff reviewed 5,023 NHSC site applications in FY19
  • 1,817 new site applications
  • 3,206 recertification applications

• In support of the Substance Use Disorder (SUD) Workforce Loan Repayment Program, DRO staff reviewed and approved 2,623 sites for SUD treatment in FY19:
  • 154 Opioid Treatment Programs
  • 1,042 Medication Assisted Treatment Programs
  • 1,121 General SUD Treatment Sites
NHSC Participant Support

- Place NHSC Scholars and Students to Service (S2S) participants
- Complete site verification requests
Supporting Scholars and S2S Participants

• DRO staff assist NHSC Scholars and S2S participants in finding eligible sites to complete their service obligations

• Each NHSC participant is matched with a DRO Regional Advisor who provides guidance throughout the site search, interview, and placement process
  • Vetting sites
  • Providing resources
  • Coordinating site visits and relocations
Supporting Scholars and S2S Participants (continued)

• In FY19, DRO staff:
  • Supported the placement of 268 NHSC Scholars and S2S participants in health professional shortage areas (HPSAs) with scores of 14+
    • Also supported placement of 159 Nurse Corps scholars
  • Coordinated 226 Scholar and S2S visits to prospective sites and 215 relocations to selected sites.
Completing Site Verification Requests

• DRO determines site eligibility in support of:
  • NHSC Loan Repayment Program applicants
  • Current NHSC clinicians needing to transfer to a new site

• DRO staff processed 2,660 site verification requests in FY19
  • 1,152 for traditional Loan Repayment Program (LRP)
  • 1,008 for Substance Use Disorder Workforce LRP
  • 500 for Rural Community LRP
NHSC Partners & Stakeholders

- Conduct program promotion activities
- Build partnerships
Conducting Program Promotion Activities

• DRO conducts outreach activities to promote the NHSC programs and recruit participants
  • Venues include: colleges, universities, primary care residency programs, training programs, associations, teaching health centers, and conferences.

• In FY19, DRO staff:
  • Recruited potential NHSC participants at 98 medical schools, dental schools, nursing schools, and other training programs.
  • Promoted HRSA programs at 33 conferences and partnering organizations across the country.
Building Partnerships

• DRO staff build partnerships and collaborations with local, Tribal/Indian Health Service, State, National, and Federal stakeholders

• In FY19, DRO staff:
  • Conducted outreach to more than 900 Opioid Treatment Programs and Community Health Centers to promote the NHSC SUD Workforce Loan Repayment Program.
  • Collaborated with Indian Health Service (IHS) and conducted outreach to IHS Area Offices, Tribal clinics, and IHS recruiters to promote the NHSC, NC, and BHW programs.
  • Collaborated with Federal Bureau of Prisons to identify federal prisons providing substance use disorder treatment.
Benefits of DRO’s “Boots on the Ground”

• In-depth knowledge of states and communities
• Routine engagement and strong relationships with partners
• On-the-ground support of program integrity
• Readily deployed to shifting organizational priorities
Resources

• BHW DRO Regional Contacts

• NHSC Site Information
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www.HRSA.gov

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