



Division of Regional Operations Overview

National Advisory Council on the National Health Service Corps

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Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People



HRSA Workforce Programs Aim to Address

Access

- Increase access to health care for underserved and vulnerable populations

Supply

- Promote equilibrium in the supply and address shortages of health professionals

Distribution

- Improve workforce distribution so all parts of the U.S. have an adequate number of providers to meet the demand for care

Quality

- Develop a quality health workforce that is trained in and employs evidence-based techniques that reflect better patient care



Division of Regional Operations



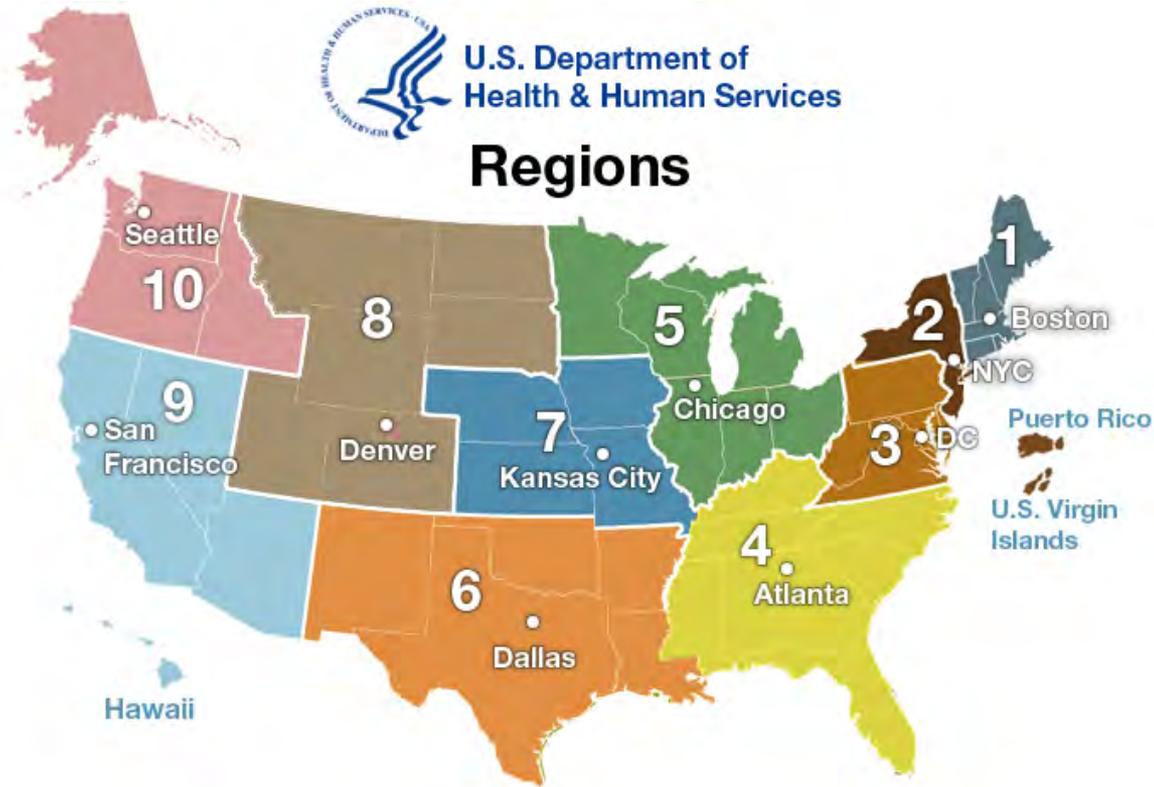
“Boots on the ground” for HRSA’s Bureau of Health Workforce

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



U.S. Department of Health & Human Services

Regions



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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