

# National Health Service Corps Update



Rebecca Spitzgo, Associate Administrator  
Bureau of Clinician Recruitment and Service  
NHSC Advisory Council Meeting

[rspitzgo@hrsa.gov](mailto:rspitzgo@hrsa.gov)

January 10, 2013



# Agenda

- BCRS Organizational Updates
- 2012 Accomplishments
- 2013 Budget & Priorities
- Questions/Discussion

# Bureau of Clinician Recruitment and Service (BCRS)



# FY 2012 NHSC Funding

- \$295 Million – ACA funding
- Award estimates by program

| Programs                     | Number of Awards | Applications |
|------------------------------|------------------|--------------|
| S2S Loan Repayment Program   | 69               | 80           |
| NHSC Loan Repayment Program  | 4,267*           | 5,579**      |
| NHSC Scholarship Program     | 222***           | 1,373        |
| State Loan Repayment Program | 32               | 32           |

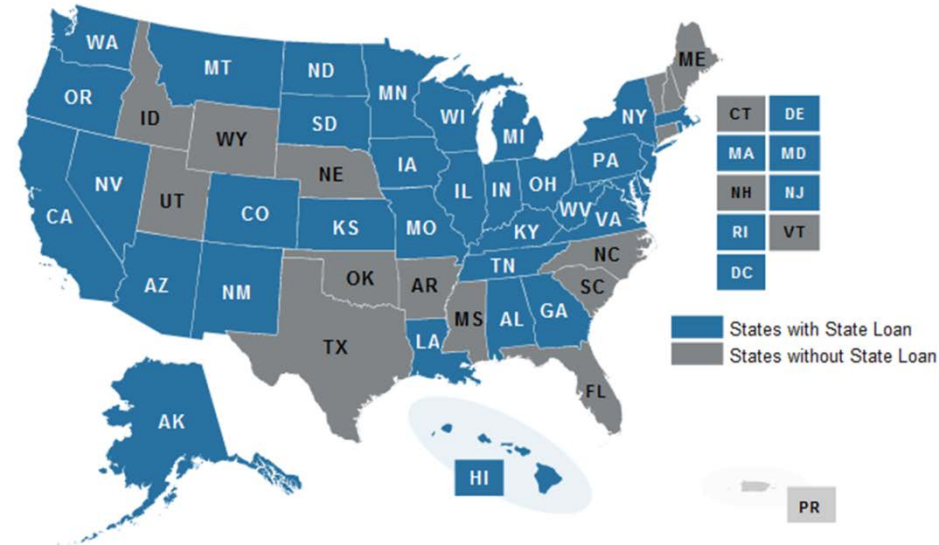
\*2,342 new & 1,925 Continuations

\*\*Tier 1 – 2,736; Tier II – 2,843

\*\*\*212 new & 10 Continuations

# State Loan Repayment Program (SLRP)

- **Eligible Applicants – States**
- **Matching Requirement**
- **Program Varies by State**
  - › Eligible disciplines
  - › Length of service commitment
  - › Amount of loan repayment
  - › Practice sites
- **FY 2012 Competition**
  - › Issued 32 grants (7 new & 25 continuation)
  - › Expanded eligible sites & disciplines
    - New sites include: Critical Access Hospitals, Nursing Homes, and State and County Inpatient Mental Health Facilities
    - New disciplines include: Registered Nurses and Pharmacists



# NHSC Awards, FYs 2008-2013

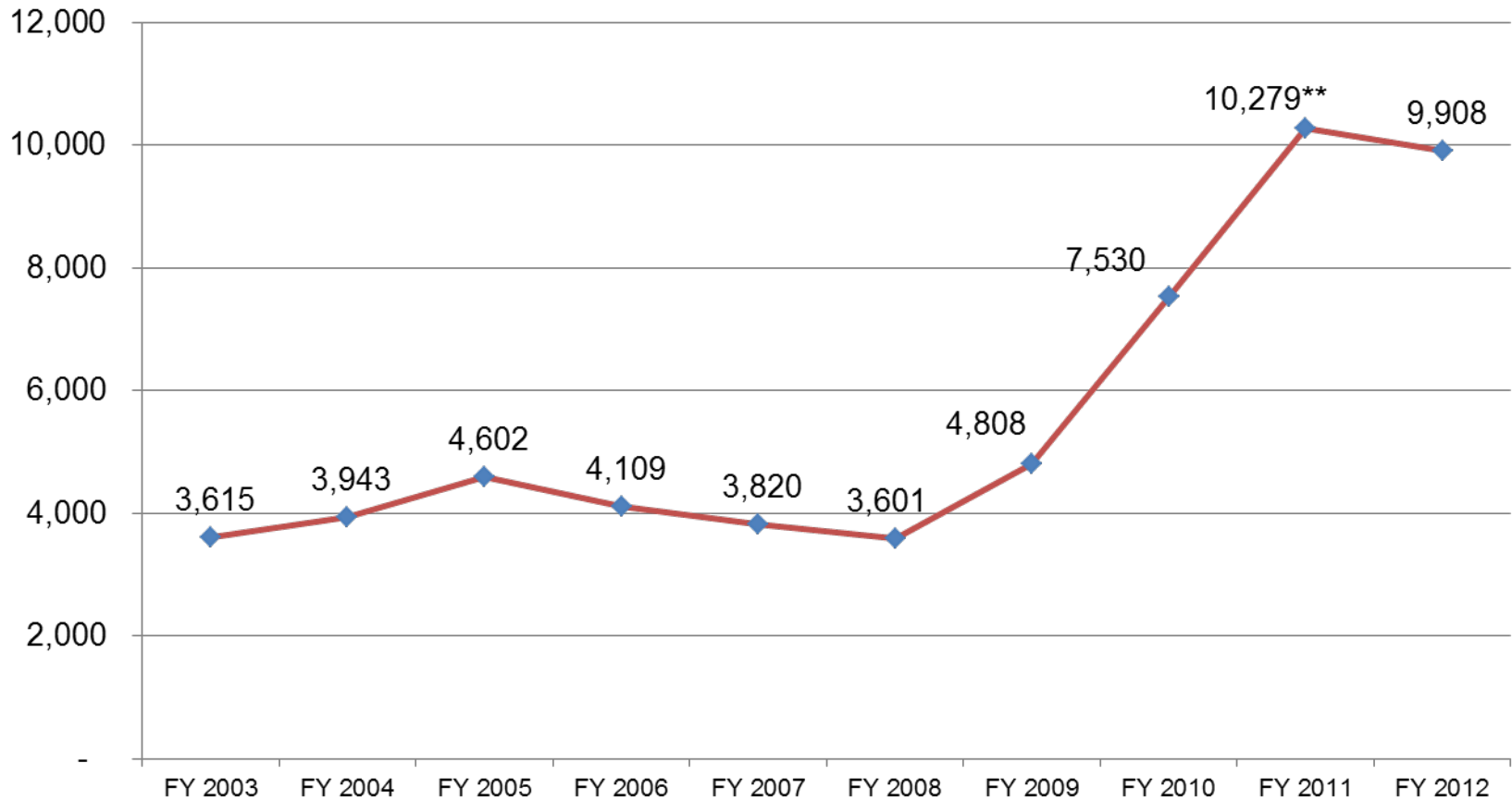
| Program                                     | FY 08 | FY 09 | FY 10 | FY 11 | FY 12 | FY 13* |
|---|-------|-------|-------|-------|-------|--------|
| NHSC Loan Repayment Program (New Awards)    | 867   | 1,778 | 3,549 | 4,113 | 2,342 | 1,535  |
| NHSC Loan Repayment Program (Continuations) | 668   | 705   | 701   | 1,305 | 1,925 | 3,000  |
| NHSC Scholarship Program (New Awards)       | 76    | 158   | 210   | 253   | 212   | 190    |
| NHSC Scholarship Program (Continuations)    | 18    | 8     | 5     | 10    | 10    | 10     |
| S2S Loan Repayment Program**                | -     | -     | -     | -     | 69    | 100    |
| State Loan Repayment Program                | 24    | 51+   | 42+   | 26    | 32    | 32     |

\* Projections based on the FY 2013 President's Budget.

\*\*Program began in FY 2012.

+There were two active grants in FY 2009 and FY 2010.

# Growth of the NHSC



\* Field strength includes primary medical, oral, and behavioral health care providers.

\*\* FY 2011 includes funding from Recovery Act, Affordable Care Act, and Base Appropriations.

# FY 2012 Accomplishments

- NHSC Field Strength – 9,908 (Finalized in 4 days)
- Launched & Awarded the first Students to Service (S2S) Loan Repayment Program
- FY 2011 NHSC Congressional Report
- NHSC Call Center Consolidation
- Completed the FY 2012 NHSC Long Term Retention Study & Retention Brief
- Conducted 3 Virtual Job Fairs
- Electronically Processed all Awards
- Completed 1,108 site visits @ a cost of \$180 per visit
- Application Processing Center Assessment
- Customer Service training for all BCRS staff



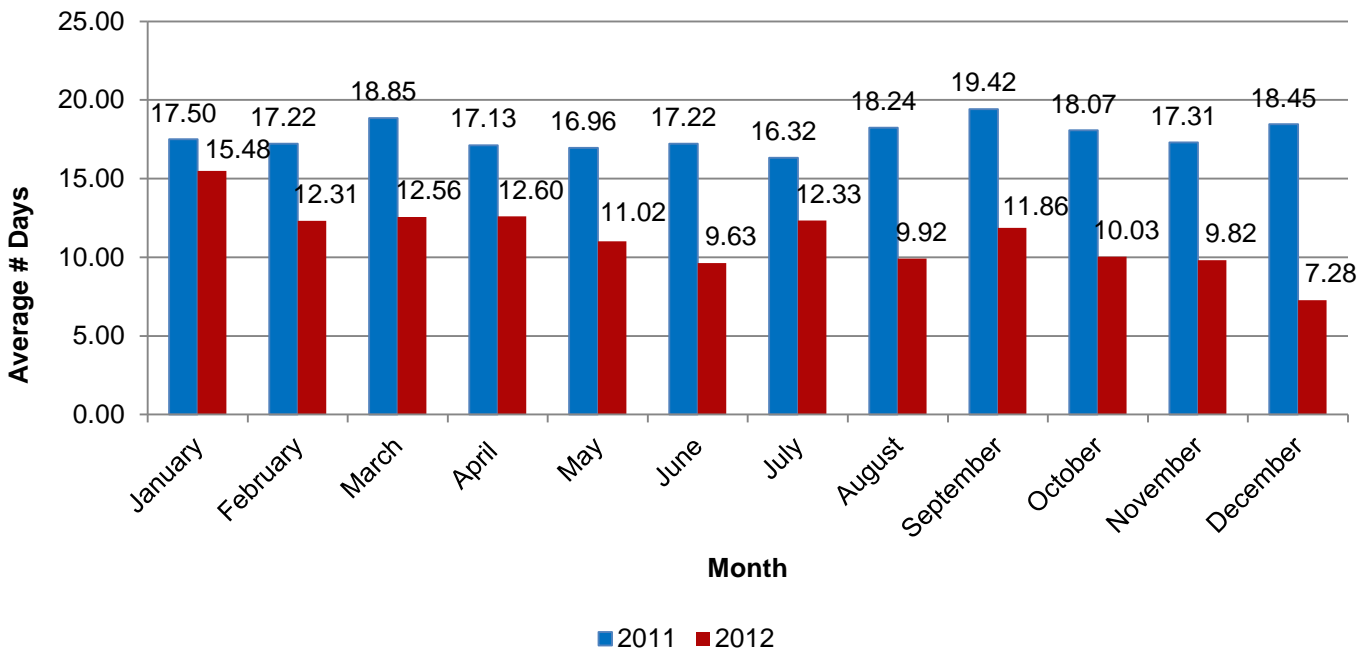
# Launched February 2012

## Automation of Six Month Verification Process

# In-Service Verifications

- Weighted average (days lapsed\*frequency) of days to complete verification
- Percentage change in days to complete ISV (not beyond overdue) shows a consistent improvement from 2011 to 2012 due to the automated process

**Average Days to complete verification with 60 days cut-off**



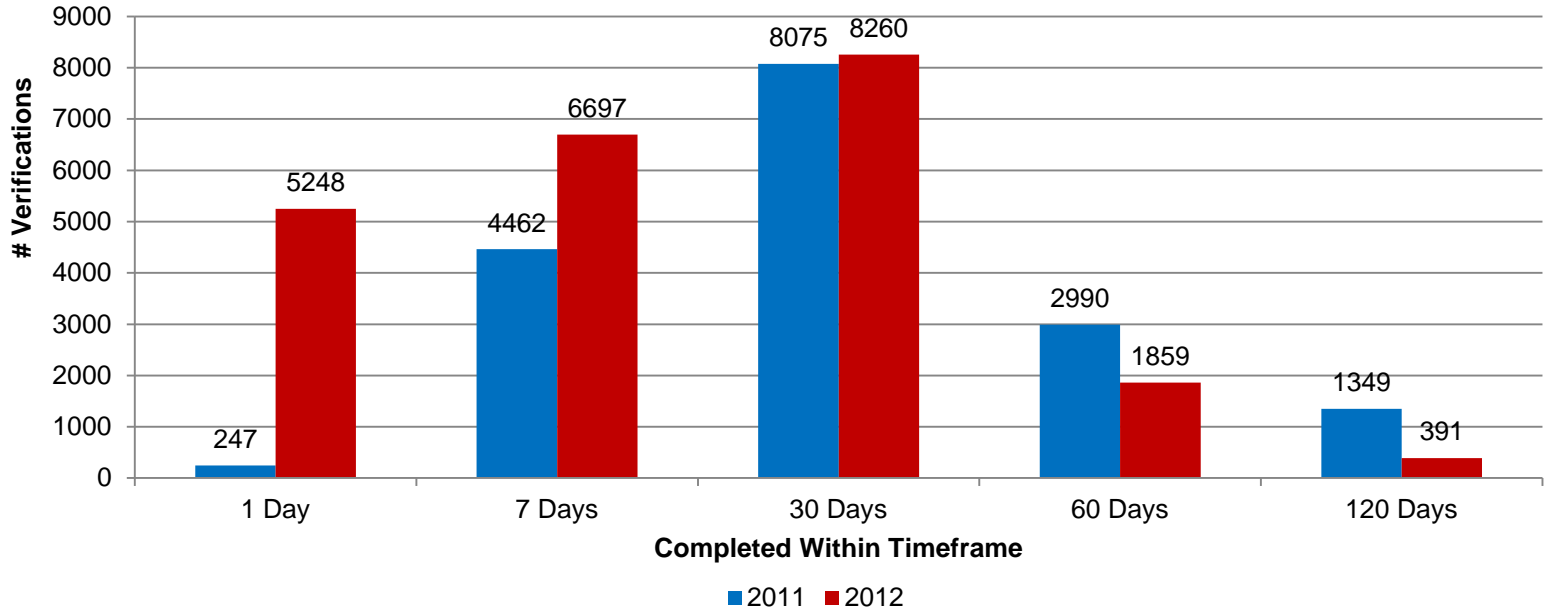
| Month | % Change |
|-------|----------|
| Jan   | -12%     |
| Feb   | -29%     |
| March | -33%     |
| April | -26%     |
| May   | -35%     |
| June  | -44%     |
| July  | -24%     |
| Aug   | -46%     |
| Sept  | -39%     |
| Oct   | -45%     |
| Nov   | -43%     |
| Dec   | -61%     |

# In-Service Verification Totals

- Nearly 25% of 2012 verifications are completed by the end of the first day, compared to approximately 1% in 2011
- On average 90% of 2012 verifications are completed on time (within 60 days), compared to approximately 75% in 2011

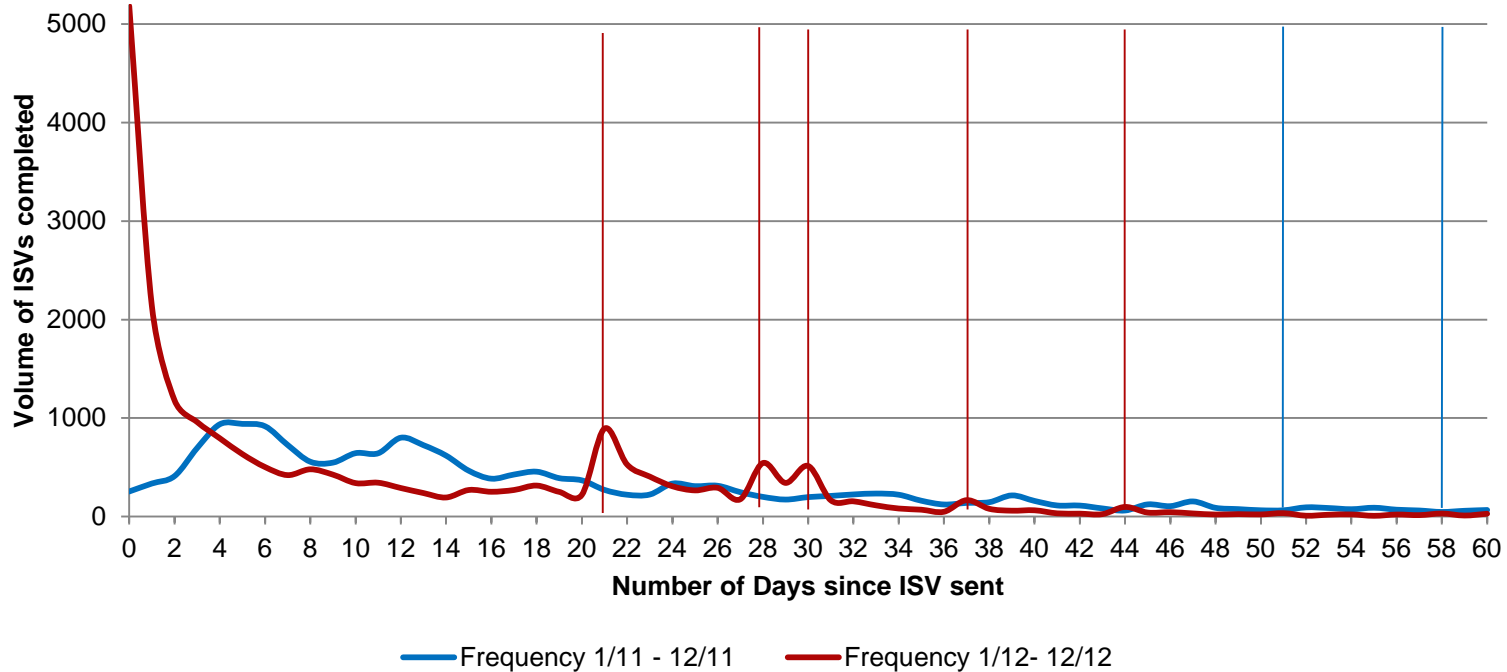
| Days to Complete | 2011   | 2012   | % Change |
|------------------|--------|--------|----------|
| <1 Day           | 1.44%  | 23.37% | +21.93%  |
| <7 Days          | 26.06% | 29.82% | +3.77%   |
| <30 Days         | 47.16% | 36.78% | -10.37%  |
| <60 Days         | 17.46% | 8.28%  | -9.18%   |
| <120 Days        | 7.88%  | 1.74%  | -6.14%   |

## Verifications Completed within 120 Days



# In-Service Verification Communication Frequency

**Volume of ISVs by Number of Days for Completion**



| Communication Sent to Participant |
|-----------------------------------|
| < 1 day                           |
| 21 days                           |
| 28 days                           |
| 30 days                           |
| 37 days                           |
| 44 days                           |
| 51 days                           |
| 58 days                           |

# Launched May 2012!

# NHSC Jobs Center

# NHSC Recruitment Center – Job Search Page



washington dc within 50 miles **GO!**

**Customize Your Search**

My medical field is 

Primary Care


Only show me sites with open positions

Position discipline

Select

Position specialty

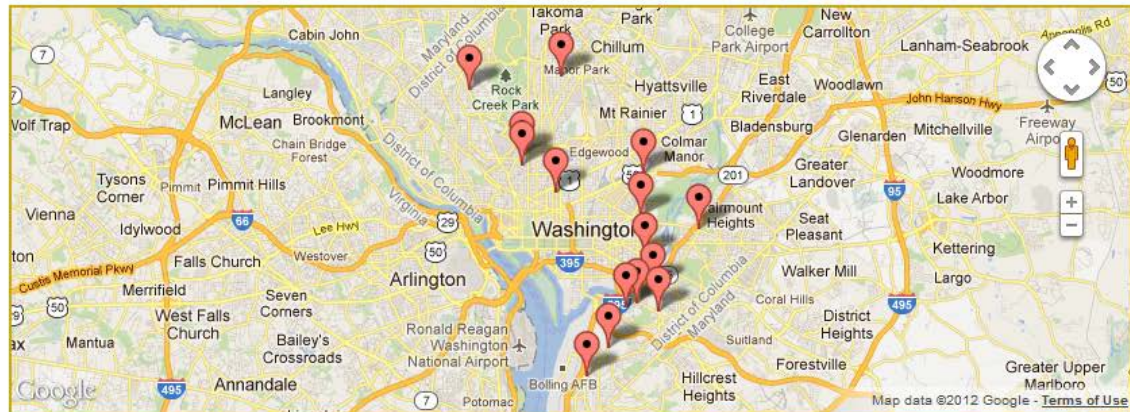
Select

Only show sites with a HPSA score of 

0 - 26



Site Name



Hide Map

Location  HPSA Type

1 2 3 ... 6 7 

1 to 25 of 153 with 25 per page

Site Name and Address

**EFFORTS CLINIC**  
1514 8TH ST NW  
WASHINGTON, DC 20001-3206

Open Positions

Total: 0  
Matching Search: 0

HPSA Score

Primary Care: 13  
Mental: N/A  
Dental: 16



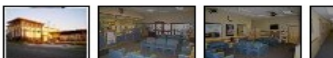
# NHSC Recruitment Site – Site Profile Page

NHSC JOBS CENTER

*Search thousands of jobs to serve those who need you most.*

The Native Project

<http://www.nativeproject.org> | (509) 483-7535



[About this Site](#) | [Site Information](#) | [Open Positions](#) | [Affiliated Sites](#) | [Map & Community](#)

**OUR MISSION IS TO PROVIDE QUALITY SERVICES THAT PROMOTE WELLNESS & BALANCE OF MIND, BODY AND SPIRIT FOR THE COMMUNITIES WE SERVE.**

The NATIVE Project was incorporated in 1989 as a 501 (c) 3 non-profit agency offering safe & fun activities to youth in the greater Spokane area. Addressing an alarming trend of alcohol and substance abuse issues in the community, the NATIVE Project quickly evolved into an adolescent youth, outpatient treatment center. By 1999, the NATIVE Project became the parent company to an I.H.S. contracted, Federally Qualified Health Center (FQHC) called NATIVE Health of Spokane. Since our incorporation, we have served over 217 Federally recognized Tribes from across the US & over 16,000 patients. We're a multidisciplinary team agency that includes chemical dependency, mental health, dental, pharmacy and primary care treatment. In the clinic alone, we have 1 MD, 2 ARNPs, 2 RNs, 1 LPN, 2 HCAs, 1 RD/CDE, 1 LICSW/CDP, 1 LMHC, 1 Clinical Case Manager, 1 Clinic Manager, 2 Schedulers, 2 Patient Registration, 1 Clinical Applications Coordinator, 1 Researcher & an on-site contracted pharmacy.

**Contact Info**

1803 W. Maxwell  
Spokane, WA 99201  
(509) 483-7535

**POINTS OF CONTACT**

| Contact Name   | Phone          | Email                       |
|----------------|----------------|-----------------------------|
| Dylan Dressler | (509) 483-7535 | ddressler@nativeproject.org |

**Days/Hours of Operation**

Monday - Friday 8:30 am - 5:00 pm Federal Holidays  
Off

**Relevant Links**

- [NATIVE Project](#)

**Site Brochure**

[View Site Brochure](#)

# NHSC Recruitment Site – Map & Community

NHSC JOBS CENTER

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<http://www.nativeproject.org> | (509) 483-7535



- About this Site
- Site Information
- Open Positions
- Affiliated Sites
- Map & Community

This site is located at:  
1803 W. Maxwell  
Spokane, WA 99201.

See nearby  or search for

Go

Re-center on Site

**The Native Project**  
1803 W. Maxwell  
Spokane, WA 99201

Map data ©2012 Google - [Terms of Us](#) Report a map error

## SEARCH RESULTS



# BCRS Management Information System (BMISS)

- Customer Service Portal
  - On-line Welcome Kits for Participants
  - Payment Status & History
- NHSC Jobs Center
  - Site Profiles – Over 4,100 complete
- S2S LRP Functionality
- Site Visit Functionality
- Six Month Verification
- All Legacy Systems have been Retired

# FY 2013 Funding & Priorities

# FY 2013 NHSC Funding

- \$300 Million – ACA funding
- Award estimates by program

| Programs                                   | Estimated Number of Awards |
|--|----------------------------|
| S2S Loan Repayment Program                 | 100                        |
| NHSC Loan Repayment Program                | 4,535*                     |
| NHSC Scholarship Program                   | 200                        |
| State Loan Repayment Program-Continuations | 32                         |

\*Approximately 1,535 new & 3,000 Continuations

# NHSC Loan Repayment Program

- Opens – January 2013; Closes – March 2013
- FY 2013 Highlights
  - Two funding levels based on community need
    - HPSAs 14 & above – up to \$60,000
    - HPSAs 13 & below – up to \$40,000
  - Non-competitive LRP transition for Scholars
  - Solo & group private practice sites are not eligible
  - Electronic submission required
  - Shorter Application Cycle
- Planned Awards
  - 1,535 New Awards; 3,000 Continuations
- Loan Repayment remains tax free

# Students to Service Loan Repayment Pilot

- Program Requirements/Eligibility
  - Physicians in 4<sup>th</sup> year of training
  - Must match to primary care residency
  - Placement in a HPSA of 14 or higher
  - Placement assistance provided
  - \$120,000 for a 3-Year commitment
- Timelines
  - Opened November 2012; Closed December 2012
  - Awards – January 2013
- 100 Awards Planned



# NHSC Scholarship Program



- FY 2013
  - Application Period - March-April 2013
  - Planned Awards – 200; August 2013
  - Permanent Tax Exemption – American Taxpayer Relief Act of 2012
- Regional Offices manages Scholar Placement
  - Supporting 350-360 scholars
- Getting Ready for Placement (GPS) Program
  - Ensures scholars understand programmatic expectations and are prepared for successful placement.
  - Exposure to underserved communities and diverse populations prior to the start of their NHSC service commitment.
  - Access to experts, NHSC alumni, sites, ambassadors, and other partners.
  - Strengthens the sense of community among students

# GPS Program Strategies

- E-blasts
- Webinars
- Virtual Job Fairs
- Fact Sheets
- Audio Podcasts
- Mentor Program
- Online Discussion Forums
- Local Informal Networking Events
- Primary Care for All
- Social Media (Facebook, Twitter)
- Videos
- Topic-Based Teleconferences
- Blogs

# Outreach & Communication

- Corps Community Day – October 2012
  - Secretary Sebelius participated in an in-person event
  - 148 grassroots events took place in 50 States, DC, PR & VI
  - Media coverage by 14 national and local outlets
  - Over 3,000 unique visitors to the Corps Community Day web page
  - Reached an all-time high of those sharing information from the NHSC page to their Facebook personal networks
  - Released 2012 NHSC Stats
  - CCD events reached an estimated 11,000-13,000 event attendees
  - Direct community impact increased
- 4-5 Virtual Job Fairs Planned for 2013
- Expansion of Primary Care for All
- Virtual Training & Support for Scholars





# NHSC Initiatives



- Site Initiative
  - Data Clean-up; Site Visit Strategy & Reference Manual; Site Application Guidance; etc.
- Clinician Retention
  - Retention Brief – Released December 2012
- Shortage Designation
- Implementation of the Application Processing Reengineering
- Financial Assistance Project Officer Initiative
- Data Management

# BCRS Management Information System (BMISS)

- Employment Verification Automation
- NHSC Jobs Center - Site Profiles Required to Post Vacancies
- Site Application Enhancements
- Automation of Payment of School Invoices
- Digitization of Participants Files
- Scholar Trips & Relocation
- Default/Unemployed Clinicians
- Scholar Placement
- Continuation Processing Enhancements

# Questions/Discussion

