

HRSA

NATIONAL HEALTH

SERVICE

CORPS



NHSC Response to COVID-19

National Advisory Council on the National Health Service Corps Meeting

June 16, 2020

CDR Antoine Smith | Division Director

Israil Ali | Division Director

Division of Participant Support and Compliance (DPSC)

Division of National Health Service Corps (DNHSC)

Bureau of Health Workforce (BHW)

Health Resources and Services Administration (HRSA)





NHSC Flexibilities and COVID-19

- The NHSC understands **the COVID-19 outbreak has had a direct impact on our NHSC clinicians and sites.**
- As the COVID-19 pandemic continues to unfold, we are actively working to address issues that affect our NHSC participants and approved sites.
- Our goal is to **offer flexibility in our program requirements** so they can focus on facing this national public health emergency both personally and professionally.



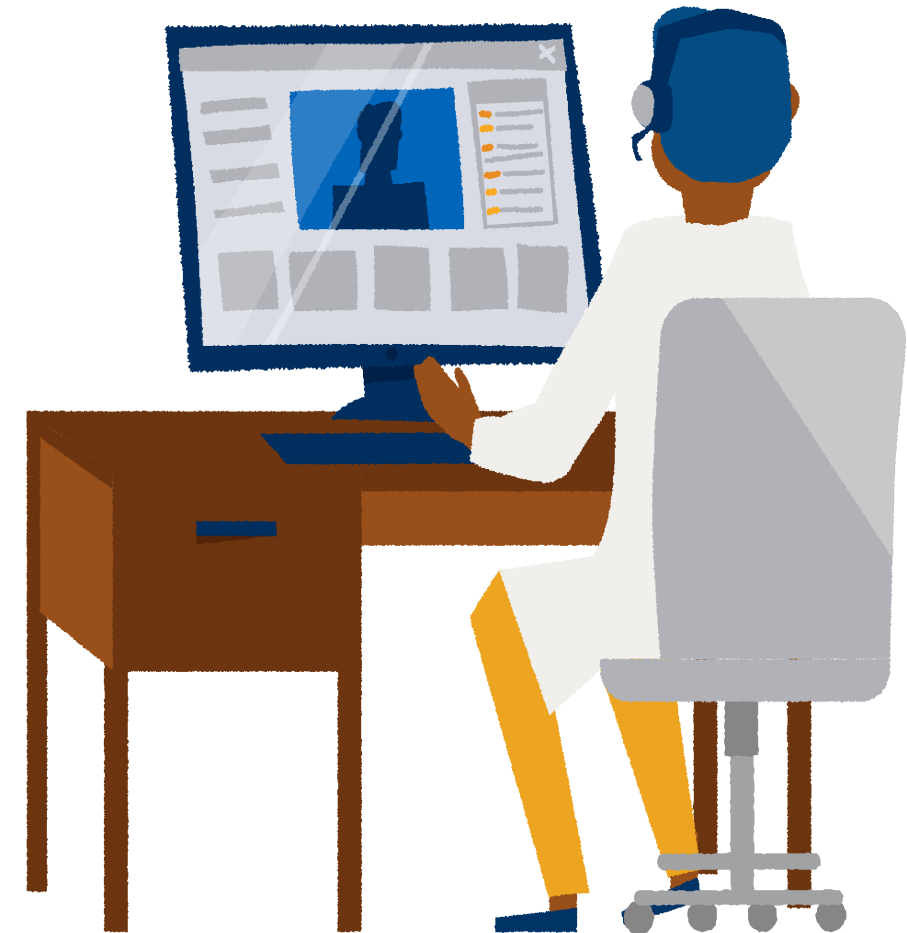
Support & Resources

What Can Participants Do?

If a participant faces challenges in completing their service obligation, they should contact a program analyst via the [BHW Customer Service Portal](#).

This includes:

- Participants who anticipate being away from their approved service site more than the allotted seven weeks per service year;
- Participants becoming unemployed as a direct result of the outbreak; or
- Participants being directed by their employer to provide care outside of an NHSC-approved health care facility.





COVID-19 Effect on NHSC/NC Participants

(as of May 29, 2020)
 Accessible data table on next slide

Inquiry Type x Program	NCLRP	NCLRP-NF	NCSP	FLRP	NHSC LRP	NHSC SUD LRP	NHSC S2S LRP	NHSC RC LRP	NHSC SP	Grand Total	% Grand Total
Administrative Duty	1	0	0	0	9	0	0	0	0	10	0.57%
Furloughed*	8	0	4	0	121	0	5	0	9	147	8.31%
Laid Off*	3	0	4	0	84	2	18	0	13	124	7.01%
New site location/Reassigned	7	0	0	0	23	0	1	0	1	32	1.81%
Reduced Hours	27	0	11	0	154	0	10	0	20	222	12.55%
Site Closure*	2	0	1	0	43	0	3	0	6	55	3.11%
Suspension	15	0	11	0	91	2	5	0	7	131	7.41%
Telehealth	43	10	12	0	903	4	18	0	38	1028	58.11%
Temporary/Emergency Site Approval	3	0	1	0	12	0	1	0	3	20	1.13%
Grand Total	109	10	44	0	1440	1	61	0	97	1769	100.00%
Furloughed/Laid Off/Site Closure - Combined*										326	18.43%



COVID-19 Effect on NHSC/NC Participants

(as of May 29, 2020)

Inquiry Type x Program	NCLRP	NCLRP-NF	NCSP	FLRP	NHSC LRP	NHSC SUD LRP	NHSC S2S LRP	NHSC RC LRP	NHSC SP	Grand Total	% Grand Total
Administrative Duty	1	0	0	0	9	0	0	0	0	10	0.57%
Furloughed*	8	0	4	0	121	0	5	0	9	147	8.31%
Laid Off*	3	0	4	0	84	2	18	0	13	124	7.01%
New site location / Reassigned	7	0	0	0	23	0	1	0	1	32	1.81%
Reduced Hours	27	0	11	0	154	0	10	0	20	222	12.55%
Site Closure*	2	0	1	0	43	0	3	0	6	55	3.11%
Suspension	15	0	11	0	91	2	5	0	7	131	7.41%
Telehealth	43	10	12	0	903	4	18	0	38	1028	58.11%
Temporary / Emergency Site Approval	3	0	1	0	12	0	1	0	3	20	1.13%
Grand Total	109	10	44	0	1440	1	61	0	97	1769	100.00%
Furloughed/Laid Off/Site Closure-Combined*										326	18.43%



Current Flexibilities Offered to NHSC Participants

The NHSC offers the following flexibilities to current program participants:

Suspensions

Telehealth

Alternate Sites

**Temporary
Emergency Sites**

Volunteer



COVID-19 Flexibilities

Options x Scenario	Reduced Hours/Furloughed/Layoff	Site Closure	ADA: Dental Offices Closed	Unemployed/Forbearance Agreements/Defaulters
Suspension	Suspension of NHSC service obligation (up to one year)	Suspension of NHSC service obligation (up to one year)	Suspension of NHSC service obligation (up to one year)	
Volunteer	Volunteer at temporary site specific to assisting in the COVID-19 response	Volunteer at temporary site specific to assisting in the COVID-19 response	Volunteer at temporary Site specific to assisting in the COVID-19 response	Volunteer at temporary site specific to assisting in the COVID-19 response
Temporary Emergency Site Review	Temporarily provide services at an emergency site	Temporarily provide services at an emergency site	Temporarily provide services at an emergency site	Temporarily provide services at an emergency site
Telehealth	Telehealth/Telemedicine			
Alternate Site	Provide patient care at an alternative setting (8 hour cap eliminated)			

NHSC APPLICATION IMPACTS



NHSC Application Impacts Due to COVID-19



NHSC Scholarship

- Applications decreased by 59% after the sixth week of the cycle, when compared to FY 2019
- Letters of recommendation (LOR) became challenging
- University services closed (financial aid and registrar)



NHSC Loan Repayment

-
- Applications decreased in the Traditional 2-yr LRP (34%); SUD Workforce LRP (36%) and Rural Community LRP (42%) after a nine week cycle, when compared to FY 2019
 - 40% decrease in LRP applications from FQHCs
 - Site reluctance to submit an employment verification

NHSC Application Adjustments Due to COVID-19



NHSC Scholarship

- Extended the application cycle by an additional four weeks
- Accepted email submissions in lieu of signed documents for LOR
- Allowed flexibilities for students unable to sit for board exams and enter service



NHSC Loan Repayment

-
- Extended the application cycle by an additional four weeks
 - Developed a mapping tool to determine if applicants were serving in COVID-19 hotspots
 - Reached out to stakeholders to carry program outreach message
 - Contacted applicants directly and encouraged application submission
 - Extended the employment start date from July 18, 2020 to September 1, 2020

Comparison: Applications Received in FY19 & FY20

NHSC Program	FY19 Submissions	FY20 Submissions	FY % change
Scholarship Program	1,877	2,262	20%↑
Loan Repayment Program	8,874	8,492	4%↓

The NHSC anticipates meeting award targets for the Scholarship and Loan Repayment Programs in FY20





Support & Resources

Contact Us

- **CDR Antione Smith, Division Director**
- Division of Participant Support and Compliance (DPSC)
- Bureau of Health Workforce (BHW)
- Health Resources and Services Administration (HRSA)
- Phone: 1-800-221-9393 (Customer Care Center); M-F, 8 a.m. to 8 p.m. ET, except federal holidays

Web <http://nhsc.hrsa.gov>

Virtual Job Fair: <http://jobfair.hrsa.gov>

Health Workforce Connector: <http://connector.hrsa.gov/>

 Facebook: <http://facebook.com/nationalhealthservicecorps>

 Twitter: <http://twitter.com/NHSCorps>

 LinkedIn: <http://www.linkedin.com/company/national-health-service-corps>



Connect with HRSA

Learn more about our agency at:

www.HRSA.gov



Sign up for the HRSA eNews

FOLLOW US:

