Strategies for Increasing the Mental Health Workforce

Arizona Primary Care Office
Bureau of Health Systems Development
Arizona Department of Health Services
Division of Public Health Services

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Learning Objectives

1. Understand the importance of increasing the mental/behavioral health workforce in Arizona;

2. Identify the different strategies to help recruit and retain mental/behavioral health providers; and

3. Identify tools and partnerships to improve provider recruitment and retention efforts in Arizona.
Arizona Department of Health Services

Division of Behavioral Health Services
- Public Health Prevention
  - Health Systems Development
  - Women's & Children's Health
  - Nutrition and Physical Activity
  - Tobacco and Chronic Disease

Division of Public Health Services
- Public Health Preparedness
  - Epidemiology & Disease Control
  - Public Health Emergency Preparedness
  - Emergency Medical Services & Trauma System
  - State Laboratory Services
  - Medical Marijuana Program
  - Smoke-Free Arizona

Division of Policy and Operations
- Licensing Services
  - AZ Care Check
  - Online Complaint Forms
  - Residential Facilities
  - Childcare Providers
  - Long Term Care Providers
  - Medical Facilities
  - Special Licensing
Bureau of Health Systems Development
Mission

• To optimize the health of Arizona residents by developing and strengthening systems services to expand access to primary care and other services with emphasis on the health needs of underserved people and areas
Bureau of Health Systems Development
Core Functions

• Serves as the Primary Care Office for Arizona
• Develops and implements strategies for strengthening primary care and the health care delivery system
• Administers programs to increase the number of providers and improve services in underserved areas
• Identifies areas that need improved health services and assists with federal/state shortage designations
• Provides technical assistance to statewide partners
A Health Professional Shortage Area (HPSA) is a designation, determined by the U.S. Department of Health and Human Services (HHS) Secretary, of a health workforce or provider shortage. A HPSA designation can be made for a geographic area, population group or health care facility. There are 3 types of HPSA designations:

- Primary Care
- Dental
- Mental Health

- Many Federal and State programs use HPSA designations in determining eligibility.
A Medically Underserved Area or Population (MUA/P) is a designation, determined by the U.S. Department of Health and Human Services (HHS) Secretary, of a service area or a population group meeting the designation score based on the Index of Medical Underservice (IMU). The IMU involves 4 variables:

- Ratio of primary medical care physicians per 1,000 population
- Infant mortality rate
- Percentage of the population with incomes below the poverty level
- Percentage of the population age 65 or over
Access to Care – Why is it important?

**Healthy People 2020**
- “Access to Care is the timely use of health services to achieve the best health outcomes.”

4 Essential Components of Access to Care:

- **Coverage**,
- **Services**,
- **Timeliness**, and
- **Workforce**

3 Distinct Steps:

1. Gain entry into the health care system.
2. Access a health care location where needed services are provided.
3. Find a health care provider with whom the patient can communicate and trust.

Access to Care
Current Status and Projections

• There are 6,141 federally designated primary care health professional shortage areas (HPSA) and 4,007 mental HPSA in the US (June 2014).

• The current shortage is 8,231 primary care physicians and 2,788 psychiatrists.

• Need Projections:
  – By 2020: 28,700 primary care physicians
  – By 2025: 52,000 accounting for 33,000 to respond to population growth, another 10,000 to respond to population aging, and 8,000 to respond to insurance expansion.
  – By 2020: 16,624 psychiatrists

• Demand for primary care services is expected to grow between 2010 and 2020.
  – 81% of the change accounts for aging and population growth.
    • 19% est. growth in population by 2025 and 80% growth in elderly population by 2030 (from 40.3 million in 2010 to 72.1 million by 2030)
  – 19% due to health coverage expansion through the marketplace and the State’s Medicaid.
Demand for primary care services is expected to grow more rapidly than primary care workforce supply.

<table>
<thead>
<tr>
<th>Discipline</th>
<th>2010 Supply (in FTE)</th>
<th>2020 Supply (in FTE)</th>
<th>2010 Demand (in FTE)</th>
<th>2020 Demand (in FTE)</th>
<th>Projected % Increase in Supply by 2020</th>
<th>Projected % Increase in Demand per FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP</td>
<td>205,000</td>
<td>220,800</td>
<td>212,500</td>
<td>241,200</td>
<td>8%</td>
<td>14%</td>
</tr>
<tr>
<td>NP</td>
<td>55,400</td>
<td>72,100</td>
<td>Assumption: Supply = Demand in 2010 for NPs and PAs</td>
<td>Up by 17% (if current utilization pattern continues till 2020)</td>
<td>30%</td>
<td>17% (combined)</td>
</tr>
<tr>
<td>PA</td>
<td>27,700</td>
<td>43,900</td>
<td></td>
<td>Up by 28% (if increased use of NPs and PAs)</td>
<td>58%</td>
<td>28% (combined)</td>
</tr>
</tbody>
</table>

An estimated 32 million people in the US with access to primary care upon full implementation of the ACA.

Source:
• Other factors that may impact the demand for primary care/mental health services:
  • Chronic diseases
    – About 50% of the entire US population and about 80% of older adults will have 1 or more chronic conditions.
    – Due to co-existing physical conditions, older adults are significantly more likely to seek and accept services in primary care settings rather than specialty mental health care settings (IOM, 2012).
  • Mental/Behavioral health problems in older adults
    – 1 in every 8 persons over 65 years old has Alzheimer’s disease. This is expected to increase with the projected growth in population (Alzheimer’s Association, 2012).
    – 15-20 percent of older adults in the United States have experienced depression (Geriatric Mental Health Foundation, 2008).
    – The number of older adults in need of substance abuse treatment is estimated to increase from 1.7 million in 2000 and 2001 to 4.4 million in 2020 (Gfroerer et al., 2003).
• Mental/Behavioral health trends in other population groups

Sources:
Access to Care
Arizona

• Health coverage: About 82% has health coverage and 18% uninsured
  • Uninsured – 18% (947,878)
  • AHCCCS – 21% (1,465,431 as of May 1, 2014)
  • Medicare – 15% (977,447)
  • Private/Other Insurance – 46%

• Underserved communities:
  • 144 primary care and 95 mental HPSAs
  • 36 federally designated medically underserved areas and 10 medically underserved populations

• Current shortage:
  • 383 full-time primary care physicians and 203 full-time psychiatrists
Arizona
Mental Health Professional Shortage Areas
2014

Legend
- AzCounties
- mentalhpsas
- MentalScore
  - 16
  - 18

BUREAU OF HEALTH SYSTEMS DEVELOPMENT
Arizona Department of Health Services
• Arizona ranks 29th in poor mental health days.
  – About 37% of adults reporting poor mental health days in the past 30 days.
  – Average of 3.6 days in the previous 30 days that a person could not perform work or household tasks due to mental illness.

• About 19% of persons aged 18 or older reported having any mental illness in the past year.
  – Any mental illness (AMI) is the presence of any mental, behavioral, or emotional disorder in the past year that met DSM-IV criteria.

• About 4.6% of persons aged 18 or older had a Serious Mental Illness (SMI).
  – Adults with a disorder that caused substantial functional impairment (i.e., a disorder that substantially interfered with or limited one or more major life activities) and have the most urgent need for treatment.

Sources:
• America’s Health Rankings: http://statehealthstats.americashealthrankings.org/#/country/US/2011/Poor-Mental-Health-Days
• Kaiser Family Foundation: http://kff.org/other/state-indicator/poor-mental-health-among-adults/?state=AZ
• State Estimates of Adult Mental Illness from the 2011 and 2012 National Surveys on Drug Use and Health: http://samhsa.gov/data/2k14/NSDUH170/sr170-mental-illness-state-estimates-2014.htm
Mental/Behavioral Health in Arizona

• About 9.5% of persons aged 12 or older reported illicit drug use in the past month.
  • Illicit Drugs include marijuana/hashish, cocaine (including crack), heroin, hallucinogens, inhalants, or prescription-type psychotherapeutics used non-medically.

• Arizona is in top 6th among States in nonmedical use of prescription pain relievers in the past year among persons aged 12 or older.

• About 77,000 inpatient discharges in 2012 related to drug dependence and drug abuse and drug-induced death in 2012 was 16.3 per 100,000 populations.

• About 4,443 inpatient discharges and 8,039 ER visits in 2012 were due to suicide.
  • Arizona’s suicide rate in 2012 was 16.2 per 100,000 populations.
  • Suicide is the fifth leading cause of death among middle-aged male 45-64 years old.

Sources:
Recruitment and Retention Strategies

1. Explore/Participate in Workforce Incentives Programs.
Workforce Programs Objectives

• To improve the accessibility of health care for underserved areas and populations in Arizona

• To incentivize primary medical, dental, and mental health who agree to serve in medically underserved areas by providing loan repayment incentives or in-kind support

• To encourage retention of healthcare professionals in areas of need
Workforce Programs Objectives

- National Health Service Corps (NHSC) Loan Repayment Program
- Arizona Loan Repayment Programs (ALRP)
  - Public or Non-profit
  - Rural, Private Practice
- J-1 Visa Waiver Program
- National Interest Waiver Program
- Nurse Corps Scholarship & Loan Repayment Program
National Health Service Corps Loan Repayment Program (NHSC LRP)

An opportunity to pay off student loans while providing care to communities in need
National Health Service Corps (NHSC) Loan Repayment

- Recruits fully-trained health professionals to provide culturally competent, interdisciplinary primary health care services to underserved populations located in selected Health Professional Shortage Areas (HPSAs)

- Assists clinicians in repayment of qualifying educational loans that are still owed in exchange for service in a HPSA
Bureau of clinician recruitment and service

- The NHSC is part of HRSA’s Bureau of Clinician Recruitment and Service (BCRS)
- BCRS coordinates the recruitment and retention of health professionals to work in medically underserved communities
Nearly 8,900 primary health care professionals serving at over 5,100 sites*
Nearly 8,900 NHSC primary care providers serving at over 5,100 sites.

*As of September 30, 2013
ELIGIBLE DISCIPLINES

Must be licensed in one of the following:

- Physician (MD or DO)
- Nurse practitioner (primary care)
- Certified nurse-midwife
- Physician assistant
- Dentist (general or pediatric)
- Dental hygienist
- Psychiatrist
- Psychologist
- Licensed clinical social worker
- Psychiatric nurse specialist
- Marriage and family therapist
- Licensed professional counselor

Must meet the following requirements:

- US Citizen or National
- Current AZ license
- Have unpaid government or commercial loans for school tuition, reasonable educational and living expenses, segregated from all other debts (that is, not consolidated with non-educational loans)
- Currently work or ready to work in a NHSC-approved facility located in a Health Professional Shortage Area
Other Eligibility Requirements

- Participate or eligible to participate in Medicare, Medicaid, and SCHIP
- No outstanding service obligation
- No breach of prior service obligation
- Has not been suspended, debarred, or excluded by the federal agency
- Demonstrate satisfactory professional competence and conduct
- Be free of judgment liens arising from federal debt
How do providers benefit from NHSC LRP?

Service
By joining the thousands of NHSC participants across the country, you have an opportunity to provide primary health care services to communities in need.

Loan Repayment
• Funds to repay outstanding qualifying educational loans
• Funds are exempt from federal income and employment taxes
• Funds are not included as wages when determining Social Security benefits

An opportunity to be part of something bigger than yourself.
How do providers benefit from NHSC LRP?

Program options:

- **Full time**: 40 hours per week for a minimum of 45 weeks per year
- **Part time**: 20 hours per week for a minimum of 45 weeks per year

<table>
<thead>
<tr>
<th>Initial Award Amounts</th>
<th>2 Years Full-time</th>
<th>2 Years Half-time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Repayment Award (HPSA 14 and above)</td>
<td>$50,000</td>
<td>$25,000</td>
</tr>
<tr>
<td>Loan Repayment Award (HPSA 13 and below)</td>
<td>$30,000</td>
<td>$15,000</td>
</tr>
</tbody>
</table>

Additional Loan Repayment Awards:

Continue loan repayment beyond the initial contract, one year at a time, and pay off all qualifying educational loans.
National Health Service Corps (NHSC) Loan Repayment

HOW CAN PROVIDERS APPLY?


2. Find a job at an NHSC-approved site or find out if your current job is at an NHSC-approved site

3. Apply online at [nhsc.hrsa.gov](http://nhsc.hrsa.gov)
   - Be aware of the application cycle.

Note: Service sites must be NHSC certified before providers can be eligible to apply.

[nhscjobs.hrsa.gov/Search_HPOL.aspx](http://nhscjobs.hrsa.gov/Search_HPOL.aspx)
NHSC-approved sites enable NHSC providers to fulfill their service obligations
How do Service Sites Benefits?

- Recruit providers and residents dedicated to working where they are needed most
- Post clinical job openings on the NHSC Jobs Center and participate in Virtual Job Fairs
- Connect with other NHSC-approved sites
- Receive community and site development assistance
- Establish an integrated system of care that includes the uninsured and underinsured
- Develop linkages with academic institutions and other organizations
National Health Service Corps (NHSC) Loan Repayment Provider Eligibility

Eligible Sites

• Federally Qualified Health Center or Look-Alike (FQHC or FQHC-LA)
• Certified Rural Health Clinic (RHC)
• Indian Health Service Site (Federal or Tribal)
• Solo or Group Partnership or Practice
• Hospital-Affiliated Primary Care Practice
• Critical Access Hospital
• Managed Care Network
• State or Federal Prison
• U.S. Immigration, Customs and Enforcement Site
• Public Health Department
• Other Health Clinics

Must meet the following eligibility requirements:

• Located in a designated HPSA
• Accept Medicare and Medicaid
• Use Sliding Fee Scale
• Non-discriminatory policy in the provision of health services
• Has capacity to maintain a competitive salary, benefits, and malpractice coverage package for clinicians
• Must receive NHSC certification.
Site application process


2. Create a site portal to apply online.

3. Apply online at nhsc.hrsa.gov
   • Be aware of the application cycle.

Upload all required documents.
Learn more at
Arizona Loan Repayment Programs (ALRP)
Arizona Loan Repayment Programs (ALRP)

- Administered by the Arizona Department of Health Services (ADHS), Arizona Primary Care Office (PCO)

- Provides loan repayment in exchange for an initial two year commitment in a Health Professional Shortage Area (HPSA) of the State

- Available to providers working in public or private non-profit or rural private practice sites located in a HPSA
Eligible disciplines:
MD/DO, Dentist, Physician Assistant, Nurse Practitioner, Certified Nurse Midwives

Must meet the following requirements:
• US Citizen
• Current AZ License
• Valid Employment Contract
  – Two year minimum obligation
  – Full time employment at 40 hours per week
  – Provide outpatient primary care services at the approved site
• Accept Medicare and Medicaid (AHCCCS)
• Sliding Fee Scale
• No Unsatisfied Obligations
Arizona Loan Repayment Programs (ALRP)

Site Eligibility

- Public, Private Non-Profit or Rural Private Practice
- Located in a Designated HPSA
- Accept Medicare and Medicaid (AHCCCS)
- Use Sliding Fee Scale
## Arizona Loan Repayment Programs (ALRP)

### Physician and Dentist

<table>
<thead>
<tr>
<th>CONTRACT YEAR</th>
<th>1&lt;sup&gt;ST&lt;/sup&gt; PRIORITY</th>
<th>2&lt;sup&gt;ND&lt;/sup&gt; PRIORITY</th>
<th>3&lt;sup&gt;RD&lt;/sup&gt; PRIORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2 years</td>
<td>$40,000</td>
<td>$36,000</td>
<td>$32,000</td>
</tr>
<tr>
<td>3rd year</td>
<td>$22,000</td>
<td>$20,000</td>
<td>$18,000</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; year</td>
<td>$25,000</td>
<td>$22,000</td>
<td>$20,000</td>
</tr>
<tr>
<td><strong>Total After 4 Years of Service</strong></td>
<td><strong>$87,000</strong></td>
<td><strong>$78,000</strong></td>
<td><strong>$70,000</strong></td>
</tr>
</tbody>
</table>

Award amounts are based upon the type of health professional, the priority ranking of the site, and the recipient’s total student loan indebtedness.

**Award amounts are subject to the availability of funding.**
## Arizona Loan Repayment Programs (ALRP)

### Physician Assistant, Nurse Practitioner, Certified Nurse Midwife

<table>
<thead>
<tr>
<th>CONTRACT YEAR</th>
<th>1&lt;sup&gt;ST&lt;/sup&gt; PRIORITY</th>
<th>2&lt;sup&gt;ND&lt;/sup&gt; PRIORITY</th>
<th>3&lt;sup&gt;RD&lt;/sup&gt; PRIORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2 years</td>
<td>$15,000</td>
<td>$12,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>3rd year</td>
<td>$9,000</td>
<td>$7,500</td>
<td>$6,500</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; year</td>
<td>$10,500</td>
<td>$9,000</td>
<td>$8,000</td>
</tr>
<tr>
<td><strong>Total After 4 Years of Service</strong></td>
<td><strong>$34,500</strong></td>
<td><strong>$28,500</strong></td>
<td><strong>$24,500</strong></td>
</tr>
</tbody>
</table>

Award amounts are based upon the type of health professional, the priority ranking of the site, and the recipient’s total student loan indebtedness.

*Award amounts are subject to the availability of funding.*
Arizona Loan Repayment Programs (ALRP)

Priority Ranking Scoring Criteria:

- Location of service site (rural vs. urban)
- Degree of shortage assigned to HPSA (assigned by DHHS)
- Population-to-primary-care-provider ratio
- Percentage of minority population in the primary care area
- Distance to nearest city/town with a population of >20,000 (> or < 45 miles)
Health and Wellness for all Arizonans

Arizona Loan Repayment Programs (ALRP)

How Can a Provider Apply?

- Access the application online at the SLRP website.
- Submit application by the application deadline.

<table>
<thead>
<tr>
<th>To be considered for a State contract term to commence on:</th>
<th>Application Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 1</td>
<td>Dec 16 - Mar 15</td>
</tr>
<tr>
<td>Oct 1</td>
<td>Mar 16 - Jun 15</td>
</tr>
<tr>
<td>Jan 1</td>
<td>Jun 16 - Sep 15</td>
</tr>
<tr>
<td>Apr 1</td>
<td>Sep 16 - Dec 15</td>
</tr>
</tbody>
</table>

- Only complete applications are considered for review.
- Applications must be postmarked no later than the last date of the application cycle.
For more information

Arizona Loan Repayment Programs

Arizona J1 Visa Waiver Program
Arizona J1 Visa Waiver Program

What is a J1 Visa?
- Temporary, Nonimmigrant Visa
- Clinical Resident or Fellow
- Duration limit of seven years
- Limited exclusively to Graduate Medical Education (i.e., no moonlighting)
- Mandatory, across-the-board, two-year home residence obligation
RELEVANCE OF TWO-YEAR HOME RESIDENCE OBLIGATION:

- Disqualifies J-1 from H-1B visa and/or permanent residence status unless:
  - Obtains a waiver of obligation; or
  - Goes back to HOME country for two years

J-1 WAIVER OPTIONS:

- Interested Governmental Agency (IGA)
- State Department of Health
- Exceptional Hardship
- Persecution
Arizona J1 Visa Waiver Program

- **J1 Visa Waiver** - a waiver of the two-year foreign residence requirement as it applies to foreign medical graduates, pursuant to Section 214(k) of the Immigration and Nationality Act 8 USC 1184, as amended by PL 103-416.

- The J1 Visa Waiver Program (aka Conrad State 30 Program) was created in 1994 to help rural and underserved communities across the United States in recruiting primary care providers.

- The J1 Visa Waiver Program allows foreign physicians to practice in medically-underserved communities without returning to their home residence, thus, allowing them to receive nonimmigrant, H-1B status (temporary worker in specialty occupation) for three years.

- The U.S. Citizenship and Immigration Services (USCIS) is the Federal Agency that grants J1 Visa Waiver’s.

- The Arizona Department of Health Services (ADHS) acts as an Interested Agency in supporting J1 Visa Waiver requests on behalf of J1 physicians willing to practice in medically underserved areas of the State.

- Thirty (30) slots are available per year (22 primary care, 7 specialist, 1 discretionary).

- Annual application cycle is from October 1 through November 30.
PROS and CONS of EMPLOYING A J-1 PHYSICIAN

**PROs**
- Three year commitment as required by the waiver and a possible two-year extension if pursuing National Interest Waiver
- Cost-savings
- Two J1 physicians are allowed per site per year

**CONs**
- J1 physician can’t start service until H1B petition has been approved by the USCIS
- Lengthy/tedious process (paperwork, coordination, time)
- Costs for filing fees, attorney fees, misc. fees
### How Much and Who pays for What in filing H1B visa petition?

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Fee</th>
<th>Who Pays for it? Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base filing fee (I-129)</td>
<td>$325</td>
<td>Employer. It is employer’s business expense.</td>
</tr>
<tr>
<td>AICWA Training Fee (American Competitiveness and Workforce Improvement Act of 1998)</td>
<td>$750 or $1,500 (One time fee)</td>
<td>Employer. It is employer’s business expense. Law requires that this fee is never passed to you or third party</td>
</tr>
<tr>
<td>Fraud prevention &amp; detection fee</td>
<td>$500</td>
<td>Employer. It is employer’s business expense. Just like above, it is mandated by law.</td>
</tr>
<tr>
<td>Fee based on Public Law 111 – 230</td>
<td>$2000</td>
<td>Employer. It is employer’s business expense.</td>
</tr>
<tr>
<td>Premium processing fee (Optional)</td>
<td>$1,225</td>
<td>Optional fee. Either employer or J1 Physician. If you bear it, the employer has to demonstrate to DOL that it was expedited due to your personal reasons.</td>
</tr>
<tr>
<td>Visa fee (Fee involved in getting H1B visa at US consulate )</td>
<td>varies by country</td>
<td>J1 Physician’s expense. All the costs involved in obtaining visa, including cost involved in translation of your credentials, etc. It will NOT be an employer’s expense. The employer will only send you the documents required for visa stamping.</td>
</tr>
</tbody>
</table>
Arizona J1 Visa Waiver Program

• **Coordination**
  – Employer
  – Physician
  – Attorney

• **Application Paperwork**
  – 16 types of documents required
  – Specific employment contract requirements
  – Signatures and notary required in some forms
  – Case number on each page

• **Time**
  • Approx. 14 to 24 weeks of wait time
    – ADHS – 8 to 12 weeks
    – DOS – 4 to 6 weeks
    – USCIS – 2 to 6 weeks
**Arizona J1 Visa Waiver Program**

**Eligible disciplines:** MDs in primary care discipline (internal medicine, family or general practice, pediatrics, OB/GYN or psychiatry) or specialists

**Provider**
- Have an offer of full time employment for 40 hours per week at an eligible service site
- 3 year minimum obligation
- Provide primary care or specialty services in an approved site
- AZ medical license or eligible for an AZ medical license

**Service Site**
- Located in a designated HPSA, MUA or MUP
- Accept Medicare and Medicaid
- Have a non-discriminatory policy in the provision of health services
- Use a Sliding Fee Scale
- Demonstrate unsuccessful recruitment efforts of a U.S. citizen or national physician for at least 6 months prior to the J1 waiver request
- Operational and providing care for at least six months as of the date of the request
• The Federal National Interest Waiver (NIW) program allows certain foreign workers including foreign physicians (MDs) with advanced degrees or exceptional abilities to work in the United States.

• The federal guidelines allow states to recommend a national interest waiver to foreign physicians.

• ADHS act as an interested agency attesting that the foreign physician’s work is in the public interest.

• ADHS will consider requests for ADHS NIW support from J1 physicians meeting the following conditions:
  – Obtained a J1 waiver from USCIS based on ADHS recommendation
  – Practiced at an eligible service site (within designated HPSA/MUA) for at least one year immediately preceding the request for an ADHS NIW support and will continue to practice in the same or similar setting to a total aggregate of 5 years (including J1 obligation)
  – Complied with the ADHS J-1 Visa Waiver Programs policies
For more information

Arizona J1 Visa Waiver Program
http://www.azdhs.gov/hsd/workforce/j-1-waiver/index.htm

Arizona National Interest Waiver Program
http://www.azdhs.gov/hsd/workforce/national-interest-waiver.htm
Nurse Corps Loan Repayment Program
Nurse Corps Loan Repayment Program

- Administered by the Bureau of Clinician and Recruitment Services (BCRS) in the Health Resources Services Administration (HRSA) or the US Department of Health and Human Services (DHHS).
- Aims to alleviate the shortage of nurses across the country by offering loan repayment assistance to registered nurses and advanced practice registered nurses, such as nurse practitioners, working in a public or private nonprofit Critical Shortage Facility OR nurse faculty employed by an accredited school of nursing.
  - **Critical Shortage Facility** - a health care facility located in, designated as, or serving a primary medical care or mental Health Professional Shortage Area (HPSA).
- Repayment of 60 percent of the total outstanding qualifying educational loan balance incurred while pursuing an education in nursing in exchange for a 2-year service commitment.
- Qualifying participants may receive an additional 25 percent of their original loan balance for a third year of service.
Eligibility Requirements:

- RNs or Advanced Practice Registered Nurses i.e. Nurse Practitioners
- U.S. citizen, U.S. national, or lawful permanent resident
- Current license to practice as a RN and received a diploma, associate’s, bachelor’s, master’s, or doctoral degree in nursing
- Full time employment (at least 32 hours per week) at a public or private nonprofit Critical Shortage Facility OR employed full time at an accredited, public or private nonprofit school of nursing;
- Completed the education program for which the loan applies.
Service Site Eligibility Requirements:

- **Nurse Faculty:** Accredited, public or private nonprofit school of nursing
- **Registered Nurses and Advanced Practice Registered Nurses:** Public or private nonprofit
  Critical Shortage Facility:
  - Critical Access Hospital
  - Disproportionate Share Hospital
  - Public Hospital
  - Federally Qualified Health Center
  - Indian Health Service Health Center
  - Native Hawaiian Health Center
  - Rural Health Clinic
  - Skilled Nursing Facility
  - State or Local Public Health or Human Services Department
  - Ambulatory Surgical Center
  - Home Health Agency
  - Hospice Program
  - Non-Disproportionate Share Hospital
  - Nursing Home
Funding Preference:

- **Nurse Faculty:** Preference will be given to faculty with the greatest financial need (with debt to salary ratio of 20 percent or greater) and to faculty working at schools of nursing with at least 50 percent enrollment of students from a disadvantaged background.

- **Registered Nurses and Advanced Practice Registered Nurses:** Preference will be given to nurses based on the greatest financial need (those with debt to salary ratio of 20 percent or greater), the type of facility, and the mental health or primary care Health Professional Shortage Area (HPSA) designation.
# Nurse Corps Loan Repayment Program

## Debt to Salary Ratio

<table>
<thead>
<tr>
<th>Debt to Salary Ratio</th>
<th>Facility Type</th>
<th>Critical Shortage Facility HPSA Score as of January 1</th>
<th>Funding Tiers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater than or equal to 20 percent</td>
<td>Priority 1 Facility</td>
<td>Primary or Mental HPSA $\geq 14$</td>
<td>Tier 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Primary or Mental HPSA 10 – 13</td>
<td>Tier 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Primary or Mental HPSA 0 – 9</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Priority 2 Facility</td>
<td></td>
<td>Primary or Mental HPSA 0 – 25</td>
<td>Tier 4</td>
</tr>
<tr>
<td>Less than 20 percent</td>
<td>Priority 1 Facility</td>
<td>Primary or Mental HPSA $\geq 14$</td>
<td>Tier 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Primary or Mental HPSA 10 – 13</td>
<td>Tier 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Primary or Mental HPSA 0 – 9</td>
<td>Tier 7</td>
</tr>
<tr>
<td>Priority 2 Facility</td>
<td></td>
<td>Primary or Mental HPSA 0 – 25</td>
<td>Tier 8</td>
</tr>
</tbody>
</table>
For more information
Nurse Corps Loan Repayment Program:
Recruitment and Retention Strategies

2. Understand key factors for recruitment and retention.
3. Develop a recruitment and retention plan.
### Clinician Survey

#### Top 5 Factors that Influence Providers’ Current Practice

<table>
<thead>
<tr>
<th>Factor</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best professional opportunity available</td>
<td>2.90</td>
</tr>
<tr>
<td>Opportunity to serve a particular group of people</td>
<td>3.17</td>
</tr>
<tr>
<td>Characteristic of the community</td>
<td>3.30</td>
</tr>
<tr>
<td>Work environment/hours of work</td>
<td>3.34</td>
</tr>
<tr>
<td>Financial advantages (inc. Loan Repayment/ Forgiveness)</td>
<td>3.46</td>
</tr>
</tbody>
</table>
## Clinician Survey

<table>
<thead>
<tr>
<th>Ranking</th>
<th>Factors That Influenced Providers’ Current Practice</th>
<th>Rating Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Financial advantages (Inc. Loan Repayment/ Forgiveness)</td>
<td>3.46</td>
</tr>
<tr>
<td>2</td>
<td>Work environment/hours of work</td>
<td>3.34</td>
</tr>
<tr>
<td>3</td>
<td>Characteristic of the community</td>
<td>3.30</td>
</tr>
<tr>
<td>4</td>
<td>Opportunity to serve a particular group of people</td>
<td>3.17</td>
</tr>
<tr>
<td>5</td>
<td>Best professional opportunity available</td>
<td>2.90</td>
</tr>
<tr>
<td>6</td>
<td>Earnings potential</td>
<td>2.81</td>
</tr>
<tr>
<td>7</td>
<td>Availability of adequate hospital facilities</td>
<td>2.42</td>
</tr>
<tr>
<td>8</td>
<td>Professional contacts</td>
<td>2.39</td>
</tr>
<tr>
<td>9</td>
<td>Close proximity to family</td>
<td>2.38</td>
</tr>
<tr>
<td>10</td>
<td>Availability of community resources</td>
<td>2.36</td>
</tr>
<tr>
<td></td>
<td>Recreation</td>
<td>3.11</td>
</tr>
<tr>
<td></td>
<td>Community support</td>
<td>2.93</td>
</tr>
<tr>
<td></td>
<td>Schools</td>
<td>2.89</td>
</tr>
<tr>
<td></td>
<td>Employment for family members</td>
<td>2.44</td>
</tr>
<tr>
<td></td>
<td>Transportation</td>
<td>2.34</td>
</tr>
<tr>
<td>11</td>
<td>Influence of spouse</td>
<td>2.35</td>
</tr>
<tr>
<td>12</td>
<td>Personal ties in the community</td>
<td>2.26</td>
</tr>
<tr>
<td>13</td>
<td>Location of residency</td>
<td>1.98</td>
</tr>
<tr>
<td>14</td>
<td>Recruited by colleagues</td>
<td>1.92</td>
</tr>
<tr>
<td>15</td>
<td>Grew up in the area</td>
<td>1.58</td>
</tr>
<tr>
<td>16</td>
<td>Previous training by SEARCH Program</td>
<td>1.54</td>
</tr>
<tr>
<td>17</td>
<td>Location of military service</td>
<td>1.12</td>
</tr>
</tbody>
</table>
Clinician Survey

Single Most Important Factor That Influenced Practice

- Community: 40%
- Professional Support/Growth: 20%
- Personal: 20%
- Financial: 10%
- Financial/Community/Personal: 0%
## Clinician Survey

### Single Most Important Factor That Influenced Practice (N = 59) | %

<table>
<thead>
<tr>
<th>Community</th>
<th>Availability of community resources</th>
<th>38%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Community Support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employment for family members</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recreation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Schools</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation (roads)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Been working in the community for over 20 years</td>
<td></td>
</tr>
<tr>
<td>Professional Support/Professional Growth</td>
<td>Serving NHSC Scholar obligation</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>Career potential</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Best professional opportunity available</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Type of work and stability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Location of Residency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recruitment by peers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Supportive collegial work environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Integrity of Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work environment</td>
<td></td>
</tr>
<tr>
<td>Personal</td>
<td>Close to Home</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>Family ties</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grew up in the area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Only job that got back to me</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Opportunity to serve a particular group of people</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service to the underserved community</td>
<td></td>
</tr>
<tr>
<td>Financial</td>
<td>Spousal influence</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Financial advantage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Loan Repayment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salary</td>
<td>20%</td>
</tr>
</tbody>
</table>

**Total:** 100%
### Clinician Survey

<table>
<thead>
<tr>
<th>Ranking</th>
<th>Top Three Things That Provided the Greatest Satisfaction While Serving NHSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Understanding the Impact of Service</td>
</tr>
<tr>
<td>2</td>
<td>Professional Learning/Growth</td>
</tr>
<tr>
<td>3</td>
<td>Peer/Staff/Coworker Support</td>
</tr>
</tbody>
</table>

**Top Three Things That Contributed to Success in Completing NHSC Obligation**

<table>
<thead>
<tr>
<th>Ranking</th>
<th>Top Three Things That Contributed to Success in Completing NHSC Obligation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Staff/Coworker/Supervisor Support</td>
</tr>
<tr>
<td>2</td>
<td>Personal/Personal Commitment</td>
</tr>
<tr>
<td>3</td>
<td>Employer Support and Patient Relationships</td>
</tr>
</tbody>
</table>
Recruitment and Retention Plan

Things to consider:

• How are you going to market your opportunity?
• How is the “best fit” candidate identified?
• What and how competitive are the compensation packages and other incentives being offered?
• What professional/work considerations are being considered?
• What other benefits are being offered to promote work-life balance?
• Evaluate the effectiveness of your plan and identify what works and doesn’t work.
4. Capitalize on marketing tools/resources and existing partnerships.
What is its mission?
- Improve rural and underserved communities’ access to quality healthcare through recruitment of physicians and other healthcare professionals
- Develop community-based recruitment and retention activities
- Initiate national advocacy relative to rural and underserved healthcare workforce issues

Who are the members?
- Non-profit organizations that help professionals find practices in rural and underserved areas throughout the country
- Members include: State Offices of Rural Health, Area Health Education Centers, University Programs, state-based not-for-profit organizations and Primary Care Organizations
AZ 3RNet Partners and Their Roles

- **State Office of Rural Health - Center for Rural Health**
  - Oversee and manage the website
  - Update the site with new information relevant to recruitment and retention
  - Market the opportunity to rural provider organizations around the state
  - Approve all provider organizations interested in posting job opportunities
  - Assist employers in navigating the 3RNet website and
  - Provide assistance to healthcare providers seeking jobs in rural Arizona as well as healthcare facilities needing to fill open positions.

- **Arizona Primary Care Office - ADHS, Bureau of Health Systems Development**
  - Manage the Workforce Programs for the State
    - Arizona J-1Visa Waiver Program
    - Arizona Loan Repayment Program
    - National Health Service Corps
    - Nurse Corps
  - Provide technical assistance to health care professionals looking for placement in Arizona

- **Arizona Primary Care Association - Arizona Alliance for Community Health Centers**
  - Recruit and retain medical professionals at the state’s Federally Qualified Health Centers
Benefits of AZ 3RNet Partnership

- Full access to 3RNet information
  - Candidates, Facilities, Locations
  - Job opportunities
  - Trainings, webinars and recordings
  - Reporting
  - Recruitment and Retention Tools and Resources (locally and statewide)
  - Trainings on new updates and functionalities of website
  - Technical assistance from national 3RNet staff

- Leverage agency resources to maximize recruitment of providers

- Outreach proactively to providers registered on 3RNet
Benefits of AZ 3RNet Partnership

- Facilitate/maximize enrollment to programs, i.e., AZ J1 Visa Waiver, NHSC Loan Repayment Program or State Loan Repayment Program
- Direct referrals to facilities with known active or pending job openings
- Pro-active applicant screening through CV review
- Plan recruitment efforts based on provider’s “available date” information
- Track effectiveness of 3RNet in filling positions posted on 3RNet
- Gauge provider interests for employment in AZ
Arizona 3RNet Home Page

Healthcare Jobs Across the Nation

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Arizona

General J1 Visas News Resources Contact

General Information: If you are looking for a job in a rural community with beautiful landscapes, friendly people, culturally diverse populations and generous benefits—look no further—Arizona is your destination. Arizona is recognized for its natural beauty, high quality of life, and its ongoing innovation in all fields from agriculture to technology. Whether you enjoy hiking, skiing, the arts, or relaxing at the spa, there's a place for you in Arizona. Experience beautiful sunny days, make the Grand Canyon your next place you call home.

Arizona is the 6th largest state in the U.S. by area and is home to about 6.4 million people. The state's culturally diverse population is one of the fastest growing with 21 federally recognized Native American tribes/nations and more than 1.9 million people or 30% of Hispanic ethnicity. Many healthcare providers enjoy the benefits of living and working in a rural community.

The Arizona Rural Recruitment & Retention Program (Arizona 3RNet) at the Center for Rural Health (CRH) provides assistance to medical providers seeking jobs in rural Arizona and healthcare facilities seeking health care providers. Through this site, you can view or post job opportunities.

Click here to visit the Center for Rural Health website.

Key Points
Arizona Loan Repayment Program

Primary care providers may be eligible for up to $40,000 of tax-free loan repayment for a minimum service of two years or up to $87,000 for a four-year commitment through the Arizona State Loan Repayment Program (ASLRP). Modeled after the National Health Service Corps Loan Repayment Program (NHSC).
Sample Registration Email Notice

A 3RNet Candidate has just updated their profile. Here is their information.

- Email: johndoe@yahoo.com
- Name: John Doe
- Registered Date: 7/10/2013 5:13:25 PM
- Date Available: 06/01/2015
- Address: 
- Home Phone: 
- Best Place to Call: Cell
- Visa Status: US Citizen
- Home State: Maine
- States of Interest: AR, AZ, CA, CO, ID
- Profession/Specialty: Physician Family Medicine
- Work Phone: 
- Cell Phone: 
- Best Time to Call: after 5pm Eastern
- Spouse Home State: 
- Spouse Home Town: 
- Loan Repayment: All Loan Repayment Programs
Sample Employer Registration Notice

Karen Gonzalez with Karen Gonzalez located in Phoenix, Arizona, has registered as an employer on the 3RNet.org website and is seeking approval to post opportunities for Arizona.

Once approved, an email will be sent to Karen Gonzalez with instructions for posting opportunities. You may choose to approve Karen Gonzalez to post opportunities to the site directly, or you may select that any opportunities must be approved by you, first, before they are posted to the site.

Full Facility Details

Facility Name: Karen Gonzalez
Contact Name: Karen Gonzalez
Address: 2833 N 3rd Street
          Phoenix, Arizona 85004

Phone: 602-234-3711
Cell: 
Fax: 
Registered Date: 5/1/2013 8:46:20 PM

Last Login: 5/1/2013 8:46:20 PM
Email: kvgonzalez@arizonaschildren.org
Types of Opportunities Sought

- Family Practice, Internal Medicine
- Obstetrics/Gynecology
- Emergency Medicine, General Surgery
- Nurse
- Nurse Practitioner
- Physician Assistant
- Dentist
- Social Worker
- Pharmacy
- Radiology
- Psychiatry
- Administration/Management
- Other
FY 2014 (Arizona)

- Total Physician Registrations: 1,132
  - Primary Care Physicians (incl. 40 Psychiatrists): 666
  - Specialists: 466

- Total “Other Mental Health Providers”: 55
  - Social Worker (LCSW not an option): 11
  - Psychiatric Nurse Therapist (PNC not an option): 1
  - Marriage and Family Counseling: 8
  - Licensed Professional Counselor: 20
  - Psychiatric Nurse Practitioner: 13
  - Psychiatric Physician Assistant: 2

- Total Openings:
  - Physicians: 22
  - All other healthcare: 73

- Total Facilities Registered To-Date: 82
AZ 3RNet Program Contacts

Center for Rural Health, [www.crh.arizona.edu](http://www.crh.arizona.edu)
- Joyce Hospodar, MBA, MPA, Manager Health Systems Development
  [hospodar@email.arizona.edu](mailto:hospodar@email.arizona.edu), 520.626.2432
- Rebecca Ruiz, Senior Program Coordinator
  [rarui[email protected]](mailto:rarui@email.arizona.edu), 520. 626.2243

- Ana Lyn Roscetti, MPH,  Workforce Section Manager
  [ana.lyn.roscetti@azdhs.gov](mailto:ana.lyn.roscetti@azdhs.gov), 602.542.1066

Arizona Alliance for Community Health Centers, [www.aachc.org](http://www.aachc.org)
- Lourdes Paez, Workforce Development Programs
  [lourdesp@aachc.org](mailto:lourdesp@aachc.org), 602.288.7550
CONTACT INFORMATION

Patricia Tarango, Bureau Chief, Health Systems Development
Email: Patricia.Tarango@azdhs.gov
Phone: (602) 542-1436

Ana Lyn Roscetti, Workforce Section Manager
Email: ana.lyn.roscetti@azdhs.gov
Phone: (602) 542-1066

Michael Abbott, Workforce Project Specialist
Email: Michael.Abbott@azdhs.gov
Phone: 602-542-2904

Tracy Lenartz, Designations Specialist/Health Planning Consultant
Email: Tracy.Lenartz@azdhs.gov
Phone: (602) 542-1772
Any Questions?

Thank You