

COLORADO AREA HEALTH EDUCATION CENTER (COAHEC) STUDENT CLINICAL ROTATION HOUSING
POLICY and PROCESS

Brief Description	This policy clarifies the responsibilities of the AMC student, AMC school, the COAHEC Program Office and COAHEC Regional Centers
Effective Date	September 1, 2020
Responsible office	Colorado AHEC Program Office
Applies to	All University of Colorado Anschutz Medical Campus health professions' students' clinical away rotations seeking Colorado AHEC housing.

I. INTRODUCTION

The state of Colorado is divided into six regional Area Health Education Centers (AHECs) to support local health care initiatives that meet the Colorado Area Health Education Center (COAHEC) program's mission and goals. As part of its core mission, COAHEC's program office at the University of Colorado Anschutz Medical Campus (AMC), works to improve health care distribution and delivery to the State of Colorado by facilitating housing for AMC students' clinical away rotations. These rotations that require housing are defined as rotations occurring in areas greater than a 40-mile radius from AMC. Clinical rotations play an important role in the education of health care professionals, allowing students to fully prepare for employment through real-world experiences. It is the intent of COAHEC housing that we will provide students on clinical rotation their housing within the community in which they are rotating. This helps facilitate their engagement with the community and the ability of the community to engage students in future recruitment. **All AHEC regional offices will give priority to AMC students over non-AMC students for COAHEC housing in Colorado.** COAHEC does not discriminate in housing based on parameters set by AMC. Please follow this link to view the entire list of groups against whom we do not discriminate. <https://www.colorado.edu/dontignoreit/what-report/discrimination-harassment/protected-class-definitions>

This policy will be in effect for clinical rotations which begin on or after the effective date on this document. Clinical rotations in place before the effective date are pursuant to the policy in effect at the time those clinical rotations began. COAHEC proceeds with the understanding that no policy can be fully comprehensive nor cover all possible scenarios. We request that any emerging issues/conflicts that this policy does not clearly be reported to coahechousing@cuanschutz.edu where COAHEC will address them as they arise.

Eligibility

AMC health professions' students on clinical away rotations are eligible.

Residents, paid interns, and pre-health students are not eligible for Colorado AHEC housing.

LIC rotations are not eligible for COAHEC arranged housing.

Cannot be AMC health professions' student's primary residence.

Terms Defined

University of Colorado Anschutz Medical Campus (AMC): The University of Colorado Anschutz Medical Campus is the academic health sciences campus in Aurora, Colorado that houses the University of Colorado's six health sciences-related schools and colleges. Its affiliate branches which may be in other cities are included in the AMC purview.

Health Professions School: AMC School of Medicine; AMC Skaggs School of Pharmacy and Pharmaceutical Sciences; AMC School of Public Health; AMC School of Dental Medicine; AMC College of Nursing; and other AMC Graduate Schools. Throughout the policy, we will refer to these as “AMC school.”

Health Professions’ Student: An individual enrolled in one of the health professions’ schools or programs at AMC or its affiliated branch schools. Throughout the policy, we will refer to these as “AMC student”.

Clinical Rotation: Unpaid, supervised educational and experiential opportunity approved by a participating AMC school academic program.

Away Clinical Rotation: Clinical rotation greater than a 40-mile radius from the AMC.

Extended Rotation: A clinical rotation greater than or equal to 120 days and less than or equal to 180 days in duration.

Longitudinal Integrated Clinical Rotation (LIC): An extended rotation in the CU School of Medicine that requires housing for more than 180 days.

Preceptor: An individual who is a licensed, practicing health care provider who is approved by AMC to provide personal instruction, training, and supervision to a health professions’ student in any clinical rotation.

Preceptorship: The time of student study during an AMC clinical rotation under the tutelage and guidance of a preceptor in which the student gains fundamental knowledge and real-world experience working in the healthcare field.

Host: COAHEC approved homeowner who provides housing to students on away rotations.

Host Home: The home owned by the host (note: a host cannot be a tenant of a property owned by another individual).

Regional Housing Coordinator: An individual, employed by the regional Colorado AHEC center, who serves as liaison between the AMC students, the AMC school personnel, the host, and the COAHEC program office.

Days: Calendar days unless otherwise specified.

COAHEC Program Office (PO): State seat of Colorado AHEC that oversees and supports the six (6) COAHEC regions in Colorado. This is located at the Anschutz Medical Campus.

COAHEC Regional Center (RC): One of six (6) regions in the state of Colorado that COAHEC oversees and supports.

Unprecedented Times: Unexpected time space in which the existing housing policy no longer applies. Unprecedented times is declared by COAHEC PO based on restrictions mandated by a governing authority. Such times include but are not limited to pandemics, wars, acts of God, etc. We are unable to define all unprecedented time situations.

II. COAHEC HOUSING PROCESSES

This housing policy will discuss the processes for obtaining housing in the following realms.

- 1) COAHEC Arranged Housing for Away Clinical Rotation
- 2) COAHEC Arranged Housing for Extended Rotations
- 3) Housing for an LIC Rotation
- 4) Student Found Housing for Away Rotations
- 5) Student Found Housing for Extended Rotations
- 6) Non-AMC Students
- 7) Unprecedented Times Housing Policy

The processes and policies for each is described below:

1. COAHEC Arranged Housing for Away Clinical Rotation

COAHEC cannot guarantee housing.

COAHEC will make every attempt to provide housing within the community hosting the clinical rotation.

Colorado AHEC RCs shall provide housing as close to the rotation as possible.

The majority of COAHEC housing occurs in host homes.

COAHEC housing allows for one (1) night of travel ONLY in addition to rotation dates.

LIC Rotations are not eligible.

Procedures and timelines:

- A. 42 days (or greater) prior to rotation: AMC school enters the upcoming AMC student's rotation information on a webform link provided by the COAHEC PO.
 - i. COAHEC encourages academic programs to submit these records prior to this 42-day time to help facilitate the search for COAHEC arranged housing.
 - ii. If the school submits the rotation notice at least 42 days before the start date of the rotation, and the AMC student has not responded about the need for housing within 7 days of the initial email, the COAHEC PO data system will generate an urgent reminder email to the AMC student and their AMC school.
 - iii. If AMC school submits their records later than the 42-day requirement, housing will be more difficult or impossible to secure for the student. The COAHEC PO sends an urgent email to the AMC school to inform them they are late in their request and to request COAHEC arranged housing within 24 hours.
- B. 0-2 Business days after AMC school submits the rotation information: COAHEC PO will audit the forms and upload them into data system.
 - i. After uploading: The data system auto generates and sends an email to the AMC student asking to define their housing request.
- C. 1-7 days later: AMC student responds and enters their request.
 - i. The COAHEC RC, AMC school, AMC student, and the COAHEC PO get an instant notification validating their housing request via email from the data system.
- D. 1-2 business days later: COAHEC RC must communicate via email or phone with AMC student to confirm student's request.
 - i. COAHEC PO recommends doing this via email to cc PO and have a record of the correspondence. If email is not possible and this is done by phone, RC will email PO when the phone call was done and a summary of what was discussed. Either way, all communication must be documented by RC and sent/cc'd to PO.

- E. 21 days (or greater) prior to rotation start date: COAHEC RC begins to secure housing and stays in constant communication with the AMC student and there are records of such communication all of which are forwarded to the COAHEC PO.
 - i. The COAHEC RC MUST communicate directly with AMC student via email or telephone, who has requested housing, to notify them of the status of their request.
 - ii. If housing has not been secured by COAHEC RC, COAHEC RC must ask the AMC student if they still want the COAHEC RC to continue to try to arrange housing.
 - iii. If the AMC student still wants COAHEC arranged housing, it is important that the COAHEC RC, AMC student, and AMC school stay in close communication. Neither should commit to housing before talking directly with the other.
- F. 2 business days after COAHEC RC secures housing: The COAHEC RC MUST notify the AMC student via email that housing is found.
 - i. An example of this email is provided as attachment #2.
 - ii. Host contact information, description of housing (with attached photos of both the interior and exterior of the home), distance from the host home to the clinical site, and access to internet.
- G. 1-3 days after COAHEC RC sends the email of housing being secured: AMC student must respond to the COAHEC RC that they accept or decline housing.
 - i. If the AMC student accepts the COAHEC arranged housing:
 - a. the AMC school is bound to pay a minimum of 14 nights of the accepted housing.
 - ii. If a student declines housing:
 - a. within 3 days of receipt of the email, the student is eligible for student found housing reimbursement.
 - b. after 3 days of receipt of the email, the student is NOT eligible for student found housing reimbursement.
 - iii. If the AMC health professions' student fails to respond:
 - a. the COAHEC arranged housing is considered confirmed,
 - b. the AMC school is bound to pay at least 14 nights, and
 - c. the AMC student is not eligible for student found housing
- H. 14 days prior to the start date: COAHEC RC notifies AMC school, AMC student, and COAHEC PO if housing arrangements fall through.
 - i. Housing arrangements may fall through for several reasons all of which cannot be foreseen.
 - ii. COAHEC RC, the AMC student, and the AMC school can determine alternative arrangements through close communication with one another. Any cost of such alternative arrangements that exceed the daily housing rate cost must receive approval by the AMC school's program coordinator.
- I. 14 days or less: AMC school cancelling a rotation in this timeframe will still pay the host 14 days of rent if no substitute student is placed in that host home by COAHEC RC.
- J. During the rotation: The AMC school may cancel the rotation.
 - i. If the AMC school cancels a rotation while an AMC student is in COAHEC arranged housing, the AMC school will pay 14 nights of housing from the date of cancellation or until the end of the rotation, whichever is less.

Payment Parameters for COAHEC Arranged Housing:

- A. COAHEC's payment contract includes one night prior to the rotation and every night of the rotation.
 - i. COAHEC will not pay for nights that are not part of that rotation timeframe.

- B. COAHEC PO suggests that the COAHEC RC not pre-pay hosts for more than 14 days of the rotation.
 - i. Additional payments should follow COAHEC RC's contracts with the hosts.
 - ii. This is for the protection of the COAHEC RC, as COAHEC PO will not "cover" the costs if paid early. All payments from the PO will be rendered quarterly per invoice calendar in VCHA contract regardless of pre-payment protocols in the RCs.
- C. Rotations less than 14 consecutive days will be billed for 14 days.
- D. If the AMC student has received notice of found housing and does not respond within 3 days, the housing is considered confirmed and the AMC school will pay a Minimum of 14 days (see II. 1. G. iii above).
- E. The AMC schools may cancel greater than 14 days prior to the rotation with no payment due.
- F. AMC school that cancels a rotation less than 14 days prior to a rotation will pay for 14 days if no substitute student is then placed in COAHEC arranged housing. (see II.1. I. above).
- G. The VCHA COAHEC regional contracts specify the payment rate and timeline for COAHEC arranged housing and the distribution of funds between COAHEC RC and hosts. (Exhibit 2. I. B, F).
 - i. Any cost of COAHEC arranged housing alternative arrangements that exceed the daily housing rate cost must receive approval by the AMC school (see II. 1. H. ii above).
 - ii. Of note, the RC will continue quarterly invoicing to PO.
- H. The AMC school may cancel a rotation at any time. If the AMC school cancels a rotation while a student is in COAHEC arranged housing, the school will pay 14 nights of housing from the date of cancellation or until the end of the rotation, whichever is less. (See II.1.J.i)

2. COAHEC Arranged Housing for Extended Rotations

- A. 60 days (or greater) prior to rotation: AMC school enters the upcoming AMC student's rotation information on a webform link provided by the COAHEC PO.
 - i. COAHEC encourages academic programs to submit these records prior to this 60- day time to help facilitate the search for COAHEC arranged housing.
 - ii. If the AMC school submits the rotation notice at least 60 days before the start date of the rotation, and the AMC student has not responded about the need for housing within 7 days of the initial email, the COAHEC PO data system will generate an urgent reminder email to the AMC student and their AMC school.
 - iii. If AMC school submits their records later than the 60-day requirement, housing will be more difficult or impossible to secure for the AMC student. The COAHEC PO thus sends an urgent email to the AMC school program to inform them they are late in their request and to request COAHEC arranged housing within 24 hours.
- B. 0-2 Business days after AMC school submits the rotation information: COAHEC PO will audit the forms and upload them into the data system.
 - i. After uploading: the data system auto generates and sends an email to the AMC student asking to define their housing request which includes whether they want COAHEC arranged housing.
- C. 1-7 days later: AMC students respond and enter the request for housing.
 - i. The COAHEC RC, AMC school, AMC student, and the COAHEC PO receives an instant notification of housing request via email from the data system.
- D. 1-2 business days later: COAHEC RC must communicate via email or phone with AMC student to confirm student's request.
 - i. COAHEC PO recommends doing this via email and cc COAHEC PO to have a record of the correspondence. If email is not possible and the confirmation is done by phone, COAHEC RC will email COAHEC PO when the phone call was done and a summary of what was

- discussed. Regardless, all communication must be documented by COAHEC RC and sent/cc'd to COAHEC PO.
- E. 45 days (or greater) prior to rotation start date: COAHEC RC begins to secure housing and stays in constant communication with the AMC student copying COAHEChousing@cuanschutz.edu on all RC/student correspondence.
- i. The COAHEC RC MUST communicate directly with AMC student who have requested housing, to notify them of the status of their request.
 - ii. COAHEC RC may find extended rotation arranged housing not limited to host homes or COAHEC owned or leased properties, but may include apartments, dormitories, and all other options as they exist, provided that all involved hosts or managers have passed the appropriate background checks.
 - iii. If housing has not been secured by COAHEC RC, COAHEC RC must confirm with the AMC student if they still want the COAHEC to continue to try to arrange extended rotation housing.
 - iv. If the AMC student still wants COAHEC arranged housing for extended rotation, it is important that the COAHEC RC, AMC student, and AMC school stay in close communication. Neither should commit to housing before talking directly with the other party.
 - v. If the AMC student does not accept COAHEC arranged housing for extended rotation, please refer to COAHEC Student Found Housing for Extended Rotations in II.5 for further guidance.
 - a. To assist students in finding their own housing, COAHEC PO has provided a link to the chambers of commerce for the Colorado regions on our website: <http://www.ucdenver.edu/coahec>
- F. 2 business days after COAHEC RC finds housing options: The COAHEC RC MUST notify the AMC student via email that they have found options to provide students the opportunity to review or potentially visit available housing.
- i. An example of this email is provided as attachment #3 and must include host contact information, description of housing, any existing and available photos of both the interior and exterior of the home, distance from the host home to the clinical site, access to internet, overnight guests allowed, pets accepted, and pet deposit required (paid by student).
 - ii. COAHEC RC may find multiple options as they exist for extended housing and present all existing options to the AMC student.
- G. 1-3 days after COAHEC RC sends the email of housing being secured: AMC student must respond to the COAHEC RC that they accept or decline housing.
- i. If the AMC student accepts the COAHEC arranged housing:
 - a. the AMC school is bound to pay a minimum of 60 nights of the accepted housing.
 - ii. If a student declines housing:
 - a. within 7 days of receipt of the email, the student is eligible for student found housing reimbursement.
 - b. after 7 days of receipt of the email, the student is NOT eligible for student found housing reimbursement.
 - iii. If the AMC health professions' student fails to respond:
 - a. the COAHEC arranged housing is considered confirmed,
 - b. the AMC school is bound to pay at least 60 nights, and
 - c. the AMC student is not eligible for student found housing.
- H. During the rotation, after 60 days: AMC school agrees to pay housing costs on a month to month basis until the end of the rotation.

- I. During the rotation, after 60 days: AMC schools, hosts, or AMC students may cancel their housing.
 - a. Any party must notify the COAHEC RC by the 15th of the month.
 - b. At this point, the housing reverts to Student Found for Extended Rotations.
- J. During the rotation, after 60 days: If the AMC student wants to continue to stay in the COAHEC Arranged Housing for Extended Rotation, the contractual obligation reverts now to month to month payments which are rendered by COAHEC RC to the host or manager at the beginning of each subsequent month.
 - a. Notably, COAHEC RC continues to invoice COAHEC PO quarterly while COAHEC RC pays the host or manager monthly.

Payment Parameters for COAHEC Arranged Housing for Extended Rotations

- A. COAHEC's payment contract includes one night prior to the rotation and every night of the rotation.
 - i. COAHEC does not pay for any other nights that are not part of that rotation timeframe.
- B. If the AMC student accepts the COAHEC arranged housing for extended rotations:
 - i. The AMC school is now bound to pay a minimum of 60 days of the accepted housing.
 - ii. COAHEC RC will pay the host for the first 2 months of housing.
 - iii. Additional payments to the host will be paid on a month to month basis, which are rendered by COAHEC RC at the beginning of each subsequent month.
 - iv. COAHEC RC continues to invoice the COAHEC PO quarterly.
- C. AMC students and hosts/managers have an option to cancel the COAHEC arranged housing for extended rotations after 60 days and must notify the COAHEC RC by the 15th of the month that the student will vacate the property by the end of that month.
 - i. If after 60 days, the AMC student chooses to stay with the current housing, they will proceed to occupy the home on a month-to-month payment basis.
- D. If the AMC school cancels a rotation once contracted for housing:
 - i. The AMC school may cancel greater than 30 days prior to the rotation with no payment due.
 - ii. If the AMC school cancels less than 30 days prior to the start of the rotation, the AMC school will be bound to pay 60 nights.
 - iii. If the AMC school cancels a rotation within the first 60 nights of the rotation the AMC school will pay the remaining nights to equal a full 60 nights.
 - iv. If the AMC school cancels the rotation greater than 60 nights into the rotation, the school will pay through the end of the next month if notice is not given by the 15th of the current month.
- E. The VCHA COAHEC regional contracts specify the payment rate and timeline for COAHEC arranged housing and the distribution of funds between COAHEC RC and hosts. (Exhibit 2. I. B).
 - i. Any cost of COAHEC arranged housing alternative arrangements that exceed the daily housing rate cost must receive approval by the AMC school (see II. 1. H. ii above).
 - ii. Of note, the COAHEC RC will continue quarterly invoicing to COAHEC PO.

3. Housing for an LIC rotation (applies only to the AMC School of Medicine)

- A. All LIC rotations are ineligible for COAHEC housing.
 - i. Students may refer to the COAHEC website <http://ucdenver.edu/coahec> for a list of chambers of commerce in the various COAHEC regions for assistance in finding their housing. COHEC PO will keep the website up to date and current.

4. Student Found Housing for Away Rotations

- A. 42 days (or greater) prior to rotation: AMC school enters the upcoming AMC student's

- rotation information on a webform link provided by the COAHEC PO.
- i. COAHEC encourages academic programs to submit these records prior to this 60-day time to help facilitate the search for COAHEC arranged housing.
 - ii. If the AMC school submits the rotation notice at least 60 days before the start date of the rotation, and the AMC student has not responded about the need for housing within 7 days of the initial email, the COAHEC PO data system will generate an urgent reminder email to the AMC student and their AMC school.
 - iii. If AMC school submit their records later than the 60-day requirement, housing will be more difficult or impossible to secure for the AMC student. The COAHEC PO thus sends an urgent email to the AMC school to inform them they are late in their request and to request COAHEC arranged housing within 24 hours.
- B. 0-2 Business days after AMC school submits the rotation information: COAHEC PO will audit the forms and upload them into data system.
- i. After uploading: the data system auto generates and sends an email to the AMC student asking to define their housing request.
- C. 1-41 days later: AMC students respond and enter their request.
- i. The COAHEC PO, AMC school, and AMC student, receive an instant notification validating their housing request via email from the data system.
- D. 1-2 business days later: COAHEC PO must communicate via email with AMC student to confirm student's request.
- i. The COAHEC PO confirms the AMC student has received the official COAHEC Rent Receipt form required to submit at the end of the rotation for reimbursement.
 - ii. COAHEC PO will keep a written record of all correspondence therein.
- E. 0-45 days after rotation end date: The AMC student submits the official COAHEC rent receipt form to COAHECHousing@cuanschutz.edu for reimbursement.
- F. 1-7 days after COAHEC PO receives the official Rent Receipt from the AMC student for the completed rotation: COAHEC PO confirms receipt of official Rent Receipt with AMC student via email to the student.
- i. THE COAHEC PO confirms rotation status, rotation dates and AMC student's address in the email.
- G. 1-7 days after COAHEC PO receives the official Rent Receipt: The COAHEC PO enters rotation information into the University of Colorado PCS system to begin the process of payment to the student.
- H. COAHEC will not advance funds to the student on behalf of AMC schools.
- I. COAHEC will not reimburse for travel expenses without written approval by AMC schools.

Payment Parameters for Student-Found Housing

- A. Only AMC students are eligible for reimbursement.
- B. AMC students must request student found housing before the start of their rotation or they will be ineligible for student found housing reimbursement costs.
- C. AMC students must submit the required documentation for reimbursement no more than 45 days from the end date of the rotation in order to be eligible for reimbursement. If request is made on Day 46 or beyond, after the rotation, reimbursement will not be paid.
- D. AMC school's reimbursement contract includes one night prior to the rotation and every night of the rotation.
- E. AMC school does not reimburse for any other nights that are not part of that rotation timeframe.
- F. AMC school reimburses AMC students for housing costs less than or equal to \$23.00 per night.
- G. AMC school does not reimburse RCs for Student found housing.
- H. AMC school sends reimbursement checks directly to the AMC student at the address provided on the official Rent Receipt.
 - i. Payment is never rendered to landlords.
 - ii. Payment is rendered from the University of Colorado Procurement Services Center (PSC).
 - iii. COAHEC does not guarantee a time frame for reimbursement sent by AMC/PSC.
 - iv. AMC students may contact COAHEC PO at COAHEChousing@cuanschutz.edu if they have not received reimbursement after 28 days after COAHEC PO has acknowledged the request. COAHEC PO will research payment process status and communicate the status information with the student.
- I. AMC students will not be reimbursed if any of the following apply:
 - i. AMC student resides with immediate family members e.g. parents or siblings during their rotation
 - ii. AMC student resides in primary residence during rotation.
 - iii. AMC students who violate the cancellation policy in (section II,1, G, i.)
- J. COAHEC will not advance funds to the student on behalf of AMC schools.
- K. COAHEC will not reimburse for travel expenses without written approval by AMC schools.

5. Student Found Housing for Extended Rotations

- A. 60 days (or greater) prior to rotation: AMC program enters the upcoming AMC students' rotation information on a webform link provided by the COAHEC PO.
 - i. If the AMC school submits the rotation notice at least 60 days before the start date of the rotation, and the student has not responded about the need for housing within 7 days of the initial email, the COAHEC PO data system will generate an urgent reminder email to the student and their AMC school.
 - ii. If AMC school submits their records later than the 60-day requirement, the COAHEC PO sends an urgent email to the AMC school program to inform them they are late in their request and to request COAHEC arranged housing within the next 24 hours.
- B. 0-2 Business days after AMC program submits the rotation information: COAHEC PO will audit the forms and upload them into data system.
 - i. After uploading: the data system auto generates and sends an email to the AMC student asking to define their housing request.
- C. 1-59 days later: AMC student responds to the email and enters their housing request.
 - i. The COAHEC PO, AMC school, AMC student, receives an instant notification of housing request via email from the data system.
 - ii. Above email includes a link to the COAHEC website <http://www.ucdenver.edu/coahec> for a list of real estate agents in the various COAHEC regions for assistance in finding housing. COAHEC PO will keep chamber of commerce contact information on the website up to date and current.
- D. 1-2 business days later: COAHEC PO must communicate via email with AMC student to confirm student's request.
 - i. The COAHEC PO confirms the student has received the official COAHEC Rent Receipt form the student will need to submit to PO at coahechousing@cuanschutz.edu for reimbursement.
- E. Last calendar day of each month of housing: The AMC student may submit the official COAHEC Rent Receipt form to COAHECHousing@cuanschutz.edu for reimbursement for that month.
 - i. All receipts for reimbursement need to be submitted no later than 45 days after the end of the rotation.
- F. Alternatively to Letter E above, 0-45 days after the end of the rotation: The AMC student submits the official COAHEC Rent Receipt form to COAHECHousing@cuanschutz.edu for reimbursement for the entire rotation.
 - i. All receipts for reimbursement must be submitted no later than 45 days after the end of the rotation.
- G. 1-7 days after COAHEC PO receives the official Rent Receipt from the AMC student for reimbursement: COAHEC PO confirms receipt of official Rent Receipt with AMC student via email.
 - i. THE COAHEC PO confirms rotation status, rotation dates and AMC student's address in the email.
- H. 1-7 days after COAHEC PO receives the official Rent Receipt: The COAHEC PO enters rotation information into the University of Colorado PCS system to begin the process of payment to the student.
 - i. COAHEC will not advance funds to the student on behalf of AMC schools.
 - ii. COAHEC will not reimburse for travel expenses without explicit approval by AMC schools.

Payment Parameters for Student-Found Housing for Extended Rotations

- A. Only AMC students are eligible for reimbursement via COAHEC.
- B. AMC students must request student found housing before the start of their rotation as outlined in Student Found Housing for Extended Rotation or they will be ineligible for student found housing reimbursement costs.
- C. AMC students may submit for reimbursement monthly, on the last day of the calendar month or may elect to wait to submit for reimbursement at the end of the rotation or choose a combination therein.
- D. AMC students must submit for reimbursement no more than 45 days from the end date of the rotation in order to be eligible for reimbursement. If request is made on Day 46 or beyond, after the rotation, reimbursement will not be paid.
- E. AMC school's reimbursement contract includes one night prior to the rotation and every night of the rotation.
- F. AMC school does not reimburse for any other nights that are not part of that rotation timeframe.
- G. AMC school reimburses AMC students for housing costs less than or equal to \$23.00 per night.
- H. AMC school does not reimburse RCs for Student found housing.
- I. AMC school sends reimbursement checks directly to the AMC student at the address provided on the official Rent Receipt.
 - i. Payment is never rendered to landlords.
 - ii. Payment is rendered from the University of Colorado Procurement Services Center (PSC).
 - iii. COAHEC does not guarantee a time frame for reimbursement sent by AMC/PSC.
 - iv. AMC students may contact COAHEC PO at COAHEChousing@cuanschutz.edu if they have not received reimbursement after 28 days after COAHEC PO has acknowledged the request. COAHEC PO will research payment process status and communicate the status information with the student.
- J. AMC students will not be reimbursed if any of the following apply:
 - i. AMC student who resides with immediate family members e.g. parents or siblings during their rotation.
 - ii. AMC student resides in primary residence during rotation.
 - iii. AMC students who violate the cancellation policy in (section II,1, G, i.)
- K. COAHEC will not advance funds to the student on behalf of AMC schools.
- L. COAHEC will not reimburse for travel expenses without written approval by AMC schools.

6. Non-University of Colorado Anschutz Medical Campus Student Housing Policy

- A. It is understood that AMC students from the University of Colorado Anschutz Medical Campus shall be given priority for Colorado AHEC housing. If housing is not being utilized by an AMC student from the University of Colorado Anschutz Medical Campus, non-University of Colorado Anschutz Medical Campus health professions students may be considered for Colorado AHEC housing at the discretion of the COAHEC RC.

7. Unprecedented Times Housing Policy

- A. Unprecedented Times will commence upon communication from AMC Chancellor to the AMC Campus which includes COAHEC PO.
- B. COAHEC PO Unprecedented Times declaration will be posted on the COAHEC website www.ucdnever.edu/coahec and will include a link to the Unprecedented Housing Policy for that declaration pursuant to the AMC policies and directives as they are known.
 - i. COAHEC PO will notify all parties named in this policy via email within 7-10 days of declaring Unprecedented Times to note the housing policy changes for the Unprecedented Times.
 - ii. COAHEC RC, AMC schools, Hosts and Lessors must follow the Unprecedented Times Housing Policy effective on date of announcement until the COAHEC PO declares the end of Unprecedented Times under the guidance of AMC rules and regulations.
 - iii. Policies defined in Unprecedented Times supersede the current housing policy until the COAHEC PO declares the end of Unprecedented Times.
 - iv. COAHEC PO will update the Unprecedented Times housing policy as needed and in a timely manner.
 - v. The most recent update will define the current Unprecedented Times policy mandates.
- C. If any party mentioned in the COAHEC housing policy anticipates, “missing a deadline,” or otherwise violating housing policy while under the declaration of Unprecedented Times, they are to email or cc the COAHEC PO immediately (within 48 hours) to begin a line of communication.
 - i. Communication of the issue will pass from COAHEC RC to COAHEC PO to AMC school or from AMC school to COAHEC PO to COAHEC RC.
 - ii. Chain of communication from concerns originated by AMC students will be from AMC student to AMC school to COAHEC PO to COAHEC RC or from AMC student to COAHEC RC to COAHEC PO to AMC school.
 - iii. Communication from hosts will be sent from COAHEC RC to COAHEC PO and then to AMC school or AMC student as the situation necessitates.
 - iv. Communication from Host to COAHEC RC to AMC student is allowed provided COAHEC PO is copied.
 - v. Communication from AMC student to AMC school and back will be copied to COAHEC PO.
 - vi. Communication may pass to COAHEC PO if sent by an AMC student to anyone other than COAHEC PO or AMC school.
 - vii. Communication must be in email to preserve a record of communication for review. A summary of communication by phone or in person will be followed up with an email from the initiator of the call or meeting to COAHEC PO at coahechousing@cuanschultz.edu.

Payment parameters for Unprecedented times:

- A. Refer to the Unprecedented Times Declaration developed by the COAHEC PO for the current situation.
- B. Payments will follow the COAHEC housing policy unless specifically altered in the Unprecedented Times Declaration.
 - i. Exceptions to the payment parameters policy currently in effect, for each housing situation, will be addressed on a case by case basis between the AMC school and the COAHEC RC.
 - a. COAHEC PO understands that each situation may be unique.
 - b. THE COAHEC PO is available to facilitate these discussions and advocate on behalf of all parties as fits the situation.
 - ii. All agreements between parties must be communicated in writing from the AMC school to all parties and a cc to the COAHEC PO.
 - iii. If no satisfactory resolution is reached, the parties in questions should follow the complaints and appeals process (III) defined herein.

III. COMPLAINTS AND APPEALS

- A. Complaints and concerns by students or school programs regarding Colorado AHEC housing shall be directed to the COAHEC RC. If not satisfactorily addressed, or there is a wish to appeal decisions (see policy below and form attachment #4), students shall contact the COAHEC Program Office (coahechousing@cuanschutz.edu). If a student believes they are in immediate danger, the student may leave the home, call 911 (if appropriate), and must contact the COAHEC RC and their AMC program coordinator immediately.
- B. Host or COAHEC RC housing coordinator complaints or concerns regarding student behavior or perceived violations of the student housing contract or COAHEC housing policy by AMC students shall be referred to COAHEC PO (coahechousing@cuanschutz.edu), and the AMC school program immediately upon learning of the occurrence. These will be handled judiciously and expeditiously, and the student will be contacted by the COAHEC PO or health professions school program to determine next steps.

HOUSING APPEALS POLICY DETAILS

Responsible Office: Colorado Area Health Education Center (COAHEC) Program Office
Approved by **Colorado Area Health Education Center (COAHEC) Executive Director**
Application: Colorado Area Health Education Center (COAHEC) Housing Policy

Brief Description: For individual, (student, regional office, school, host) who encounters difficulty with any decision by a party in fulfillment of the current COAHEC Housing policy, the following steps will be followed while referencing the Colorado Area Health Education Center (COAHEC) Housing Policy:

1. INTRODUCTION

This policy:

- A. Explains the procedure for requesting an appeal regarding Colorado Area Health Education Center (COAHEC) housing policy and procedures, and;
- B. Sets forth the timeline for appeal review and final decision.

The requirements stated in this policy must be followed by “Appellant” or “petitioner” and the “Appellee”.

2. POLICY STATEMENT

To facilitate understanding, this policy is sub-divided into two separate topics:

- A. Procedures and Guidelines for appeal
- B. Timeline for appeal review and decision

3. PROCEDURES AND GUIDELINES FOR APPEAL

- A. The “Appellant” must submit the following information, via COAHEC appeal form(attachment #4) to: Colorado Area Health Education Center Program Office , to be further referenced as “COAHEC”, at coahechousing@cuanschutz.edu with “APPEAL” in the subject line:
 - i. Name, Affiliation, Position, E-mail and date emailed
 - ii. Thorough description of issue under appeal

- iii. Referring to COAHEC Housing Policy, description of policy in question and the failure of adhering to policy
 - iv. Description of expected outcome of appeal
- B. The appeal will be reviewed by the COAHEC Housing Manager and the COAHEC Executive Director.
 - C. The COAHEC Housing Manager and/or the COAHEC Executive Director will acknowledge the appeal as having been reviewed and/or needing clarification via e-mail.
 - D. The COAHEC Housing Manager and/or COAHEC Executive Director will reach out to any other parties as needed for their review of the appeal and their official written feedback.
 - E. The COAHEC Housing Manager and/or the COAHEC Executive Director will determine the need for clarification on the part of the appellant, and request additional information be submitted in writing via e-mail.
 - F. COAHEC Housing Manager and/or COAHEC Executive Director will review documents upon receipt.
 - G. The COAHEC Housing Manager and/or the COAHEC Executive Director will contact, via e-mail the appellant to schedule a review meeting between the appellant, the COAHEC Housing Manager and the COAHEC Executive Director once the review is complete.
 - H. A meeting between the 3 parties will be conducted (Skype, Zoom, or in person at COAHEC Program Office are all acceptable formats).
 - I. The COAHEC Executive Director shall notify the Appellant of the decision COAHEC has made regarding the appeal which will include justification using the COAHEC Policy as reference by telephone and E-mail.
 - J. COAHEC will make every attempt to make a fair and equitable decision for all parties based on the latest version of the COAHEC Housing Policy.

4. TIMELINE FOR APPEAL REVIEW AND DECISION

- A. COAHEC will acknowledge receipt of Appeal within 5 business days.
- B. COAHEC will contact the appellant within 14 business days of receipt of the appeal if additional clarification and/or supporting documentation is needed.
- C. The Appellant must submit additional clarifications and/or documents within 14 business days.
- D. COAHEC will review additional clarifications and/or documentation and schedule a meeting within 14 business days.
- E. COAHEC Executive Director will make the final decision and notify the appellant within 14 business days of the scheduled meeting.

ATTACHMENT #1: CONTACT INFORMATION

COAHEC REGIONAL COORDINATORS AS OF 2/1/2020

Western Colorado	Nicole Heil	nheil@wcahec.org	970.434.5474
Southwestern Colorado	Heather Sorensen	Heather.Sorensen@swcahec.org	970.426.4285
San Luis Valley	Lisa Lucero	lisa@slvahec.org	719.588.5363
Southeastern Colorado	Debra Ball	Debra.ball@secahec.org	719.544.7833
Central Colorado	Mitch Fittro	mitch@centralcoahec.org	720.863.8199
Centennial Colorado	Nancy Schumacher	Nschumacher@cahec.org	970.330.3608
Program Office	Patti Jo Wagner	patti.wagner@cuanschutz.edu	303.724.3808

UNIVERSITY OF COLORADO/ ANSCHUTZ MEDICAL CAMPUS ACADEMIC COAHEC PROGRAM LIAISONS AS OF 1/1/2020

- College of Nursing: Crystal Gallegos (crystal.gallegos@cuanschutz.edu) 303.724.1393 (office) and Krista Neu (krista.neu@cuanschutz.edu) 303.724.8867
- Physician Assistant Program: Clinical Team - clinical-team@ucdenver.edu 303.724.1345
- Physical Therapy Program: Jacob Austin (Jacob.2.austin@cuanschutz.edu) 303.724.9344 (office)
- School of Dental Medicine: Tamara Tobey (tamara.tobey@cuanschutz.edu) 303.724.7033 **concurrently** with Karen Tawara (karen.tawara@cuanschutz.edu) 303.724.7030 (office)
- School of Pharmacy: Wendy Anderson (wendy.anderson@cuanschutz.edu) 303.724.2619 (office) **concurrently** with Wes Nuffer (wesley.nuffer@cuanschutz.edu) 303.724.2654 (office)
- School of Medicine: Nichole Zehnder (Nichole.Zehnder@cuanschutz.edu) 303.724.6407 (office)
 - Community & Primary Care: Catherine LeMay 303-724-8917
Catherine.Lemay@cuanschutz.edu
 - Emergency Care: Claudia Smith 720-848-6793
emergencycareclerkship@cuanschutz.edu
 - Hospitalized Adult Care: Angie Duet 303-724-1790 Angie.Duet@cuanschutz.edu
 - Infant, Child, and Adolescent Care: Shelley Moore
shelley.moore@cuanschutz.edu) 720-777-5818
 - Neurologic Care: Kirsten Kamna 303-724-0324 Kirsten.Kamna@cuanschutz.edu
 - OBGYN: Courtney Furstenberg 303-724-2034
Courtney.Furstenberg@ucdenver.edu
 - Peri-Operative Care: Mary Kay Anderson (surgery) 303-724-2681
Mary.K.Anderson@cuanschutz.edu; Sarah Lesko (Anesthesiology) 303-724-8373
Sarah.M.Lesko@cuanschutz.edu
 - Psychiatric Care: Sharon Campbell 303-724-7400
Sharon.Campbell@cuanschutz.edu

ATTACHMENT #3: sample email to student about AHEC arranged housing for Extended Rotation (including required information for each housing option)

Dear student name,

I am the student Housing Liaison for _____ AHEC. I have been informed that you will be coming to town from clinical rotation start date to clinical rotation end date for a clinical rotation at clinical rotation site name.

As you requested, we have the following options available for this rotation, with photos attached:

Name of host: _____

Phone: _____

Email: _____

Address of host: _____

This address is _____ miles from your clinical rotation site.

Your arrival and departure dates: _____ - _____ (includes the night before and until noon the day after rotation start and end dates.)

Internet access availability: yes/no

This host allows overnight guests, with completed background checks (it is the students responsibility to obtain a background check) yes/no

This hosts allows the following

pets: _____

There is a pet deposit of \$ _____ (paid directly to the host by the student).

Please contact the hosts at the phone numbers or email shown as soon as possible to plan a time for you to discuss the housing and view the property. Your host has also been copied on this email.

Unless you notify us by 5:00 PM on _____ (date 14 days from the date of this email), this housing assignment will be considered declined and the student will revert to Student found housing for extended rotations. Please refer to the housing policy for further instructions.

We hope you have a rewarding experience and please do not hesitate to call if you have any questions (phone number).

Sincerely,

Housing Liaison name, address, email and phone number.

ATTACHMENT #4: OFFICIAL APPEALS FORM

Colorado Area Health Education Center (COAHEC) Appeals Form

Please complete and submit to COAHECHousing@cuanschutz.edu with "APPEAL" in the subject line and attach all supporting documentation within 30 days of a decision you wish to appeal.

This appeal will be reviewed by the COAHEC Program office within 14 days of receipt of completed form. Incomplete forms will be returned.

Name _____

Affiliation _____

Position _____

Thorough description of issue under appeal, include dates (attach separate sheet if necessary)

Referring to current COAHEC Housing policy; please cite the segment of policy in question, and/or the failure to conform to said policy (attach separate sheet if necessary).

Description of desired outcome of appeal

COAHEC will make every attempt to make a fair and equitable decision for all parties based on the current version of the COAHEC Housing Policy.

For Office use only: Date Form received _____ Received by: _____

Decision _____ Date _____