

DEADLINE TO APPLY: MAY 31, 2023

2023-2024 National Consumer Scholars

Request for applications

Background

The National Center) is seeking applications for the 2023-2024 cohort of its **National Consumer Scholars program**. The National Center, launched by the Camden Coalition in 2016, serves as a professional home for the growing field of complex care. Complex care aims to improve well-being for people with complex medical, behavioral, and social needs through integrated, person-centered care.

About the National Consumer Scholars program

“Nothing about us without us!” We believe that people with lived experience of complex health and social needs, complex care consumers, and family caregivers are critical voices needed to inform the field of **complex care**.

Since 2016, the Camden Coalition has purposefully engaged people with lived experience and consumer leaders from across the country as Consumer Scholars. Consumer Scholars share their lived experiences and valuable insights on how to improve care and services for people with complex health and social needs. Each cohort of Consumer Scholars takes part in peer-led leadership development activities, plays an active role at our annual **Putting Care at the Center** conference, works alongside Camden Coalition staff to develop and inform the field of complex care, and brings lessons back to their local communities.

Alumni of the Consumer Scholars program have said that participating in this program helped them to:

- ▶ Expand their perspective and understanding of complex care, consumer advocacy, and consumer engagement work
- ▶ Bring their stories and experiences to a wider, national audience
- ▶ Create meaningful connections with other complex care consumers and organizations doing work across the country

Many Consumer Scholar alumni have gone on to join **our consumer voices bureau, Amplify**.

Program requirements

Those selected as Consumer Scholars will need to commit to the following program requirements:

- ▶ Be able to participate in the full program year from July 2023 until November 2024 (barring any unforeseen circumstances that might prevent someone from continuing their participation).
- ▶ Be able and willing to attend and participate in the 2023 *Putting Care at the Center* conference to be held in Boston, MA from November 1-3, 2023, as well as the 2024 *Putting Care at the Center* conference planned to be held in Pittsburgh, PA in Fall 2024 (dates TBD). Travel and lodging expenses will be covered, and travel accommodations can be made based on individual needs.
- ▶ Attend and participate in regular program meetings and training sessions which will be held virtually on Zoom. These meetings will primarily take place Monday-Friday between 12-5 pm ET/9 am-2 pm PT. We strongly prefer people to join via Zoom, but can accommodate those who need to call in on a phone.
- ▶ Actively participate in project work, which is estimated at about 40 hours total between December 2023-September 2024.
- ▶ Respond in a timely manner to communication and requests from Camden Coalition staff, and proactively reach out whenever you need assistance or information in order to remain engaged in the program.
- ▶ Be a positive contributor and respectful and engaged member of the 2023-2024 National Consumer Scholars cohort.

Individuals selected as Consumer Scholars will have all costs covered to attend the 2023 and 2024 *Putting Care at the Center* conferences, including registration fees and all travel and lodging expenses. In addition, Consumer Scholars will receive a stipend of \$800 to compensate their time and effort for participating in project work. We also believe the program offers valuable opportunities for individuals to grow their networks, knowledge, skills, and confidence as complex care consumers/family caregivers and advocates.

Application requirements

1. Complete the application at: <https://form.iotform.com/230045246539959>
2. Provide a letter of support from a healthcare, social service, and/or advocacy organization or professional mentor that you have partnered or worked with. This does not need to be a formal or paid role and can include participation in a Consumer/Patient and Family Advisory Board, a Working Group, or as a consumer advocate/advisor. The letter of support should include:
 - ▶ Organization's name, mission and vision
 - ▶ The name and contact information for a staff person who can act as a point of contact for us
 - ▶ A brief description of the consumer leadership or advocacy work that you have been involved with
 - ▶ Why they believe you are a good candidate for the Consumer Scholars program
3. Participate in an interview held over the phone or by Zoom. Interviews will be scheduled after review of the application and letter of support.

Applicants should work with the organization providing their letter of support if they need assistance to complete the written application.

Selection criteria

Our selection committee made up of Camden Coalition staff and Consumer Scholar alumni will select Consumer Scholars based on the following criteria:

- ▶ Candidates must have past or current lived experience of complex health and social needs, AND/OR past or current experience as a family caregiver of someone who has complex health and social needs:
 - Complex health needs include but are not limited to: people living with multiple chronic health conditions, people living with rare diseases and disorders, people living with disabilities, people living with mental and behavioral health disorders and/or substance use disorder.
 - Complex social needs include but are not limited to: people with experiences of homelessness, people with experiences of childhood trauma, people with experiences of incarceration; people who identify as members of communities that experience racism, discrimination, health disparities, or marginalization.
- ▶ Candidates should have experience acting as a consumer advocate and/or consumer advisor with an organization that provides care or services to people with complex health and social needs and/or focuses on advocacy.
- ▶ Candidates must demonstrate enthusiasm and passion for their work as complex care consumer advocates/advisors and a desire to fully participate in the Consumer Scholars program.
- ▶ We believe the cohort benefits from a diversity of participants and will consider the following factors: race, gender, sexual orientation, geography, medical and social complexities, and other lived and professional experiences.

Timeline

- ▶ April 17, 2023 — Application opens
- ▶ May 11, 2023 at 11am PST/2pm EST — Virtual information and Q&A session (optional)
 - ▶ Register at: https://camdencoalition.zoom.us/webinar/register/WN_UeMZw21JR9mTpTIVkY97qw
- ▶ May 31, 2023 — Application deadline
- ▶ June 19-30, 2023 — Top applicants invited to Zoom/telephone interview
- ▶ July 7, 2023 — Award letters sent by email
- ▶ August 1, 2023 at 12pm PT/3pm ET — Program kick-off meeting (required)
- ▶ November 1-3, 2023 — *Putting Care at the Center 2023* conference

If you would like more information, need assistance with the application, or have any questions about the Consumer Scholar program or this application process, please contact Evelyne Kane at 856-701-2793 or ekane@camenhealth.org.

About the Camden Coalition

We are a multidisciplinary, community-based nonprofit working to improve care for people with complex health and social needs in the city of Camden, across New Jersey, and around the country. We develop and test care management models and redesign systems in partnership with consumers, community members, health systems, community-based organizations, government agencies, payers, and more, with the goal of achieving person-centered, equitable care.

The National Center for Complex Health and Social Needs (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and support the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.

For more information:

- ▶ Visit www.camdenhealth.org
- ▶ Sign up for the Camden Coalition monthly newsletter: www.camdenhealth.org/contact/
- ▶ Facebook – www.facebook.com/CamdenCoalition
- ▶ Twitter – @camdenhealth/@natlcomplexcare

About *Putting Care at the Center*

Putting Care at the Center is the central event for the emerging field of complex care: care for individuals with complex health and social needs. It attracts thought leaders, innovators, and those engaged in frontline clinical work from around the country, as well as consumers, policymakers, researchers, and data analysts. The conference reinforces the key concepts that link people from a range of disciplines while also sharing practical skills and knowledge that can be immediately applied in local communities. Anticipated conference attendance is over 700 people each year.