MRC Regional Workshop

Indianapolis, IN
Regions 5 and 7

June13-14, 2023

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Agenda

- NACCHO's role to support the MRC
- Workshop Objectives
- NACCHO's Capacity Building Resources
  - 2021 MRC Deployment Readiness Guide
  - MRC Unit Leader Trainings Series
- MRC Network Profile
- MRC Awards
  - Operational Readiness Awards
  - RISE Awards

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How NACCHO Supports the MRC

Mission of NACCHO

Improve the health of communities by strengthening and advocating for local public health.

- Skill building
- Professional resources and programs
- Seek health equity
- Support effective public health practices and systems.

Cooperative Agreement with HHS ASPR

Resources to support capabilities of the MRC.

- Provide MRC small grants to develop response capabilities.
- Technical resources for training and competencies.
- Unit leadership peer-to-peer learning.
- Promote MRC capabilities

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Workshop Objectives

Foster collaboration between MRC units and key stakeholders to improve integration of the MRC in local, statewide, or interstate deployments.

➢Provide a peer-to-peer learning environment to share best practices.

➢Provide tools and resources for MRC unit leaders to support capacity building and strengthen response capabilities.

➢Strengthen collaboration at the local, state, and regional level.

2021 MRC Deployment Readiness Guide
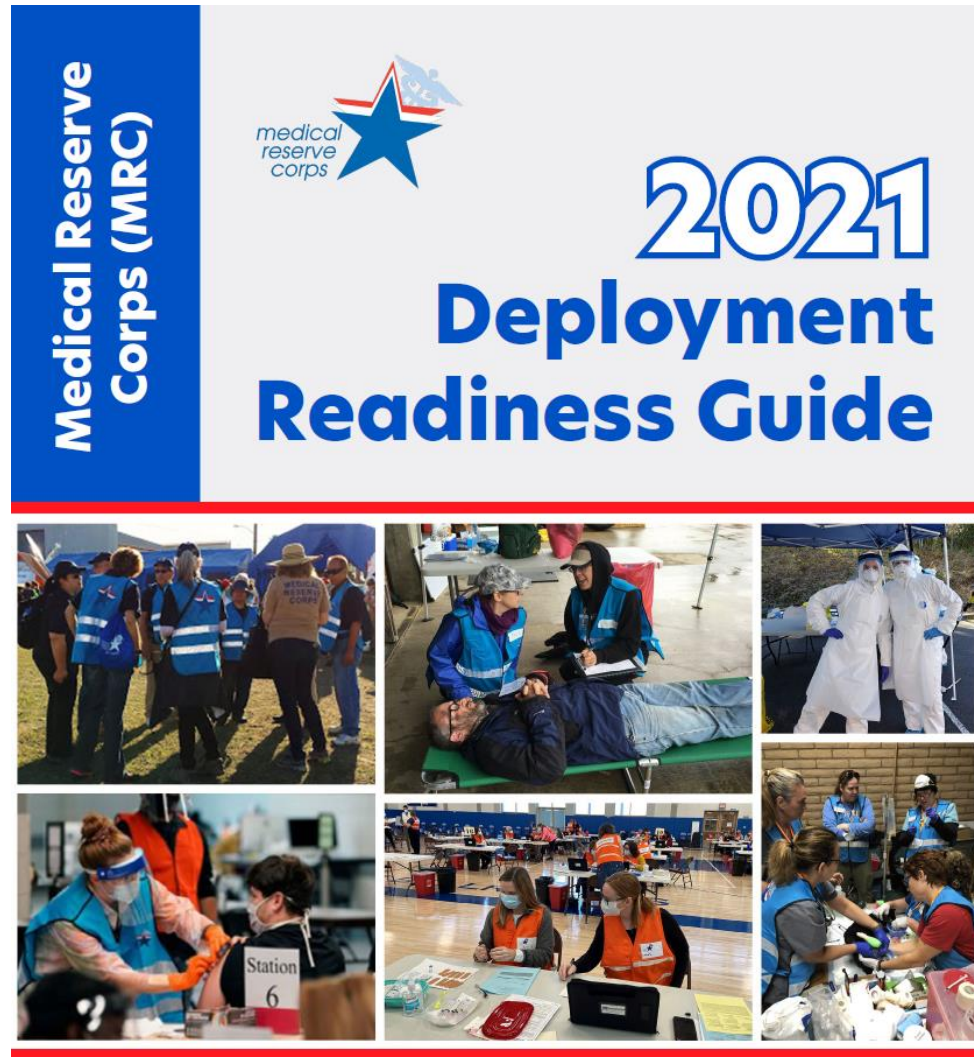
Now available on NACCHO's MRC Deployment Readiness Resources webpage
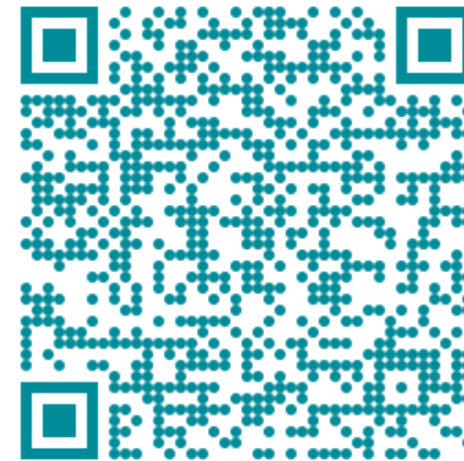
[MRC Deployment Readiness Resources - NACCHO](#)

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Contents

1. **Volunteer Management Tools**
   - Volunteer Tier Level Structure
   - Deployment Readiness Checklists

2. **Volunteer Capabilities and Baseline Training Standards**
   - MRC Core Competencies Training Plan
   - Volunteer Deployment Readiness eLearning Modules

3. **Mission Sets to Develop Unit Capabilities**
   - COVID-19 Response Missions
   - Other Common Missions

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Navigating the Guide

Rapid Deployment Checklist

Rapid-deployment phase checklist includes activities that happen during not steady state to prepare new volunteers for potential rapid onboarding and rapid deployments.

RAPID DEPLOYMENT PHASE

Administration

- ☐ Ensure all volunteers complete an MRC application that includes a minimum of the following address (physical and mailing), phone number, email, profession, and opt-in text notification items, such as training, certifications, health professional status, health limitations, etc. may
- ☐ Ensure all volunteers have been issued an MRC badge, vest, and/or uniform.
- ☐ Document all volunteer activity during deployment including hours, signature, location, and
- ☐ Complete deployment tasks listed in the Deployment Checklist (p. 11).

Liability Coverage

- ☐ Ensure volunteers sign local and/or state loyalty oath and/or the MRC unit's code of conduct agreement.
- ☐ Provide information on liability coverage.
- ☐ Confirm volunteer liability coverage once activated.

Screening

- ☐ Basic background checks are highly recommended for all rapid volunteers.
- ☐ Have all volunteers complete health/screening statements.

Verifying Medical Licenses

- ☐ Verify all medical credentials immediately prior to deployment. If a license is to expire soon (or within anticipated deployment date), flag for follow-up prior to expiration.

Training

- ☐ Provide JITT MRC orientation.
- ☐ Provide JITT for all responders to cover roles and mission response information.
- ☐ For baseline volunteer training recommendations, please see MRC Volunteer Tiers (p. 8) and MRC Core Competencies (p. 17).

Safety and Medical Clearance

- ☐ Conduct risk assessments for ALL events and deployments, to include health risks. See ICS-215A.
- ☐ Ensure a safety briefing is included in all activities.
- ☐ Be on alert for any accidents or injuries. Ensure volunteers understand procedures for reporting injuries.

Cultural Competency

- ☐ Identify volunteers who self-report language competencies.
- ☐ Based on the need of each mission, consider additional JITT training regarding ethics, sensitivity, "bedside manner," and social media sensitivity in disaster settings.
- ☐ Include cultural challenges and strategies in briefings.

MRC Mission Set Examples

This guide provides information and examples of Mission Sets that were developed by MRC unit leaders in response to the COVID-19 pandemic as well as many other common response missions that MRC units have supported. The Mission Sets described in this guide along with others can be found on the Medical Reserve Corps page of NACCHO's website. These Mission Sets are intended to serve as examples that can be adapted based on local or state mission requirements.

f COVID-19 Response Mission Sets

described in this section were developed by recipients of NACCHO's 2020 MRC diness Awards (ORA) and 2020 COVID-19 ORA. The COVID-19 ORA was designed s in developing COVID-19 response specific Mission Sets. Mission Sets developed ards are available in full on the NACCHO website.

19 response Mission Sets featured in this guide can be grouped into the following six categories. Click on each category or continue to pages 27 through 29 to review the example Mission Sets.

1. **Points of Dispensing (PODs)** – These Mission Sets describe plans and considerations for deployments to a variety of PODs including drive through immunization, influenza immunization, and mass dispensing scenarios. The documents contain resources and templates for both units that are new to providing POD support and those that are looking to strengthen that capacity. While all were developed during the COVID-19 pandemic, they remain valuable planning tools in non-pandemic times and to prepare for future infectious disease outbreaks.

2. **COVID-19 Testing** – These Mission Sets cover plans to deploy MRC volunteers to test individuals for the virus that causes COVID-19. The Mission Sets include considerations and resources for clinical and non-clinical volunteers serving at fixed open testing sites, door-to-door testing operations, and mobile saliva testing units.

3. **Medical Surge** – These Mission Sets provide examples of planned deployments of clinical and non-clinical MRC volunteers to ease medical surge conditions in healthcare settings and long-term care facilities. Such deployments should always be done in coordination with local facilities, and thus these Mission Sets provide starting points for other units to discuss with their local partners.

4. **Risk Communications** – These Mission Sets plan for the deployment of MRC volunteers to participate in public messaging following emergencies and disasters as well as to staff a COVID-19 hotline.

Links both within guide and to external sources

Volunteer Management Tools

MRC Volunteer Tier Level Structure

The following chart provides a recommendation for standardizing MRC volunteer tier levels based on level of emergency response experience, training, exercises, unit activities, and activations/deployments. MRC units should also ensure that volunteers meet the appropriate administrative actions and JITT role-specific training required prior to volunteer activations or deployments.

MRC Volunteer Tier Levels

Level	Deployable	Level Description	Training
MRC Level 1	• EMAC/Federal • Intrastate • Local	**Level 1 Volunteers:** • Meet the standards for Level 2 • Demonstrated experience in non-emergency activations or emergency deployments • Capable of serving supervisory roles • Background check recommended & may be required for EMAC deployments	**Required:** • IS-200 • IS-800 **Recommended:** MRC Core Competencies Learning Paths • Volunteer Leadership • Community Resiliency
MRC Level 2	• Intrastate • Local	**Level 2 Volunteers:** • Meet the standards for Level 3 • Demonstrated experience through training/exercises • Demonstrated participation in unit activities and non-emergency events • Background check recommended	**Required:** • IS-100 • IS-700 **Recommended:** MRC Core Competencies Learning Path • Volunteer Response
MRC Level 3	• Local	**Level 3 Volunteers:** • Limited training or participation in unit activities • Background check recommended	**Required:** • MRC Unit Orientation or JITT equivalent **Recommended:** MRC Core Competencies Learning Path • Volunteer Preparedness
MRC Level 4	• Local surge response only	**Level 4 Volunteers:** • Registered with the MRC but have not completed MRC unit on-boarding process or orientation • Can be deployable during a local emergency surge response, if they receive a JITT orientation, role-specific JITT, and meet rapid deployment on-boarding requirements.	
Unassigned	• Non-deployable	• Spontaneous or volunteers from other volunteer organizations • Volunteers would need to register with the MRC unit and meet Level 3 requirements to be deployable	

MRC Unit Leader Deployment Readiness Checklists *

This checklist of activities is designed to guide MRC Unit Leaders through the phases of a deployment: Pre-deployment, Deployment, Rapid Deployment, and Post-deployment. The following recommendations are by no means exhaustive but cover a broad spectrum of topics including administration, liability coverage, screening, verification of medical licensure, safety and medical clearance, training, cultural competency, and response operations.

Pre-Deployment Checklist

The pre-deployment phase checklist includes activities that happen during steady state to prepare volunteers for potential deployments.

PRE-DEPLOYMENT PHASE

Administration

☐ Ensure all volunteers complete an MRC application that includes a minimum of the following items: address (physical and mailing), phone number, email, profession, and opt-in text notifications. Additional items, such as previous training, certifications, health profession status, health limitations, etc., may be included. See sample application.

☐ Provide MRC policy and guidance documents with written volunteer acknowledgement.

☐ Document and ensure volunteers understand the notification process and deployment expectations. See sample activation process.

☐ Ensure all volunteers have been issued an MRC badge and uniform.

Liability Coverage

☐ Ensure volunteers sign local and/or state loyalty oath and/or the MRC unit's code of conduct agreement.

☐ Provide information on liability coverage. See Centers for Disease Control and Prevention (CDC) Public Health Emergency Law (PHEL) Online Course (Unit 2) or the Emergency Law Inventory.

Screening

☐ All volunteers should undergo background checks, as resources allow. Consult your legal counsel regarding standards and process.

☐ If your unit has deployment disqualification conditions, make certain each applicant is clear of those conditions. See pre-deployment questionnaire.

Verifying Medical Licenses

☐ Ensure health professional MRC volunteers are registered via Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) or other credentialing software.

☐ Periodically verify all medical credentials. If a license is to expire soon (or within anticipated deployment date), flag for follow up prior to expiration.

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Volunteer Capabilities and Baseline Training Standards

MRC Volunteer Core Competencies

LEARNING PATHS

Preparedness
- Personal & Family
- Safe Behaviors

Response
- Volunteer Roles
- Communicate Effectively
- Surge Capacity Responses
- Clinical Management

Leadership
- Situational Awarenesss
- Public Health for All Populations

Community Resilience
- Ethical Principles
- Legal Principles
- Recovery Considerations

MRC Volunteer Deployment Readiness eLearnings

NACCHO, with input from the contributors of the Deployment Ready Project, has developed two eLearning courses for MRC volunteers to prepare them for the different phases of deployments.

The **Pre-Deployment training** provides volunteers with an understanding of the phases of deployment, terms and acronyms used, personal and family preparedness, recommended training, and other activities they can take to be prepared in advance for potential emergency and non-emergency responses.

The **Deployment and Post-Deployment training** provides volunteers with understanding of the types of activities they can expect during and after a deployment. It also provides information on health and safety factors, equipment, supplies, training, and administrative and operational activities.

The MRC Volunteer Deployment Readiness eLearning courses are available on:

MRC TRAIN (www.mrc.train.org)
- MRC Volunteer Deployment Readiness: Pre-Deployment Phase 1086867
- MRC Volunteer Deployment Readiness: Deployment and Post-Deployment Phases 1086868

NACCHO University (https://www.pathlms.com/naccho)
- Both courses can be found in the Public Health Preparedness tab - Medical Reserve Corps.

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https://www.train.org/mrc/training_plan/4101

Mission Sets to Develop Unit Capabilities

MRC Mission Sets

MRC Mission Set Examples

This guide provides information and examples of Mission Sets that were developed by MRC unit leaders in response to the COVID-19 pandemic as well as many other common response missions that MRC units have supported. The Mission Sets described in this guide along with others can be found on the Medical Reserve Corps page of NACCHO's website. These Mission Sets are intended to serve as examples that can be adapted based on local or state mission requirements.

Overview of COVID-19 Response Mission Sets

The Mission Sets described in this section were developed by recipients of NACCHO's 2020 MRC Operational Readiness Awards (ORA) and 2020 COVID-19 ORA. The COVID-19 ORA was designed to fund MRC units in developing COVID-19 response specific Mission Sets. Mission Sets developed through these awards are available in full on the NACCHO website.

The COVID-19 response Mission Sets featured in this guide can be grouped into the following six categories. Click on each category to review the example Mission Sets.

1. **Points of Dispensing (PODs)** – These Mission Sets describe plans and considerations for deployments to a variety of PODs including drive through immunization, influenza immunization, and mass dispensing scenarios. The documents contain resources and templates for both units that are new to providing POD support and those that are looking to strengthen that capacity. While all were developed during the COVID-19 pandemic, they remain valuable planning tools in non-pandemic times and to prepare for future infectious disease outbreaks.

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4. **Risk Communications** – These Mission Sets plan for the deployment of MRC volunteers to participate in public messaging following emergencies and disasters as well as to staff a COVID-19 hotline.

Mission Sets featured in the 2021 DRG:
- COVID-19 Responses
    - PODs
    - COVID-19 Testing
    - Medical Surge
    - Risk Communications
    - Targeted Outreach
    - PPE Fit Testing
- Medical Surge/ Alternate Care Sites (ACS)
- Risk Communications
- Outreach
- Medical & Non-Medical Shelter Operations
- Community Reception Centers (Radiation Response)
- Resiliency (Disaster Behavioral Health)
- Animal Response
- Family Assistance Center
- Medical Volunteer Coordination

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MRC Unit Leader Training Series

- ➤ **Unit Leader Responsibilities and Resources**

- ➤ **Developing Unit Leadership**

- ➤ **Volunteer Management**

- ➤ **Developing Unit Training Plans**

- ➤ **Unit Administration Requirements**

- ➤ **Developing Community Partners**

Intended for MRC unit leaders that are engaged in the planning, development, and execution of an MRC unit.

Provide resources and recommendations for unit leaders that support the *MRC Unit Factors for Success*.

Develop an MRC unit that supports their community preparedness, response, and recovery plans.

Can be taken in any order depending on the needs of the user.

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Unit Leader Training Series on MRC TRAIN

1. **Developing MRC Unit Leadership:**

   https://www.train.org/mrc/course/1101198/

2. **Developing MRC Unit Training Plans:**

   https://www.train.org/mrc/course/1101199/

3. **MRC Volunteer Management:**

   https://www.train.org/mrc/course/1101321/

4. **MRC Unit Leader Responsibilities and Resources**

   https://www.train.org/mrc/course/1102996

5. **Developing Unit Administrative Requirements**

   https://www.train.org/mrc/course/1102994

6. **Building Community Partnerships**

   https://www.train.org/mrc/course/1102995

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Network Profile of the MRC

What is it?

- Periodic report to review the state of the MRC
- Provides comparison and trends in data from previous profiles
- Promotes capabilities, strengths, and priorities for partners and stakeholders.

Report Methodology:

- Survey to all active unit leaders
- Includes data that profiles the MRC network for a specific calendar year
- Response rates average 60-80%

2020 MRC Profile

2017 MRC Profile
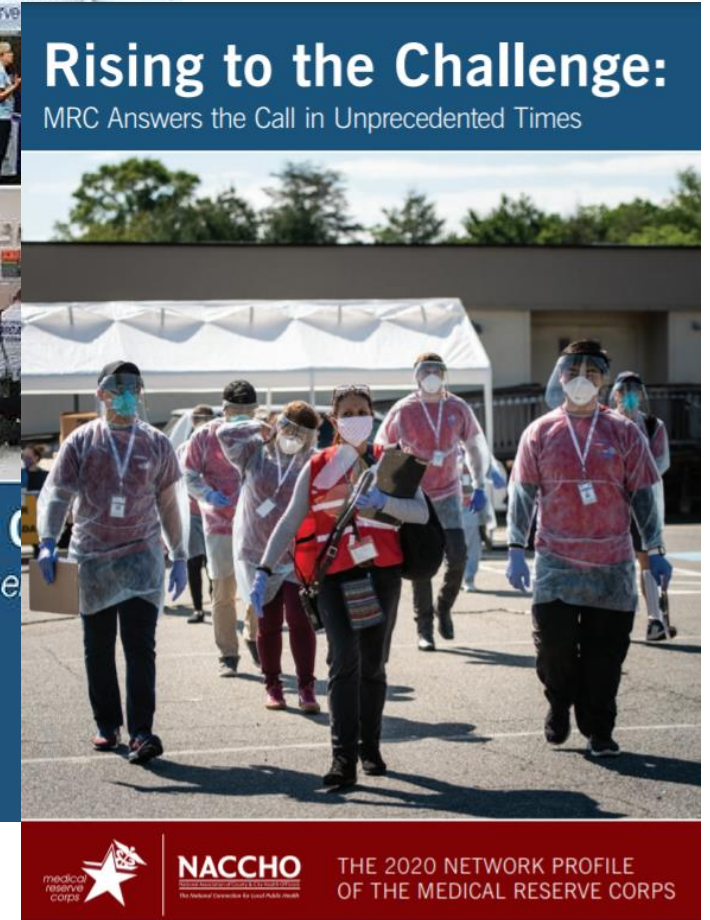
Resources Available to Promote MRC

Executive Summary

Full Profile Report

3 Downloadable Infographics

https://www.naccho.org/programs/public-health-preparedness/medical-reserve-corps/mrc-network-profile
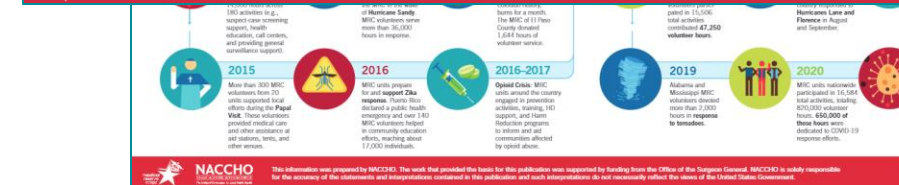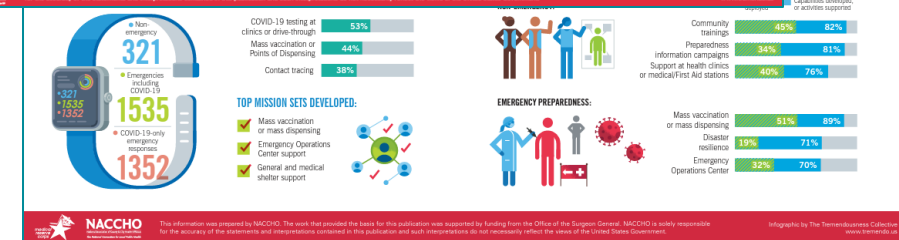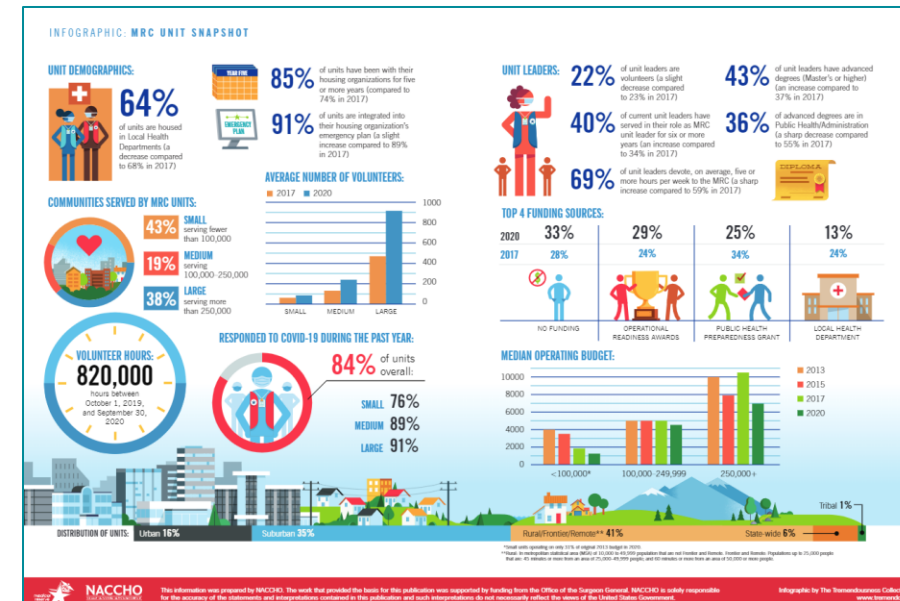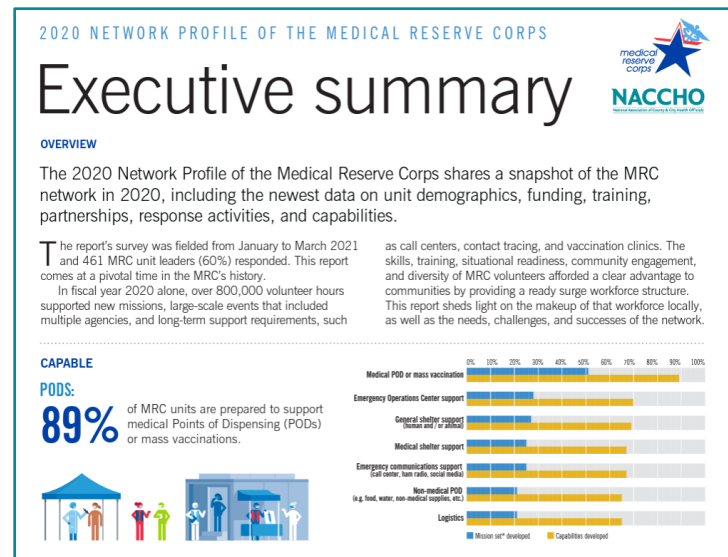
Funding Challenges for the MRC

Findings from the 2020 MRC Network Profile:
- Funding comes from multiple sources
- Not equal across units and jurisdiction sizes
- Sustainment challenges

NACCHO's role:
- Provide small awards (ORA)
- Focus on building sustainment
- Supplemental funding for COVID response (RISE Awards)

MEDIAN OPERATING BUDGET:

Legend: 2013, 2015, 2017, 2020

Categories: <100,000*, 100,000–249,999, 250,000+

TOP 4 FUNDING SOURCES:

	NO FUNDING	OPERATIONAL READINESS AWARDS	PUBLIC HEALTH PREPAREDNESS GRANT	LOCAL HEALTH DEPARTMENT
2020	33%	29%	25%	13%
2017	28%	24%	34%	24%
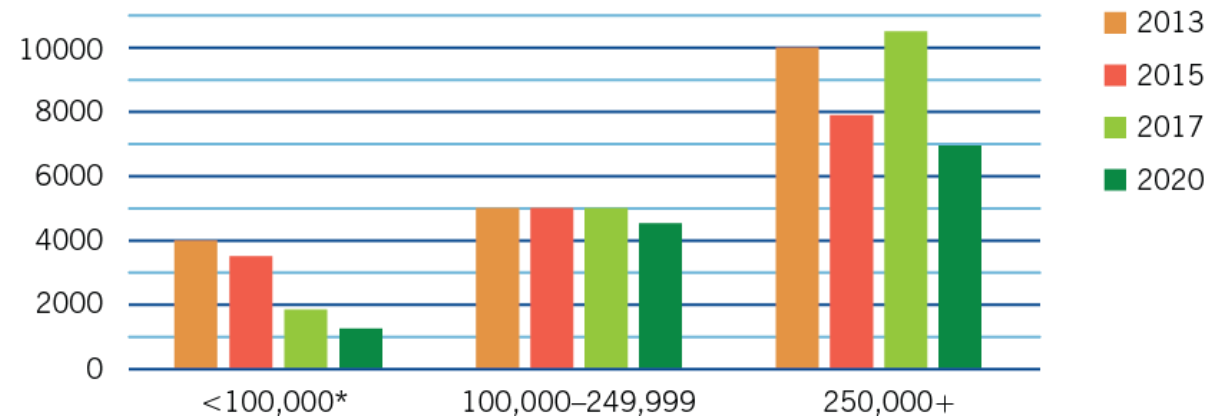
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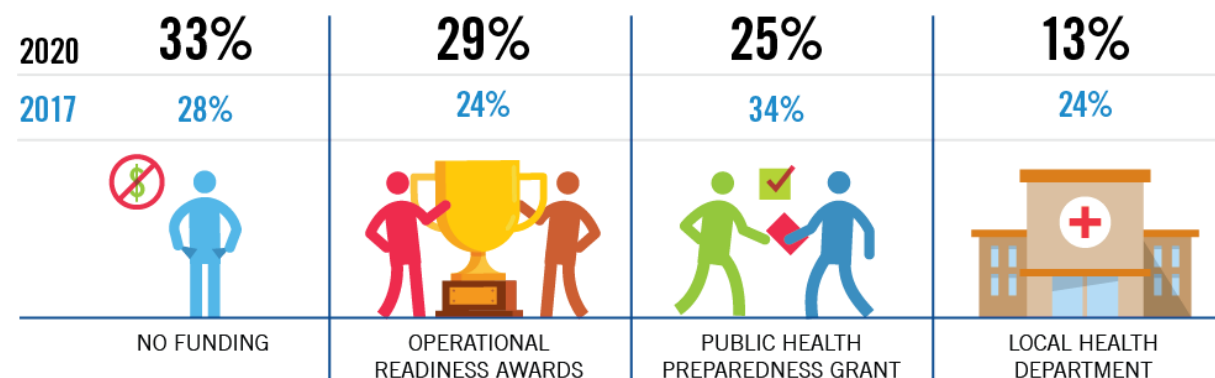
2023 MRC Operational Readiness Awards

2023 Operational Readiness Awards

Pie chart:
- 41 — Tier 1 ($5k)
- 105 — Tier 2 ($10k)

$1,255,000 Total Funding

146 Awards to MRC units
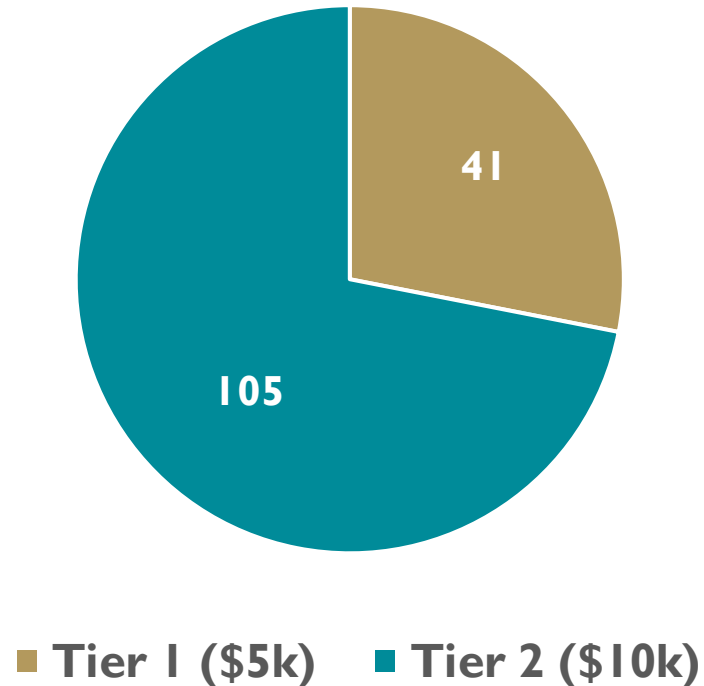
- **Provides seed money** for MRC units to build and strengthen volunteer and unit response capabilities.

- **Aims to build the operational readiness capabilities** of MRC volunteers and units to meet the emergency preparedness and response needs of their local, regional, or statewide stakeholders.

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MRC Awards to Support Response Capabilities

Respond, Innovate, Sustain, and Equip Awards (RISE)
14,883,750 - Total Funding to Date

- **Provides resources** to the MRC network **to support COVID-19 response** efforts.
- **Prioritizes building capacity** for the MRC to respond, innovate to evolving requirements, sustain staffing requirements, and equip MRC units with resources needed to support their mission.

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MRC Respond Innovate Sustain & Equip Awards

RISE Awards Round One

RISE Round 1 Awardees by Tier Level

■ 25,000   ■ 50,000   ■ 75,000
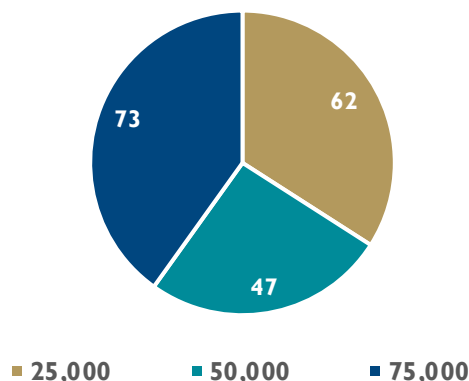
Please note this figure only includes the original round of funding. Does not include additional funding awards.

Total Amount Awarded: $11,483,750

9,375,000 plus $2,108,705 option for extra funding

- **$25,000: 62 units & 30 extra funds**
- **$50,000: 47 units & 29 extra funds**
- **$75,000: 73 units & 21 extra funds**

RISE Award Round Two
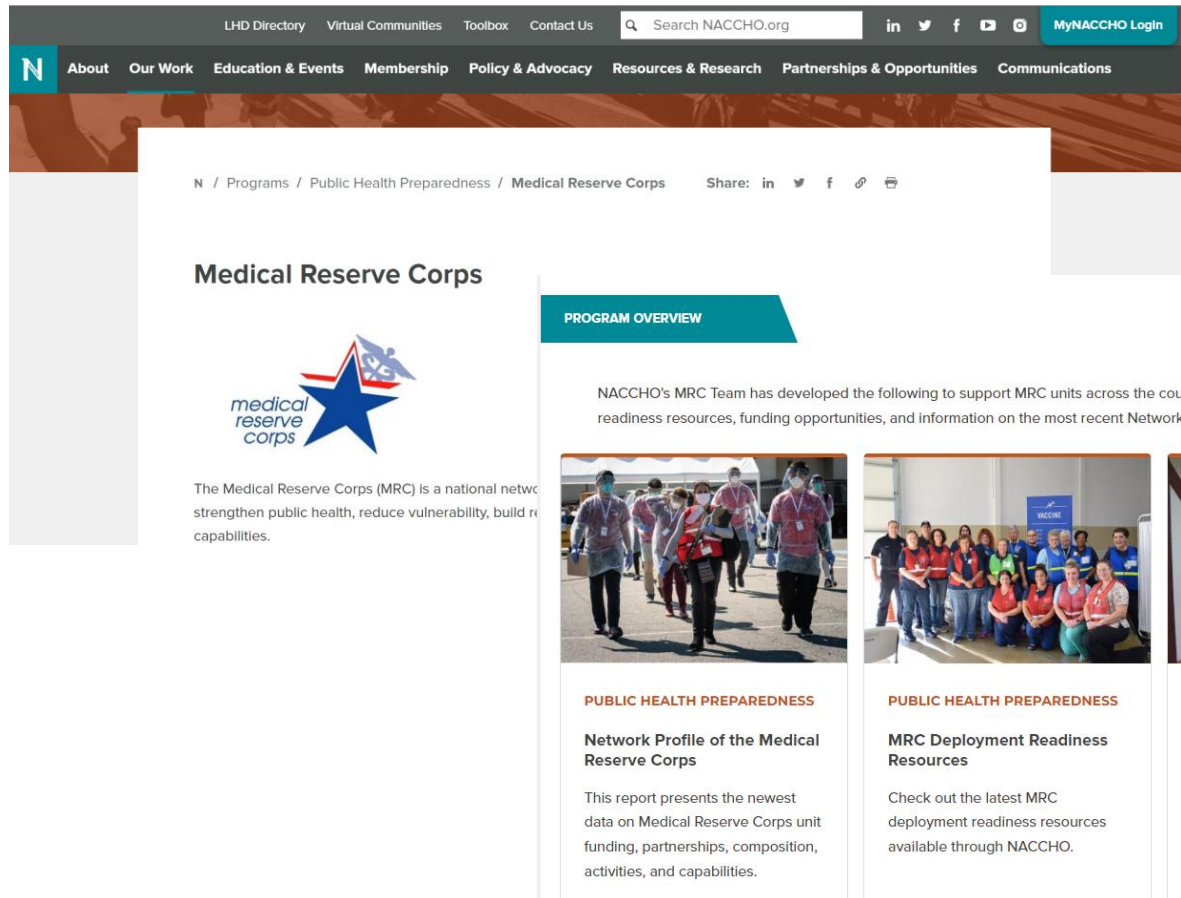
RISE Round 2 Awardees by Tier Level

■ 25,000   ■ 50,000   ■ 75,000
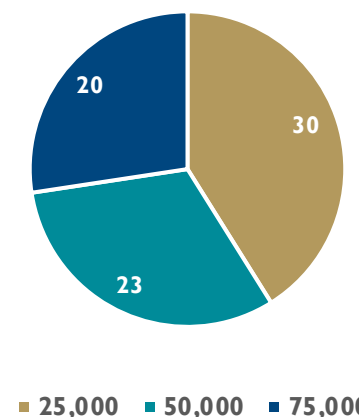
Total Amount Awarded: $3,325,000

- **$25,000: 20 units**
- **$50,000: 23 units**
- **$75,000: 29 units**

$14,883,750 Total Funding

Where to find NACCHO's Resources

https://www.naccho.org/programs/public-health-preparedness/medical-reserve-corps

Questions?

Reach us anytime at MRC@naccho.org