MRC Regional Workshop

Salt Lake City, UT
Regions 8, 9, and 10

July 18-19, 2023

Kathy Deffer
Director, Preparedness
NACCHO MRC Team:

Laura Biesiadecki – Senior Director
Kathy Deffer – Director, Preparedness
Lean Abdelaziz – Senior Program Analyst
Millen Tsegaye - Senior Program Analyst
Evelyn Zavala - Senior Program Analyst
Khusbu Patel – Program Analyst
Akosua Ntiamoah – Project Manager
Annaleigh Baremore - Senior Programs Assistant
Beth Hess – Communications Specialist
Therese Quinn - Consultant

mrc@naccho.org
ASPR MRC Team:

• Dustun Ashton – MRC Director
• Moji Obiako – Regional Liaison (10)
• Tameka Bowden – Regional Liaison (9)
• LT Schulyer Price – Program Manager
• Bryan Lewis – Project Officer
• Kara Watts – Program Manager for CyberPro
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
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
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
Contents

Volunteer Management Tools

- Volunteer Tier Level Structure
- Deployment Readiness Checklists

Volunteer Capabilities & Baseline Training Standards

- MRC Core Competencies Training Plan
- Volunteer Deployment Readiness eLearning Modules

Mission Sets to Develop Unit Capabilities

- COVID-19 Response Missions
- Other Common Missions

Table of Contents

Glossary of Terms & Acronyms 3
Introduction 5
- Overview of the MRC (5)
- MRC Deployment Readiness Project Background (5)
- MRC Deployment Readiness Resources (6)
Deployment Readiness Volunteer Management Tools 7
- MRC Volunteer Tier Level Structure (8)
- MRC Unit Leader Deployment Readiness Checklists (9)
  - Pre-Deployment Checklist (9)
  - Deployment Checklist (11)
  - Rapid Deployment Checklist (14)
  - Post-Deployment Checklist (16)
Developing Volunteer Capabilities and Baseline Training Standards 17
- MRC Core Competencies Overview (17)
- MRC Volunteer Deployment Readiness eLearnings (18)
- MRC Core Competencies by Learning Path (19)
MRC Core Competencies Volunteer Training Plan 20
- Learning Path: Volunteer Preparedness (21)
- Learning Path: Volunteer Response (22)
- Learning Path: Volunteer Leadership (23)
- Learning Path: Volunteer Supports Community Resilience (24)
Mission Sets 25
- COVID-19 Response Mission Sets (26)
  - Other Common Mission Sets (30)
  - Additional Resources (34)
Conclusion and Acknowledgements 36
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 information: address (physical and mailing), phone number, email, professional experience, and in-text notification items, such as training certifications, health professional status, health limitations, etc. may be required.
- Ensure all volunteers have been issued an MRC badge, vest, and/or uniform.
- Document all volunteer activity during deployment including hours, signature, location, and report date.
- 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 strongly recommended for all rapid volunteers.
- Have all volunteers complete health/screening statements.

Verifying Medical Licenses
- Verify all medical certifications immediately prior to deployment. If a license is expired or within the 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. 9) 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.
- 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.

Links both within guide and to external sources

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.

If COVID-19 Response Mission Sets
Mission Sets described in this section were developed by recipients of NACCHO’s 2020 MRC Reserves Awards (MRA) and 2020 COVID-19 CRA. The COVID-19 CRA was designed to develop COVID-19 response specific Mission Sets. Mission Sets developed under the CRA are available in full on the NACCHO website.

COVID-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.
Deployment Readiness Volunteer Management Tools

MRC Volunteer Tier Levels
- Tiers based on training & experience
- Helps identify non-mission-specific capacity to respond

MRC Unit Leader Deployment Checklist
- Checklist of activities by deployment phase
- Admin., training, equipment, medical, & safety activities
Spontaneous volunteers or those from other organizations.

Volunteers who have registered but have not completed orientation.

Volunteers with an introductory, baseline level of knowledge and experience.

Volunteers with an intermediate level of knowledge and the desire to expand their skills and abilities.

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

MRC Unit Leader Deployment Phase Checklists:
- Pre-deployment
- Deployment
- Post-deployment
- Rapid Deployment

Includes topics for each phase:
- Administrative
- Liability coverage
- Screening
- Verification of licensures
- Safety and medical
- Training
- Cultural competency
- Response operations

NACCHO
National Association of County and City Health Officials
Volunteer Capabilities and Baseline Training Standards

## MRC Volunteer Core Competencies

### Preparedness
- Personal & Family
- Safe Behaviors

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

### Leadership
- Situational Awareness
- Public Health for All Populations

### Community Resilience
- Ethical Principles
- Legal Principles
- Recovery Considerations

## MRC Core Competencies Training Plan

**Learning Path: Volunteer Preparedness**

<table>
<thead>
<tr>
<th>DMPH Competency</th>
<th>MRC Performance Qualifications</th>
<th>Suggested Training and MRC-TRAIN Course Number</th>
<th>Time</th>
<th>Volunteer Tier Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Demonstrate personal and family preparedness for disasters and public health emergencies.</td>
<td>Complete a personal and family preparedness plan.</td>
<td><a href="#">MRC-TRAIN 1081143</a></td>
<td>25 minutes</td>
</tr>
<tr>
<td>5.0</td>
<td>Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.</td>
<td>Demonstrate safe behaviors during MRC activities.</td>
<td><a href="#">MRC-TRAIN 1081353</a></td>
<td>40 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1025307</a></td>
<td>1 hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1021348</a></td>
<td>2.25 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1040544</a></td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1096546</a></td>
<td>4 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1099936</a></td>
<td>1 hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="#">MRC-TRAIN 1037220</a></td>
<td>6 hours</td>
</tr>
</tbody>
</table>
Volunteer Deployment Readiness E-Learning Modules

**MRC TRAIN**
- MRC Volunteer Deployment Readiness: Pre-Deployment Phase [1086867](#)
- MRC Volunteer Deployment Readiness: Deployment and Post-Deployment Phases [1086868](#)

**NACCHO University:**
- Both courses can be found in the Public Health Preparedness tab - Medical Reserve Corps.
Welcome to the Medical Response Unit (MRC) Pre-Deployment eLearning course. This course is the first of two designed for MRC volunteers that may be activated and deployed for an emergency response. The courses are designed to provide an overview of the activities that an MRC Volunteer should expect and prepare for during the phases of an activation or deployment.

This course will cover a range of activities that an MRC volunteer can do to prepare for an activation or deployment. The content covered within is intended to be a guide and may not include specific pre-deployment requirements for local MRC units or state requirements. Be sure to check with your MRC unit for a complete list of deployment and post-deployment requirements.

The course will launch from the NACCHO website. To download a certificate you must select the “Complete Acknowledgement” tab.
MRC Volunteer Deployment Readiness: Deployment and Post Deployment Phases

Welcome to the Medical Response Unit (MRC) Deployment and Post-Deployment eLearning course. This course is the second of two designed for MRC volunteers that may be activated and deployed for an emergency response. The courses are designed to provide an overview of the activities that an MRC Volunteer should expect and prepare for during the phases of an activation or deployment.

This course will cover a range of activities that an MRC volunteer can do to prepare for an activation or deployment, and the activities that may happen during and after a deployment. The content covered within is intended to be a guide and may not include specific deployment or post-deployment requirements for local MRC unit or state requirements. Be sure to check with your MRC unit for a complete list of deployment and post-deployment requirements.

The course will launch from the NACCHO website. To download a certificate you must select the “Complete Acknowledgement” tab.

Show Less
The Medical Reserve Corps (MRC) Training Plan is a suggested guide for training MRC Volunteers at the local level. It presents a “menu” of options to guide MRC Unit leaders and volunteers with trainings that align with the DMPH Competencies. MRC units can choose trainings from the training matrix, use other trainings not listed in the matrix, or create their own unit-specific trainings based on the DMPH competencies.

https://www.train.org/mrc/training_plan/4101
Mission Sets to Develop Unit Capabilities

Definition:
A Mission Set is a planning document that
- describes a scalable response and recovery capability for MRC units and volunteers
- that is organized, developed, trained, and exercised prior to an emergency or disaster
- for local, state, and/or regional deployment purposes.

Mission Sets serve as:
- A foundation to build capabilities for common response missions.
- A means for MRC unit leaders to demonstrate their unit capabilities.
- Resource to support public health response plans.
- Reference for developing training and exercises.

Mission Sets include:
- Types of personnel
- Training requirements
- Equipment requirements
- Pre-planning considerations
- Additional resources such as job action sheets
Mission Sets Developed by MRC units

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
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.

NACCHO
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
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%
Resources Available to Promote MRC

Executive Summary
Full Profile Report
3 Downloadable Infographics

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)
2023 MRC Operational Readiness Awards

$1,245,000 Total Funding
145 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.
MRC Awards to Support Response Capabilities

Respond, Innovate, Sustain, and Equip Awards (RISE)
15,235,000 - 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.
MRC Respond Innovate Sustain & Equip Awards

RISE Awards Round One

RISE Round 1 Awardees by Tier Level

- $25,000: 62 units & 30 extra funds
- $50,000: 47 units & 29 extra funds
- $75,000: 73 units & 52 extra funds

Total Amount Awarded: $11,510,000
9,375,000 plus $2,135,000 option for extra funding

RISE Award Round Two

RISE Round 2 Awardees by Tier Level

- $25,000: 30 units & 12 extra funds
- $50,000: 23 units & 10 extra funds
- $75,000: 18 units & 9 extra funds

Total Amount Awarded: $3,766,250
$3,250,000 plus $516,25 option for extra funding
- $25,000: 30 units & 12 extra funds
- $50,000: 23 units & 10 extra funds
- $75,000: 18 units & 9 extra funds

Total Amount Awarded: $15,276,250
$15,276,250

Total Amount Awarded: $3,766,250
$3,766,250

To t a l  A m o u n t  A w a r d e d : $ 1 1 , 5 1 0 , 0 0 0
9,375,000 plus $2,135,000 option for extra funding
- $25,000: 62 units & 30 extra funds
- $50,000: 47 units & 29 extra funds
- $75,000: 73 units & 52 extra funds
Where to find NACCHO’s Resources

https://www.naccho.org/mrc
Questions?

Reach us anytime at MRC@naccho.org