MRC Leadership Summit

NACCHO MRC Program Updates

April 3, 2022
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How NACCHO Supports the MRC

Mission of NACCHO

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

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

MRC Cooperative Agreement with HHS ASPR

Provide resources to support the capabilities of the MRC.

- Provide MRC small grants to develop response capabilities.
- Technical resources to support volunteer and leader skills and competencies.
- Unit leadership opportunities for peer-to-peer learning.
It’s been a busy year for the NACCHO MRC team!

- 3 new NACCHO MRC team members added
- 174 Operational Readiness Awards in FY21 delivered
- 128 Operational Readiness Awards in FY22 granted
- 2020 Network Profile of the MRC printed and distributed
- 2021 Deployment Readiness Guide published
- Unit Leader Training Series created
- MRC Respond Innovate Sustain Equip (RISE) Awards developed and currently underway
2021 Operational Readiness Awards

• Total of $1,575,000 was awarded to 174 units in 37 states.

• 86% of awardees had begun their projects at the time of the Interim Project Survey last summer.

• Over 93,000 MRC volunteers are expected to directly benefit from 2021 ORA projects.

• 98.9% response to the Final Project Evaluation – thank you!

• Final Report coming soon…
2022 Operational Readiness Awards

- Total of $1,055,000 was awarded to 128 units in 29 states.
- Award checks will begin going out in the coming weeks.
- Interim Project Survey will be sent in June.
MRC Respond Innovate Sustain Equip (RISE) Awards

- Notice of Award to NACCHO from ASPR received in January 2022 for record $20 million in MRC funding from the American Rescue Plan Act (ARPA).
- 190 applications received by March 4th for the first round of award distribution.
- Nearly all were selected for a total of $9.625 million in awards.
- Requests for Applications for the second round of funding will begin this Spring
2020 Network Profile of the MRC

Report Methodology:

• Survey of 763 active unit leaders in

• Nationally represented data collected from January – March 2021

• 60% response rate

• Responses compared to 2013, 2015, and 2017 data (when possible)
2020 Network Profile of the MRC

Report Methodology Continued:

- Data collected and sorted by unit jurisdictional size:
  - <100,000 residents
  - 100,000 – 249,999 residents
  - >250,000 residents

- Additional Data Sources:
  - 2020 MRC Operational Readiness Awards Final Project Evaluation
  - 2021 MRC Examining MRC Barriers to Deployment Workshop
2020 Network Profile of the MRC

Valuable:

- ASPR estimates that MRC members volunteers approximately 820,000-840,000 hours of service during the 2020 COVID-19 response, resulting in an estimated workforce savings of $23.97 million.
2020 Network Profile of the MRC

**Capable:**

- 89% of MRC units were prepared to support medical Points of Dispensing (PODs) for mass vaccination

- Additional capabilities of Community Training and Preparedness Information Campaigns developed

<table>
<thead>
<tr>
<th>Capability</th>
<th>Capabilities deployed</th>
<th>Capabilities developed, or activities supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community trainings</td>
<td>45%</td>
<td>82%</td>
</tr>
<tr>
<td>Preparedness information campaigns</td>
<td>34%</td>
<td>81%</td>
</tr>
<tr>
<td>Support at health clinics or medical/First Aid stations</td>
<td>40%</td>
<td>76%</td>
</tr>
<tr>
<td>Mass vaccination or mass dispensing</td>
<td>51%</td>
<td>89%</td>
</tr>
<tr>
<td>Disaster resilience</td>
<td>19%</td>
<td>71%</td>
</tr>
<tr>
<td>Emergency Operations Center</td>
<td>32%</td>
<td>70%</td>
</tr>
</tbody>
</table>
2020 Network Profile of the MRC

Ready:

82% of units provide community training sessions and 81% engage in National Preparedness Month or preparedness campaigns.
MRC Network Training Snapshot

**TOP THREE TRAINING DEVELOPMENT METHODS:**

- 44% Informed by the MRC Core Competencies
- 32% Informed by local needs/gaps assessments
- 29% Supplied by our sponsoring organization (all or part)

**TOP THREE TRAINING PARTNERS:**

- 43% Local health departments
- 43% Emergency management agencies
- 38% Fire/emergency medical services
MRC Network - Volunteer Management

- Despite the stresses of COVID-19, MRC units still worked to collect demographic information and perform background checks at a higher rate.

89% collect demographic information about volunteers

MRC units that conduct background check screening for all volunteers increased in 2020, despite increased influx of new volunteers during the pandemic:

- 2013: 57%
- 2015: 59%
- 2017: 64%
- 2020: 66%
2020 MRC Network - Funding Snapshot

**OPERATIONAL READINESS AWARDS:**

NACCHO’s 2020 Operational Readiness Awards (ORA) to MRC units of $1.1 million resulted in a return on investment of 585%.

**NO FUNDING:**

33% of MRC units reported having no funding for their operating budget.

- 63% of MRC Units reported that additional funding for current or future activities was their greatest need.
2020 MRC Network - Funding Snapshot

MEDIAN OPERATING BUDGET:

<table>
<thead>
<tr>
<th>Budget Range</th>
<th>2013</th>
<th>2015</th>
<th>2017</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;100,000*</td>
<td></td>
<td>4000</td>
<td>1000</td>
<td>5000</td>
</tr>
<tr>
<td>100,000–249,999</td>
<td>6000</td>
<td>8000</td>
<td>7000</td>
<td>9000</td>
</tr>
<tr>
<td>250,000+</td>
<td>10000</td>
<td>12000</td>
<td>11000</td>
<td>13000</td>
</tr>
</tbody>
</table>

TOP 4 FUNDING SOURCES:

<table>
<thead>
<tr>
<th>Year</th>
<th>NO FUNDING</th>
<th>OPERATIONAL READINESS AWARDS</th>
<th>PUBLIC HEALTH PREPAREDNESS GRANT</th>
<th>LOCAL HEALTH DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>33%</td>
<td>29%</td>
<td>25%</td>
<td>13%</td>
</tr>
<tr>
<td>2017</td>
<td>28%</td>
<td>24%</td>
<td>34%</td>
<td>24%</td>
</tr>
</tbody>
</table>

NACCHO
National Association of County & City Health Officials
2020 Network Profile of the MRC

Dependable:

**ASPR PRIORITIES:**

2020 MRC ORA recipients successfully promoted the following four ASPR priorities for the MRC through hundreds of thousands of volunteer hours around the country:

1. **MEDICAL TESTING & SCREENING**
2. **MASS VACCINATIONS**
3. **INTERJURISDICTIONAL DEPLOYMENT**
4. **COMMUNITY OUTREACH**

**COVID RESPONSE:**

84% of units supported COVID-19 response or mitigation efforts in 2020.

**INTEGRATION:**

85% of units have been with their housing organization for over five years, and 91% are integrated into the organization’s emergency plan.
2021 MRC Deployment Readiness Guide

Now available on NACCHO’s MRC Deployment Readiness Resources webpage

bit.ly/DeploymentReadiness
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
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.

<table>
<thead>
<tr>
<th>Level</th>
<th>Deployable</th>
<th>Level Description</th>
<th>Required</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRC Level 1</td>
<td>• EMAC/Federal • Interstate • Local</td>
<td>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 &amp; may be required for EMAC deployments</td>
<td>• IS-200 • IS-900</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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</td>
<td>• IS-100 • IS-700</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Level 3 Volunteers: • Limited training or participation in unit activities • Background check recommended</td>
<td>• MRC Unit Orientation or JITT equivalent</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unassigned • Non-deployable</td>
<td>Spontaneous or volunteers from other volunteer organizations • Volunteers would need to register with the MRC unit and meet Level 3 requirements to be deployable</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 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 liability 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.
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 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.
MRC Core Competencies Volunteer Training Plan – January 2022

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.
**Mission Sets**

**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.
  - Potential resources for state emergency managers to develop Mission Ready Packages (MRPs).

- **Mission Sets include the following and more:**
  - Types of personnel
  - Training requirements
  - Equipment requirements
  - Pre-planning considerations
  - Additional resources such as job action sheets
Mission Sets continued

Mission Sets featured in the 2021 DRG:

- Various COVID-19 Responses
  - PODs
  - COVID-19 Testing
  - Medical Surge
  - Risk Communications
  - Targeted Outreach
  - PPE Fit Testing
- Medical Surge/Alternate Care Sites (ACS)
- Risk Communications
- Emergency Auxiliary Communications
- Targeted Outreach
- Medical & Non-Medical Shelter Operations
- Community Reception Centers (Radiation Response)
- Resiliency (Disaster Behavioral Health)
- Animal Response
- Family Assistance Center
- Medical Volunteer Coordination

MRC Mission Sets

MRC Mission Set Examples

This guide provides information and examples of Mission Sets that were developed by MRC units 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.

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 assist 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.

NACCHO
National Association of County and City Health Officials
NACCHO’s MRC Unit Leader Training Series

- **Six courses** intended for MRC unit leaders, volunteers serving in a leadership role, or others that are engaged in the planning, development, and execution of an MRC unit.
- Courses provide resources and recommendations for unit leaders that support the *MRC Unit Factors for Success*.
- The overarching goal of the series is to develop an MRC unit that supports their community preparedness, response, and recovery plans.
This course provides MRC unit leaders with an overview of their responsibilities, resources, and recommendations to meet the requirements of the MRC Program Office.

Covers the following Factors for Success:

- Factor 9: Develop Policies and Procedures for Unit Administration.
Developing MRC Unit Leadership
MRC-TRAIN 1101198

- This course provides a guide for MRC unit leadership through structural development, organization, and risk management implementation so that units can successfully fulfill their assigned missions.

- Covers the following Factors for Success:
  - Factor 1: Determine the purpose and scope of the MRC unit.
  - Factor 4: Determine organizational structure and unit composition.
  - Factor 11: Develop and implement strategies for risk management.
  - Factor 12: Participate in activities that fulfill MRC units’ mission.
MRC Volunteer Management
MRC-TRAIN 1101321

- This course will assist MRC leaders with developing volunteer management strategies by providing them with the skills that will help prepare their MRC units for successful deployment.

- Covers the following Factors for Success:
  - Factor 4: Determine Unit Composition.
  - Factor 5: Develop Procedures for Volunteer Recruitment.
  - Factor 10: Develop and Implement Strategies for Volunteer Retention and Recognition.
Developing MRC Unit Training Plans
MRC-TRAIN 1101199

- This course will guide MRC unit leadership through the planning, development, and execution of an MRC unit training plan so that units are trained and ready to support the community they serve.

- Covers the following Factors for Success:
  - Factor 7: Develop a Volunteer Training Program.
Developing Unit Administration Requirements
MRC-TRAIN 1102994

- This course is intended for MRC unit leaders who oversee the development of the unit’s administration plan and strategic plan or road map.

- Covers the following Factors for Success:
  - Factor 3: Determine Financial Needs and Funding Sources.
  - Factor 9: Develop Policies and Procedures for Unit Administration.
  - Factor 11: Develop and Implement Strategies for Risk Management.
Developing Community Partners
MRC-TRAIN 1102995

❖ This course is intended for MRC units' leaders, volunteers serving in a leadership role, or others that are engaged in planning and developing working partnerships and affiliations with organizations in the community.

❖ Covers the following Factors for Success:
  • Factor 2, Establish Community Partnerships.
Thank You!

The NACCHO MRC Team thanks entire MRC Network for allowing us to be a part of the incredible 20-year history of the Medical Reserve Corps.