MRC Best Practices During the COVID-19 Response:

How 3 units approached unprecedented challenges

Greater Kansas City, Nassau County, and Greater Richmond City MRCs
MRC of Greater Kansas City (MRCKC)

Robin Carroll CEM, MS, MATS, RD, LD
Unit Leader
• 9 counties in Kansas and Missouri
• 119 separate city governments
• Population of 2 million
• Area of 4,400 square miles
• New housing agency
• 50-1200 MRCKC members
• 70 COVID-19 deployments
• 26,000 hours
• $750,000 value
Regional Integration

Seat at the Table:
• Health Care Coalition
• Emergency Management
• Public Health
• COAD/VOAD
• Community Resilience
• Multi-Agency Coordination Group (MAC-G)
• MRCKC Prior Housing Agency
Strong Leadership-NIMS

- Housing Agency
- Unit Leader Sharon White-Lewis RN PhD
- MRC Leadership Team

"Know who you are AND who you are not."

FEMA ICS
“Centers of Gravity” (Team Rubicon)

- Focused on greatest community need
- Focused where invited
- Jackson County
- Wyandotte County

MARC Region
Partners

Everyone!
Universities (nursing, pharmacy, pre-med)
public health, libraries, senior centers,
schools (all levels), food pantries,
emergency management (all levels), fairs,
long term care facilities, markets,
amusement parks, traveling teams,
health clinics, churches, theaters,
National Guard, NGOs …

Grant Opportunities
• Don’t be afraid to try!
• Don’t be afraid to “fail”!

Award Nominations
• Thank everyone who has helped you
Nassau County (FL) MRC

Martha Oberdorfer, MPH, CPH
NCSO – Emergency Management
Our Timeline

• **2016-2019** – Hurricanes Matthew, Irma, Michael, and Dorian – *recognized shortage of medical support staff in evacuation shelters*

• **Nov. 2019** – Officially an MRC unit

• **March 2020** – First case of CoViD-19

• **through Dec 2020** – Active recruiting, vetting, and integration in EOC and field ops
Our Timeline

- **Dec. 2020** – Active membership from 15 to 90 volunteers supporting testing, ALFs/SNFs, logistics, and EOC call center

- **9 Jan 2021** – First 120 doses of vaccine

- **Jan-May 2021** – MRC volunteers provided thousands of call-center hours and >16,000 vaccinations at area PODs
How We Did It

• Volunteers were already included in our county’s Emergency Management Plan

• Volunteer MRC Unit Leader (MPH student)

• Web-based Technology
  • WebEOC
  • www.VolunteerSignUp.org
# WebEOC Calendar

[Image of the WebEOC Calendar with detailed vaccination schedule for March, 2021]

## March, 2021

### Monday (Mon)
- 7:00 AM Station 30
- 8:00 AM Calahan Fairgrounds

### Tuesday (Tue)
- 7:00 AM Station 30
- 8:00 AM Calahan Fairgrounds

### Wednesday (Wed)
- 7:00 AM Station 30
- 8:00 AM Station 30
- 9:00 AM Calahan Fairgrounds

### Thursday (Thu)
- 7:00 AM Station 30
- 8:00 AM Station 30
- 9:00 AM Calahan Fairgrounds

### Friday (Fri)
- 7:00 AM Station 30
- 8:00 AM Station 30
- 9:00 AM Calahan Fairgrounds

### Saturday (Sat)
- 7:00 AM Station 30
- 8:00 AM Station 30
- 9:00 AM Calahan Fairgrounds

### Sunday (Sun)
- 7:00 AM Station 30
- 8:00 AM Station 30
- 9:00 AM Calahan Fairgrounds

*Note: Times and locations for vaccination clinics are subject to change.*
WebEOC Event Details Page

Vaccination Schedule
Vaccination Event

Event Name: Yulee Middle School
Start Date/Time: 03/14/2021 12:30:00

End Date/Time: 03/14/2021 18:00:00
Event Description: 2nd dose will be 04/03 (a day early)
Logistics Status: 213-RR submitted for Weekend Vaccinators - Mission #43250
Address/Location: 86439 Miner Rd, Yulee, FL 32097 [Map]

Vaccine Type: Pfizer 1st Dose
Doses: 364

Attachments:
- 213-RR for vaccinators - Mission #43250
- Schedule as of noon
- Schedule as of noon - dinosaur format
VolunteerSignUp.org

Signups for "MRC OPORD #49-21 - Community Center - 26 August"

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
<th>Volunteer Name</th>
<th>Signed up</th>
<th>Email</th>
<th>Phone</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vaccinator</td>
<td>4:00 - 8:00 PM</td>
<td>Jim Bolleinbocher</td>
<td>29 weeks ago</td>
<td></td>
<td></td>
<td>Clear slot</td>
</tr>
<tr>
<td>Vaccinator</td>
<td>4:00 - 8:00 PM</td>
<td>Nicolas Krawiecki</td>
<td>29 weeks ago</td>
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<td>Clear slot</td>
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<td>Vicki Satterthwaite</td>
<td>29 weeks ago</td>
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<td>Clear slot</td>
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<td>4:00 - 8:00 PM</td>
<td>Jane Gleichauf</td>
<td>29 weeks ago</td>
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<td>Clear slot</td>
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<tr>
<td>Admin</td>
<td>4:00 - 8:00 PM</td>
<td>Christa Kornsksi</td>
<td>29 weeks ago</td>
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<tr>
<td>Admin</td>
<td>4:00 - 8:00 PM</td>
<td>Elaine Gennett</td>
<td>28 weeks ago</td>
<td></td>
<td></td>
<td>Clear slot</td>
</tr>
</tbody>
</table>
Greater Richmond MRC

Alyssa Lewis
MRC Unit Coordinator
We’re Going to Need a Bigger Boat!

Prior to February 28, 2020:
★ 800 total volunteers
  ○ Richmond: 485
  ○ HC: 319
★ Independent MRC units

February 28, 2020 - Present:
★ 4,851 new applications
★ Regionalization
★ 400% increase in volunteers
With Our Powers Combined!

★ Merged MRC units

★ Supported by:
  ○ Federal, State, & Local Government
  ○ Community Stakeholders
Thank you for saving us!!

NACCHO
National Association of County & City Health Officials
Everything is Possible, Even the Impossible

★ Volunteers Provided
  ○ 371,539 Vaccinations
  ○ 23,516 Tests

★ Since February of 2020:
  ○ Regional unit
  ○ 103,933 hours
  ○ $2,966,256 economic value
  ○ 400% volunteer influx
Just Keep Swimming...

Unforeseeable issues
★ Relationships between staff, volunteers, and community partners
★ 3 Districts 1 Coordinator
★ Volunteer Burnout
★ Retention