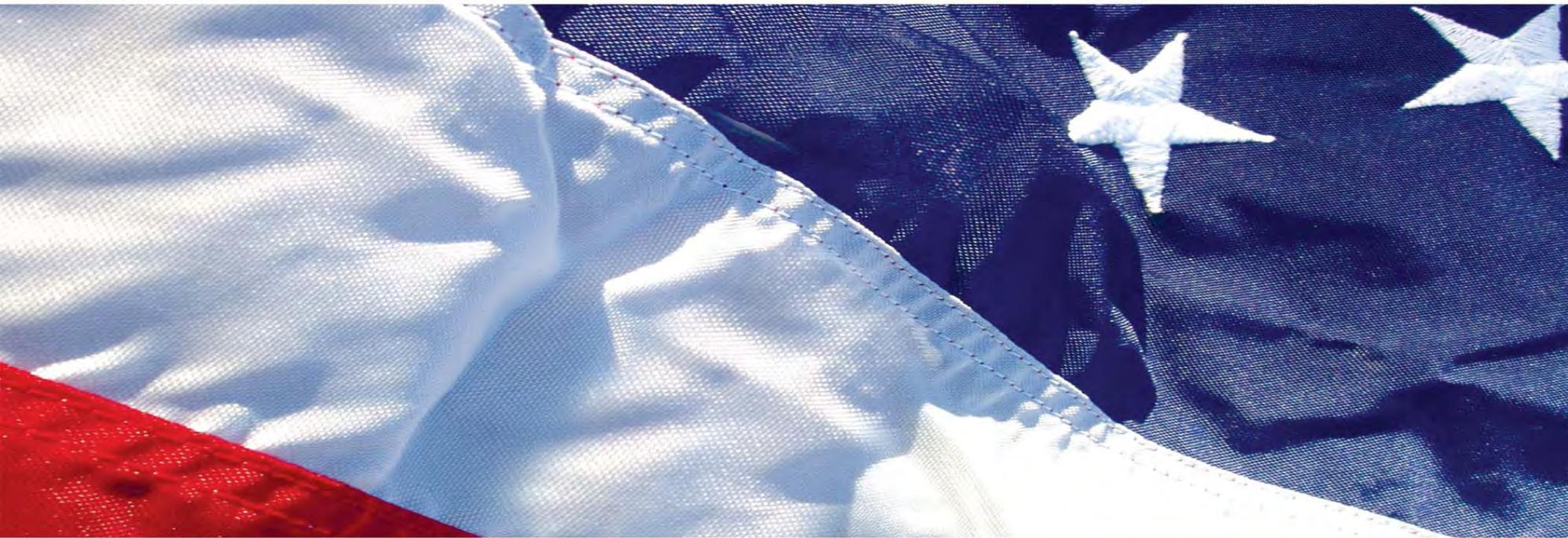


2008 Medical Reserve Corps National Leadership and Training Conference



Prepared Volunteers, Resilient Communities, Strong Nation



April 8–11, 2008

Portland, Oregon



Office of the Civilian Volunteer Medical Reserve Corps

New Leader Workshop

Workshop Agenda

- Overview
- Building an MRC
 - Vision
 - Leadership
 - Roadmap
- Break

Workshop Agenda, Continued

- Building an MRC continued
 - Community Buy-in and participation
 - Framework of Policies and procedures
 - Resources
 - Education and Training

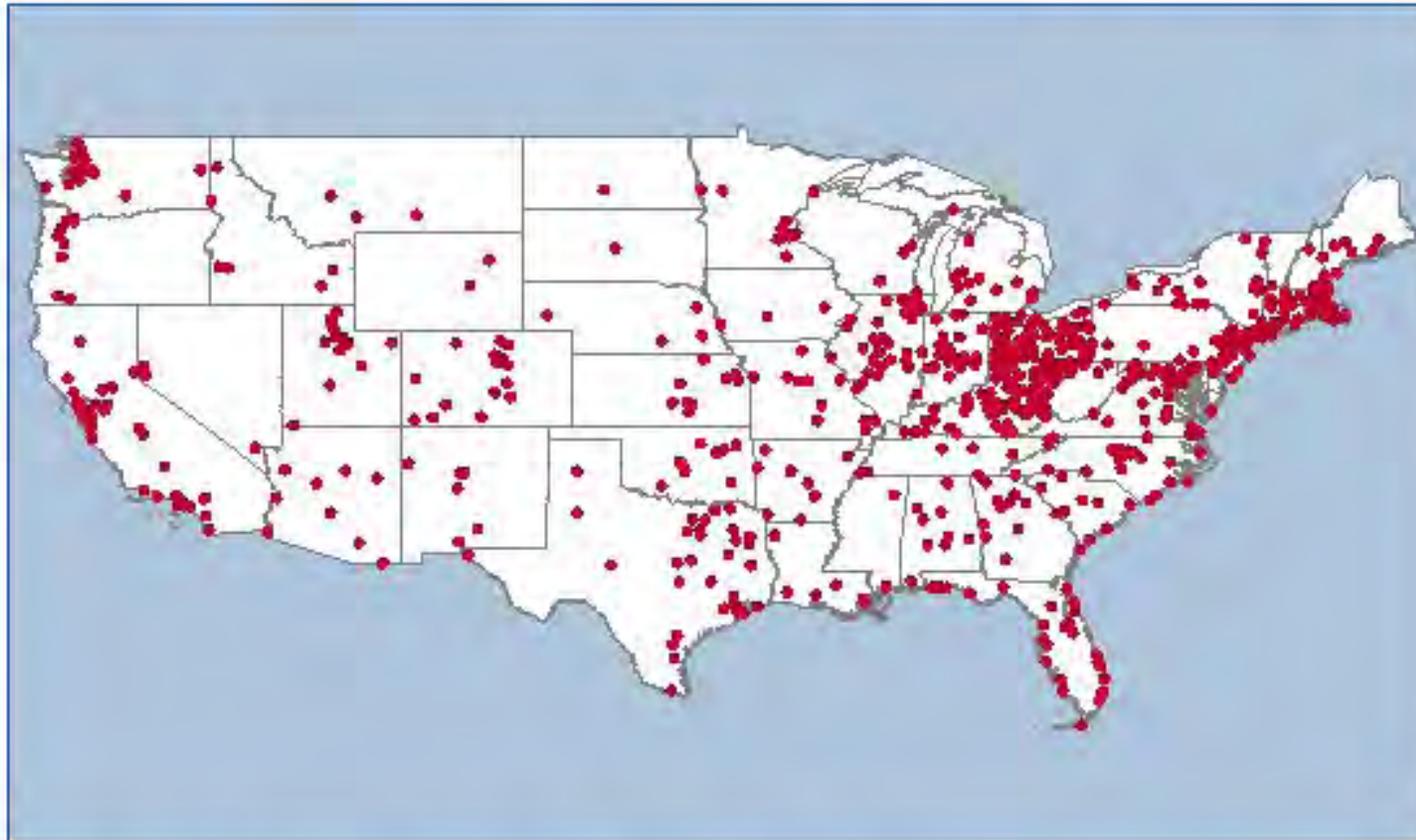
Overview

MRC Concept

- Nationwide network
- Community-based
- In support of existing programs and resources
- Improving health and safety of communities and the nation
- Identify, credential, train and prepare volunteers
- Building community resilience



Medical Reserve Corps Units



Alaska	Hawaii	Puerto Rico / Virgin Islands	Guam	Federated States of Micronesia	America Samoa	Northern Mariana Islands	Palau	Marshall Islands

Total MRC Units: 719



The Medical Reserve Corps is a component of Citizen Corps and the USA Freedom Corps.



MRC Models

- No “typical” MRC
- Vary by:
 - Volunteers
 - Sponsor organizations
 - Partner organizations
 - Mission/focus

MRC Volunteers

- Local decision (based on needs)
- In training, in active practice, or retired
- Medical and public health professionals
- Persons with no health experience who can help with communications, administration, logistics, and other essential functions

Mission/Focus

- **Ambassadors of the Surgeon General**
...support SGs Priorities for Public Health
 - Increase disease/injury prevention
 - Improving health literacy
 - Eliminate health disparities
 - Improve public health preparedness
- **Support Existing Community Resources**
 - Public Health
 - Emergency Preparedness and Response

Support Existing Public Health Resources

Sedgwick Co (KS) MRC
Health Screening and Education on
Mother's Day at Zoo



East Central Health District (GA) MRC
Blood pressure clinic at Wal-Mart

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Support Existing Emergency Resources



Lee County (MS) MRC
Clinic for Hurricane Katrina Evacuees



Omaha (NE) MRC
Hurricane Katrina Evacuee Shelter

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Finding MRC Information

The screenshot shows the Medical Reserve Corps website. At the top left is the logo with a blue star and the text "medical reserve corps". To the right is the title "MEDICAL RESERVE CORPS" in large blue letters, with "Sponsored by: Office of the U.S. Surgeon General" underneath. Below the title is the slogan "Volunteers Building Strong, Healthy, and Prepared Communities". A search bar is located on the right side of the header. A navigation menu includes links for LOGIN, REGISTER, MESSAGE BOARD, LISTSERV, NEWSLETTERS, and FAQs. A left sidebar contains a vertical menu with links: Home, News & Events, Find MRC Units, Start an MRC, Resources, and About the MRC. Under "About the MRC", there is a list of resources with blue arrow icons: Capacity Building Awards Word (27.0 KB), MRC 101 PDF (4.13 MB), Self Evaluation Tools, TA Assessment, MRC Webinars, Priorities for Public Health, and Pandemic Flu Guidance. The main content area features the heading "Find MRC Units (702 MRC Units found)" and a paragraph explaining how to view profiles and search by state, region, or zip code. A link for "MRC Unit PDF Maps" is positioned above a map of the United States, which is covered with numerous red dots representing the locations of MRC units.

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MRC Registration Criteria

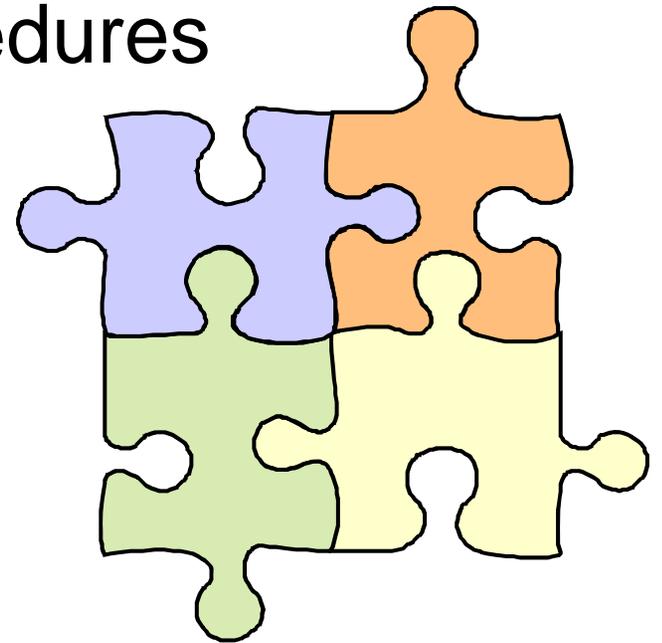
- Affiliation with an appropriate local sponsor/housing organization
- Has an identified leader(s) (MRC Director and/or MRC Coordinator)
- Partnerships with key local community/government stakeholder groups established
- Verifies the credentials of members with professional licenses/certifications
- Has plans in place for establishing, implementing, and sustaining the MRC unit
- Participates in public health, preparedness and emergency response activities
- Agrees to be an active member of the MRC network (regionally and nationally)

Building an MRC

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Building the MRC – Basic Components

- Leadership
- Vision
- Roadmap
- Community Buy-In and Participation
- Framework of Policies and Procedures
- Resources
- Education and Training



Vision

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Assessing Risk, Resources and Needs

- What risks does your community face?
- What resources are available to address those risks?
- What are the gaps (particularly specific to public health & medical)?
- How can volunteers be used to address those gaps?

Determining MRC Roles

- Read the plan!
- Focus on Public Health and Medical (ESF8)
- Work with response partners

Examples of MRC Activities

Third Annual
MISSION POSSIBLE...
A Community Prepared

FREE PUBLIC EVENT
Saturday, April 1, 2006
10 a.m. - 4 p.m.

City of Orlando Citizen Corps and Medical Reserve Corps are partnering with the American Red Cross, and Orange County Citizen Corps, for the *Third Annual Mission Possible... A Community Prepared*, which will take place at the UCF Downtown Campus (30 W. Pine St.). This is a **FREE public event** for individuals and families to receive training and prepare for a hurricane or other disaster through five 20-minute interactive presentations. Participants will receive hands-on training in the five disaster preparedness steps:

1. **Make a plan** 4. **Volunteer**
2. **Build a kit** 5. **Give blood** (optional)
3. **Get trained**

Sessions begin at 10 a.m., then every half hour until 1:30 p.m. and last approximately two and one half hours.

Space is limited, so please RSVP by contacting Jennifer Njenga at 407-894-4141 ext.5630 or jennifern@centralfl-redcross.org by March 27.

medica reserve corps
City of Orlando
ORLANDO citizen corps
American Red Cross
of Central Florida
Together, we can save a life
ORANGE COUNTY citizen corps
United Communities Preparing the Future
UCF REGIONAL CAMPUS DISTRICTS
cingular
HUGHES
NEWS

- Public Health Initiatives
 - Health Education
 - Health Screenings
 - Immunizations
- Emergency Preparedness/Response
 - Strategic National Stockpile
 - Medical/Functional Needs Sheltering
 - Alternate Care Facilities
 - Community Preparedness Activities
 - First Responder Rehab

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The Importance of Role

- Determining the MRC's role(s) drives planning for
 - How many, what kind of volunteers
 - Recruiting, screening, training, activation, retention and recognition
 - Sustainability

Volunteer Roles

- MRC leadership
- Medical care, vaccinations, medication dispensing
- Health education as part of a local public health initiative
- Counseling for victims, families and responders
- Preparedness education
- Administrative, logistical and communications support

Leadership

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Leadership – External Coordination

- External Coordination – working with community partners to build the MRC unit and integrate it into the response structure

Leadership – Internal Coordination

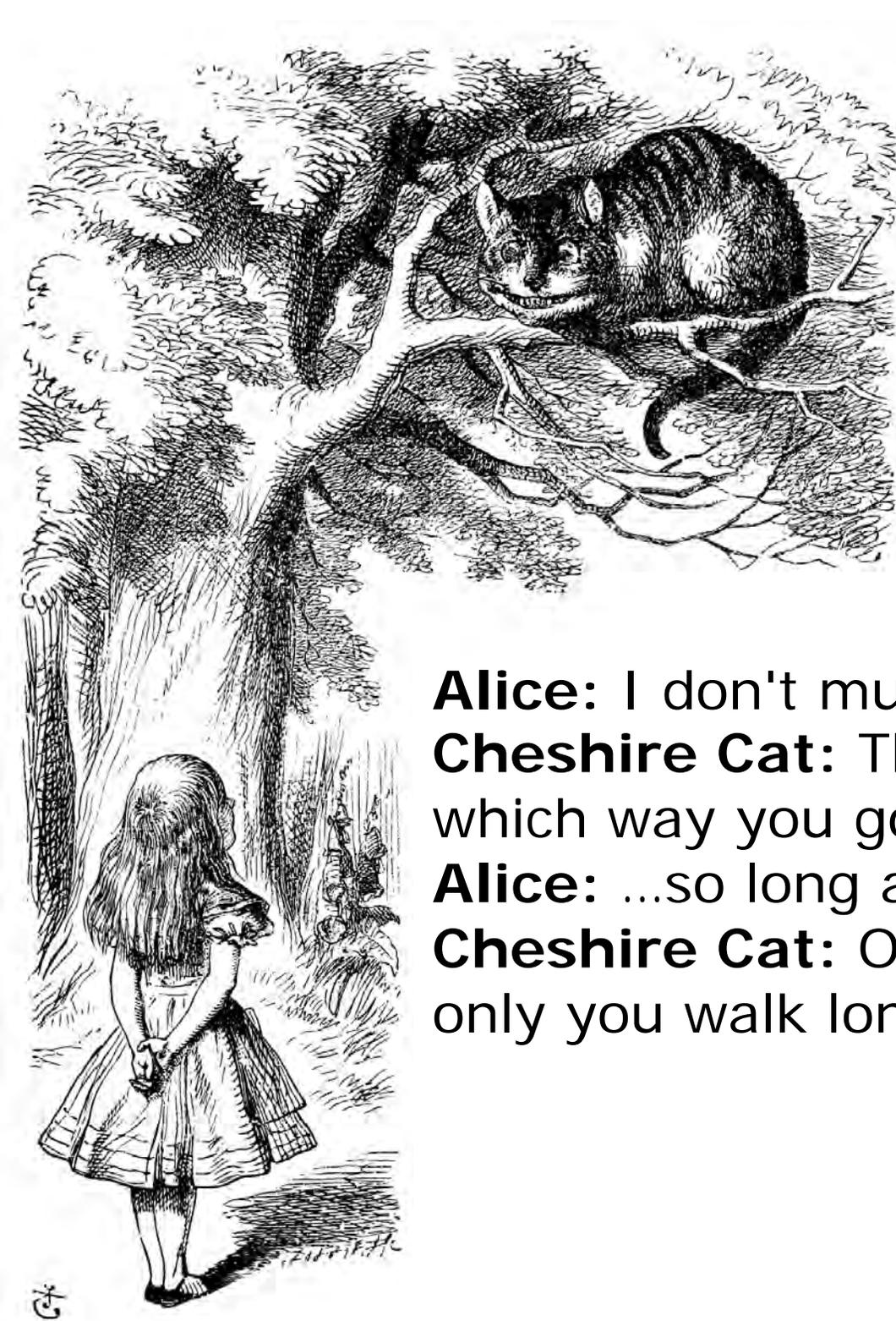
- Internal Coordination – the activities needed on a daily basis to maintain the unit
- Internal coordination can involve a combination of staff, volunteers, interns and others

Models of Unit Leadership

- Advisory Boards – broad stakeholder representation builds buy-in, sustainability
- Board of Directors – more formal, (constitutes the legal leadership of a nonprofit organization)
- Balancing direction between housing agency and stakeholders/partners

Roadmap

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Alice: Would you tell me, please, which way I ought to go from here?

Cheshire Cat: That depends a good deal on where you want to get to.

Alice: I don't much care where.

Cheshire Cat: Then it doesn't much matter which way you go.

Alice: ...so long as I get somewhere.

Cheshire Cat: Oh, you're sure to do that, if only you walk long enough.

Roadmap – Determining How To Achieve the Vision

- Vision is your destination
- Leadership can guide the unit
- Direction is needed in order to reach the vision

Strategic Planning and Self-Evaluation

- 1. Get ready**
 - 2. State your mission and vision**
 - 3. Assess the situation**
 - 4. Develop goals, objectives, and strategies**
 - 5. Complete a written plan**
- 1. Review your strategic plan and logic model**
 - 2. Define relevant measures**
 - 3. Identify data sources**
 - 4. Data collection and analysis**
 - 5. Interpret the data and report the findings**

More information: <http://www.medicalreservecorps.gov/SelfEvaluationTools>

Recruiting

- Identifying pools of volunteers based on unit role
- Developing messages
- Facilitating easy sign-up and prompt communication
- Collecting data
- Verifying credentials

Source: Enhancing Public Health Preparedness: Exercises, Exemplary Practices, and Lessons Learned, Phase III. Ricci, Karen et al. RAND Corporation

Retention

- Frequent contact
- Recognition
- Using existing volunteers to recruit new volunteers and provide other program support
- Flexibility
- Training incentives
- Current contact information

Source: Enhancing Public Health Preparedness: Exercises, Exemplary Practices, and Lessons Learned, Phase III. Ricci, Karen et al. RAND Corporation

Technical Assistance Assessment

- Guided discussion about an MRC unit's technical assistance needs
- Priorities for organizational development and resources and tools to support the unit
- MRC Program Office identifies areas in which resources need to be identified or developed
- Regional Coordinator contacts each unit to work through the assessment tool

More information: <http://www.medicalreservecorps.gov/TAAssessment>

Questions?

Break

Building an MRC



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Community Buy-In and Participation

- Find and recruit supportive organizations
- Can they fund the development
- Capitalize on relationships
- Spread the word wherever possible

Community Buy-In and Participation

VOLUNTEER

WE NEED MEDICAL & NON-MEDICAL VOLUNTEERS:

- Doctors
- Nurses
- Dentists
- EMT - Basics and Paramedics
- Pharmacists
- Respiratory Therapists
- Counselors and Clergy
- Social Workers
- Translators
- Administrators
- Communication Specialists

UPPER MERRIMACK VALLEY
Medical Reserve Corps
Billerica • Chelmsford • Dracut
Lowell • Tewksbury • Tyngsboro • Westford

Contact us to reserve your space in one of our free Information Sessions:

Thursday, May 24
or
Tuesday, June 19
7:00 to 9:00 p.m.

Millennium School Offices
25R Depot Street
(behind Abbot School)
Westford, MA 01886

Practicing and retired volunteers welcome.
To learn more and sign up, visit:

www.UMVMRC.org

Medical Reserve Corps:
Volunteers Building Strong, Healthy, and Prepared Communities.

medical reserve corps 

Lead Agency: Westford Board of Health
55 Main Street, Westford, MA 01886
978-399-2549

UPPER MERRIMACK VALLEY MRC

UMVMRC is recognized by the Office of the Surgeon General

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Who Are Your Partners and Stakeholders?

- Draw upon existing wealth of the community
- Think outside the box in establishing new relationships

Building Partnerships

- Leverage relationships
- Be visible
- Provide a service
- Utilize existing campaigns
- Become a recognized resource

Integrating Unit into Local & State Emergency Response Plans

- Become LEPC member
- Know response organizations
- Integrate with CEMP
- Work with state partners
- Share credentialing/ training requirements
- Integrate with ESAR–VHP
- Assist at events

Framework of Policies and Procedures

MRC Unit Administration

- Information Management
 - Ease of sign-up
 - Availability of up-to-date information
 - Tracking credentialing and training
- Updating Profile
 - MRC Coordinator and Director
 - Quarterly updates
- Unit Leader Transition

MRC Unit Administration

- Local activation plans
 - Who activates
 - Who contacts volunteers
 - What information is shared
 - Activation-specific paperwork
- Integration into ESAR-VHP
 - State-level credentialing
 - Ideally a tool for information management

Risk Management

- Protect
 - Those you serve
 - Your volunteers
 - Your organization
- Identify and evaluate risks
- Avoid, prevent, reduce or finance
- Liability protection

Incorporating Risk Management

- Volunteer Selection
- Preparing Volunteers for their Roles
- Appropriate Activation of Volunteers
- Protection of Safety and Well Being
 - Those you serve
 - The volunteers

Liability Issues

- Liability protection varies by state
 - Good Samaritan Laws
 - Emergency Management Acts
 - Uniform Volunteer Health Professional Acts
 - Other state programs
 - “Temporary unpaid employees” or “reservist” programs
- No law or policy covers everything

Policies and Procedures - Summary

- Consistency is Key
 - Screening
 - Training
 - Activation
 - Volunteer management activities
- Policy and Procedure should support your mission by providing consistency

Resources

Elements of Sustainability

- Internal capacity
- Strategic planning and implementation
- Financial security
- Integration of efforts
- Communication
- Community champions
- Demonstrated value

Knowledge Resources

- MRC Network
- Technical Assistance Series
- Promising Practices
- Regional and State Technical Assistance
- Conferences
- Other

Education and Training

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MRC Core Competencies

What:

- Central Starting Point
- NOT the limit
- EVERY volunteer

Why:

- Developmental Starting Point
- Credibility
- Interoperability

MRC Core Competencies: The History

- OSG/NACCHO Partnership and Expert & Stakeholder Work Group (2005)
- MRC Core Competencies introduced at the 2006 National Leadership Conference
- Core Competencies Matrix provided at the 2007 National Leadership Conference

Core Competencies

OFFICE OF THE SURGEON GENERAL

April 2007

MRC Core Competencies Matrix



PROLOGUE

The Medical Reserve Corps Core Competencies Matrix is a suggested guide for training MRC volunteers at the local level.

Core Competencies represent the baseline level of knowledge and skills that all MRC volunteers should have, regardless of their roles within the MRC unit. Because the core competencies establish only a minimum standard, units may choose to expand on the competencies in order to train volunteers at a more advanced level. Units may also choose to link the MRC core competencies to other existing sets of competencies for health professionals.

The Competencies Matrix presents a "menu" of options to guide MRC unit leaders. Leaders may choose trainings from the matrix, use other trainings not listed in the matrix, or create their own unit-specific trainings based on the competencies.

Utilizing the competencies makes interoperations between MRC units more efficient by providing a "common language" in which units can communicate their volunteers' capacities to each other and to partner organizations.



Core Competencies represent the baseline level of knowledge and skills that all MRC volunteers should have, regardless of their roles within the MRC unit.



CORE COMPETENCIES MATRIX

The Core Competencies Matrix is organized into the following categories:

Domains are groups of competencies related to a certain topic. The domains may help you conceptualize how the competencies relate to one another. One training may cover one or all of the competencies within a domain.

- *Specific Competencies* are the demonstrable skills an individual should have in order to be activated as an MRC volunteer.
- *Knowledge, Skills, and Attitudes* break the competencies down into measurable actions a volunteer should be able to perform in order to be considered "competent" in an area.
- *Suggested Trainings/Tools* are recommended trainings, most of which are available on-line, free of cost, that will enable volunteers to meet the competencies. These trainings are not required, nor is this list comprehensive; rather it is a starting point for unit leaders to consider available trainings.
- *Assessment* is a suggested method for unit leaders to assess whether a volunteer has fulfilled a competency. All competencies may be observationally assessed in the context of exercises or drills in which the unit participates.

MRC Core Competencies

1. Describe the procedure and steps necessary for MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.
2. Document that the MRC member has a personal and family preparedness plan in place.
3. Describe the chain of command (e.g., Emergency Management Systems, ICS, NIMS), the integration of the MRC, and its application to a given incident.

MRC Core Competencies

4. Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.
5. Describe the MRC member's communication role(s) and processes with response partners, media, general public, and others.
6. Describe the impact of an event on the mental health of the MRC member, responders, and others.

MRC Core Competencies

7. Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting, and deactivation.
8. Identify limits to own skills, knowledge, and abilities as they pertain to MRC role(s).

Benefits

- New MRC's have a safe and solid foundation to start from
- Existing MRC's have an objective frame work to guide them
- Can be applied to both Public Health or Emergency Management
- Can be translated to the local level
- Ongoing evaluation tool

MRC Core Competencies Matrix

- Domains
- Specific Knowledge, Skills, Attitudes
- Suggested Trainings/Tools
- Assessment/Evaluation

Additional Training Issues

- Local Needs
- Job Specific Skills
- Level of Expertise
 - Novice - Aware
 - Intermediate - Knowledgeable
 - Expert - Proficient
- Just – In – Time Training
- Management Training

Training Strategies

- Classroom
- Exercises and drills
- Independent study
 - Traditional
 - Computer aided
 - On-line
- Webcast
- On-line interactive



Volunteers Building Strong, Healthy, and Prepared Communities





MRC-TRAIN

Volunteers Building Strong, Healthy, and Prepared Communities

MRC-TRAIN

- History
 - OSG/MRC bought into the TRAIN philosophy of a shared training network
 - Liked the idea of tracking information through one mechanism
 - Launched – 1/06

MRC-TRAIN

- Goal
 - To serve as a optional learning management system for MRC nationwide
 - To help make connections between local MRC leaders and states
 - To promote MRC Core Competencies

MRC-TRAIN

- MRC Directors/Coordinators = TRAIN Coordinators
- Grouping Structure – National – Regional - State – Local
- Challenge - Local MRC Coordinator/TRAIN Administrator Turnover

MRC-TRAIN Questions: mrcsupport@train.org

MRC-TRAIN Stats

- 7,164 learners
- 36 approved course providers
- 732 MRC Units
- Over 155,000 MRC Volunteers

What is the potential???

Training and Education Summary

- MRC Core Competencies
 - The Starting Point
- MRC-TRAIN
 - Powerful Tool for Members and Leaders
- Conference
 - Sessions and Networking

Questions?