

Virginia Medical Reserve Corps



Utilizing MRC Volunteers to Augment Health District Operations

Mike Magner, State Volunteer Coordinator
Virginia Department of Health

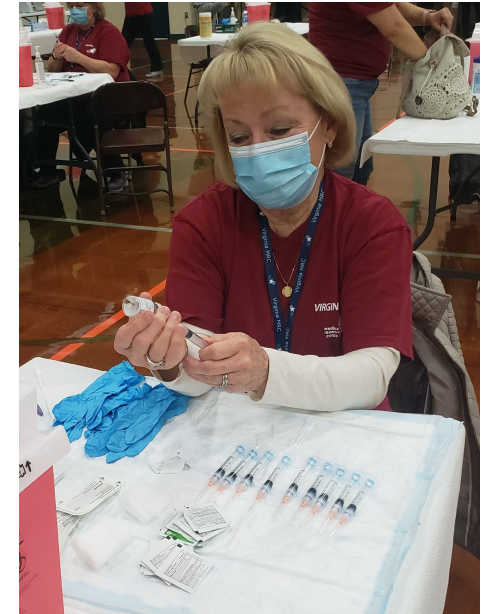
VIRGINIA



Office of
**Emergency
Preparedness**

Agenda

- ★ MRC Program in Virginia: a BRIEF history
- ★ Myths and Misconceptions About MRC
- ★ MRC Response Activities - Typical & Atypical
- ★ COVID-19 Response
- ★ New MRC State Level Initiatives
- ★ MRC State/Regional Team Reorganization
- ★ Wrap-Up/Parting Thoughts
- ★ Questions & Answers



VIRGINIA



Office of
**Emergency
Preparedness**

A *BRIEF* History of MRC in Virginia

- ★ National MRC program began in 2002 in Response to 9/11 and anthrax attacks Oct 2001
- ★ The Virginia MRC program started in September 2003 with 12 units, and presently expanded to 25 units
- ★ Virginia Board of Health Declaration of Interest in the MRC Program in 2005
- ★ In 2006, the Virginia Law began providing MRC with Risk Management Liability Coverage

VIRGINIA



Office of
**Emergency
Preparedness**

VA MRC Mission

Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.



VIRGINIA



***Volunteers Protecting
Virginia's Health***

Office of
**Emergency
Preparedness**

Myths and Misconceptions About MRC

1. Volunteers are not reliable; won't show up when needed most
2. Volunteers can't be trusted; will need constant supervision
3. Volunteers are "medically vulnerable"; mission is too risky
4. Volunteers are untrained (*for this mission*)
5. There are no qualified volunteers in my District
6. Situation is too urgent; don't have time to deploy volunteers

VIRGINIA



Office of
**Emergency
Preparedness**

VIRGINIA



DEPLOYMENT ACTIVITY



26,063
DEPLOYED



12,184
MEDICAL



13,879
SUPPORT

Deployed = unique
volunteers deployed since Jan 2020

VIRGINIA

MEDICAL RESERVE CORPS

The volunteer program of the Virginia Department of Health



VA MRC DEPLOYMENT IMPACT

January 2020 - June 2022



838,814

Service and
Training Hours

86%

Service Hours
COVID Focus

224%

Deployable Growth



\$25.8MIL

Workforce Savings

VIRGINIA



Myth #1

★ Volunteers are not reliable; won't show up when needed most

BUSTED

VIRGINIA



Office of
**Emergency
Preparedness**

MRC Volunteer Application Approval

- ★ Prospective MRC Volunteers complete an application form at www.vamrc.org and submit:
 - Profile Picture
 - Contact Information
 - Driver's License information
 - Medical License/Credentials, if applicable
- ★ Medical credentials are checked against DHP database
- ★ Volunteer completes Orientation (online or in-person)
- ★ Background Investigation is initiated (Same standards as VDH Employees)
- ★ Once BI results approved, provided a Volunteer Identification Badge and is now a “Deployable” MRC Volunteer



VIRGINIA



Office of
**Emergency
Preparedness**

Myth #2

- ★ Volunteers can't be trusted; will need constant supervision

BUSTED

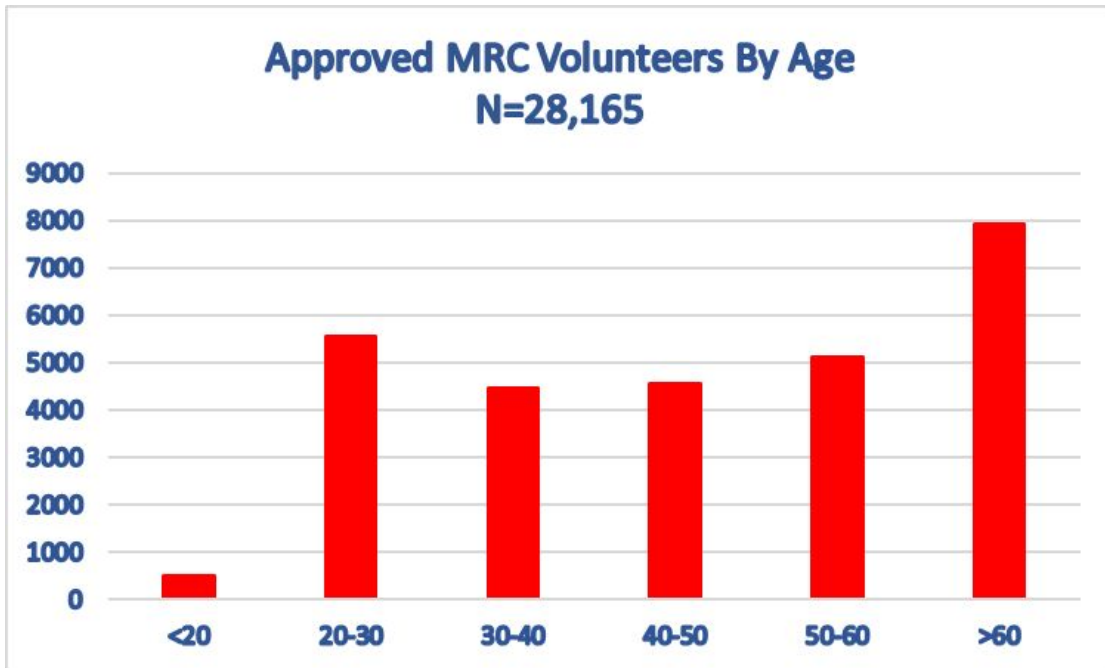
VIRGINIA



Office of
**Emergency
Preparedness**

MRC Volunteers: Age Distribution

★ Average Age: 47.7; Median Age: 47.9



VIRGINIA



Office of
**Emergency
Preparedness**

Myth #3

★ Volunteers are “medically vulnerable”; mission is too risky

BUSTED

VIRGINIA



Office of
**Emergency
Preparedness**

MRC Volunteer Training

- ★ All deployable MRC Volunteers have medical credentials check, background investigation and orientation training
- ★ TRAIN Virginia Accounts
- ★ Additional Training Plans
 - Vaccine Competency (Same as PHNs)
 - Case Investigator Training Plan (#5804)
 - VDH Shelter Training for Nurses
 - Fit Testing Train-the-Trainer
 - REVIVE
- ★ MRC Unit Specific Training
- ★ Statewide MRC Training
- ★ Just-in-Time Training



VIRGINIA



Office of
**Emergency
Preparedness**

Myth #4

★ Volunteers are untrained (*for this mission*)

PLAUSIBLE

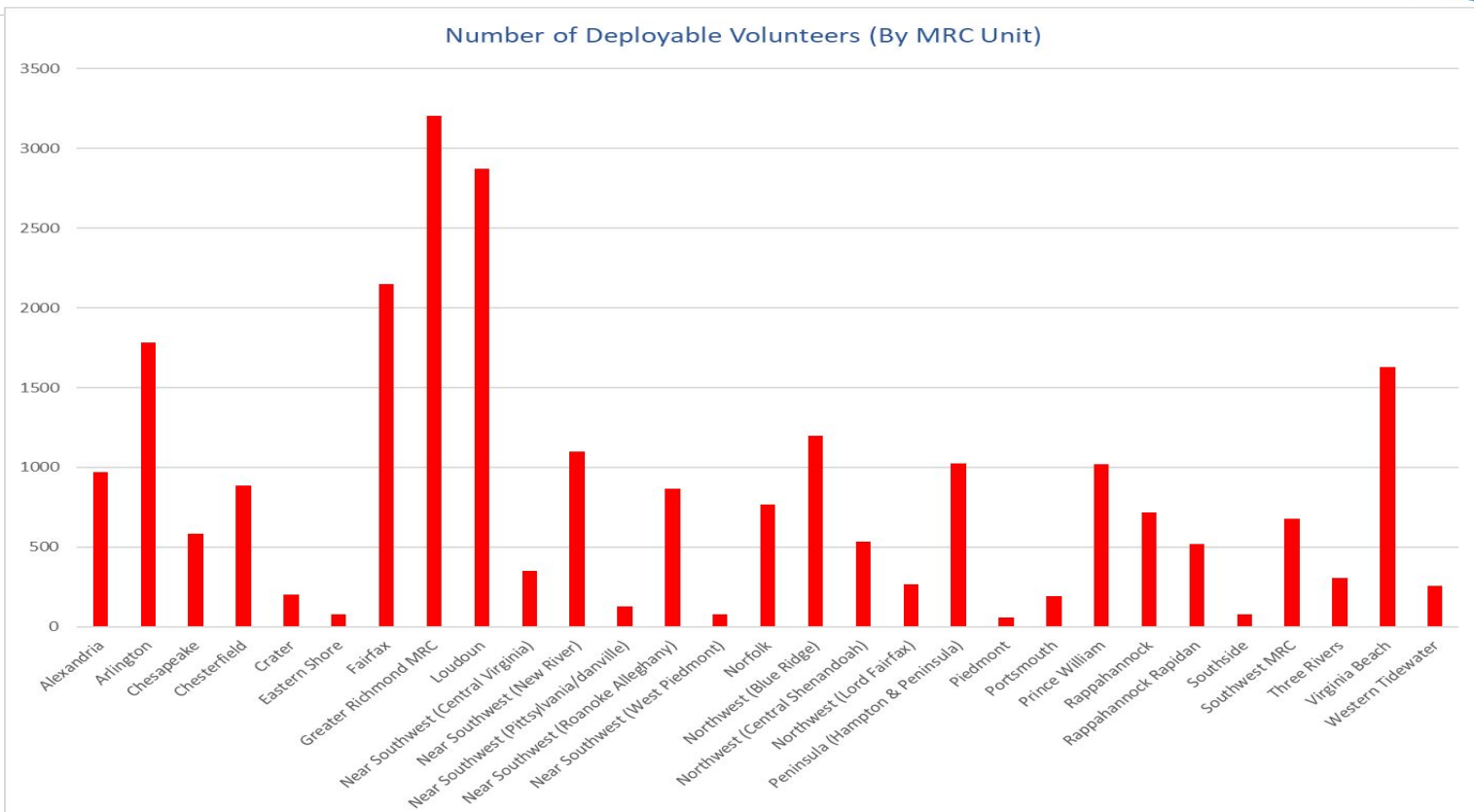
...But there is a Solution to that!

VIRGINIA



Office of
**Emergency
Preparedness**

MRC Volunteer Numbers (as of Aug 2022)



VIRGINIA



Myth #5

- ★ There are no qualified Volunteers in my District.

BUSTED

VIRGINIA



Office of
**Emergency
Preparedness**

VVHS: www.vamrc.org/vvhs

Secure | <https://vvhs.vamrc.org/?fw1pk=1>

VIRGINIA



Welcome To The Virginia Volunteer Health System

[Home](#) [Volunteer](#) [FAQs](#) [Contact Us](#)

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

[Register as a New Volunteer](#)

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [? Frequently Asked Questions](#)
- [✉ Contact Us](#)

Please Sign In

[Sign in](#)

[Trouble Logging In?](#)

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via [Contact Us](#).

Some VVHS Features

- ★ Volunteers self-register and can update their own contact information to keep it current
- ★ MRC Unit Coordinators can assign Volunteers to Roles and Groups to enable rapid deployment of trained and ready volunteers for specific jobs
- ★ VVHS has a built-in, rapid, mass alerting system similar to HAN/Everbridge
- ★ Volunteers can select their own shifts
- ★ Unit Coordinators can quickly compile shift rosters

VIRGINIA



Office of
**Emergency
Preparedness**

Myth #6

- ★ Situation is too urgent; don't have time to deploy volunteers

BUSTED

VIRGINIA



Office of
**Emergency
Preparedness**

"Typical" MRC Missions

- ★ POTs & PODs
- ★ Call Centers
- ★ Public Health Outreach
- ★ First Aid Stations
- ★ Exercise Support
- ★ Entryway Health Screening



VIRGINIA



Other Common MRC Missions

- ★ Health Department Clinics
- ★ Child Car Seat Inspections
- ★ NARCAN Training
- ★ Case/Contact Tracing
- ★ Shelters



VIRGINIA



Office of
**Emergency
Preparedness**

Less Typical MRC Missions

- ★ FRCs/FACs
- ★ Backfill Hospitals/LTCFs
- ★ Translate/Interpret
- ★ Health Ambassadors



VA MRC is Responsive, Adaptive, and Flexible!

VIRGINIA



Office of
**Emergency
Preparedness**

MRC Support to External Organizations?

- ★ Feasible?
- ★ Appropriate?
- ★ Safe?
- ★ Liability?
- ★ Written Agreement?



VIRGINIA



Office of
**Emergency
Preparedness**

2021 VA MRC Program Impact



574,862 hours of volunteer support in 2021



94%

of service hours supported
Local Health Departments

6%

remaining service
support hours



Remaining Support Detail

- Church/School/University - 4.85%
- Federal Partners - 0.55%
- Free Clinics/LTCF/Private Providers - 0.06%
- Hospital - 0.06%
- Local Business/Community Partner - 0.38%
- MRC Program - 0.19%

VIRGINIA



Office of
**Emergency
Preparedness**

'20-'21 Volunteer Management

- ★ 15,556 Applications Reviewed
- ★ 24,663 Background Checks Completed
- ★ 18,416 Volunteer Identification Distributed
- ★ 12,860 Volunteers Oriented
- ★ 8,815 Alerts Sent



VIRGINIA



Office of
**Emergency
Preparedness**

VA MRC: State Team Restructuring



Expanding Impact, Going Regional

- ★ Local Support for Unit Coordinators and LHDs
- ★ Execute Regional Initiatives
- ★ Build Network and Relationships



Growth = Support

- ★ Deployability increased over 224%
- ★ Endless Opportunities
- ★ Local, State, and National Awards



Deployments & Initiatives

- ★ Emergency Response
- ★ Special Events
- ★ Ongoing Support

VA MRC: Past, Present & Future



Public Health

Health Clinics, Public Health Education,
Community Health Initiatives,
Administrative & Logistic Support



Emergency Response

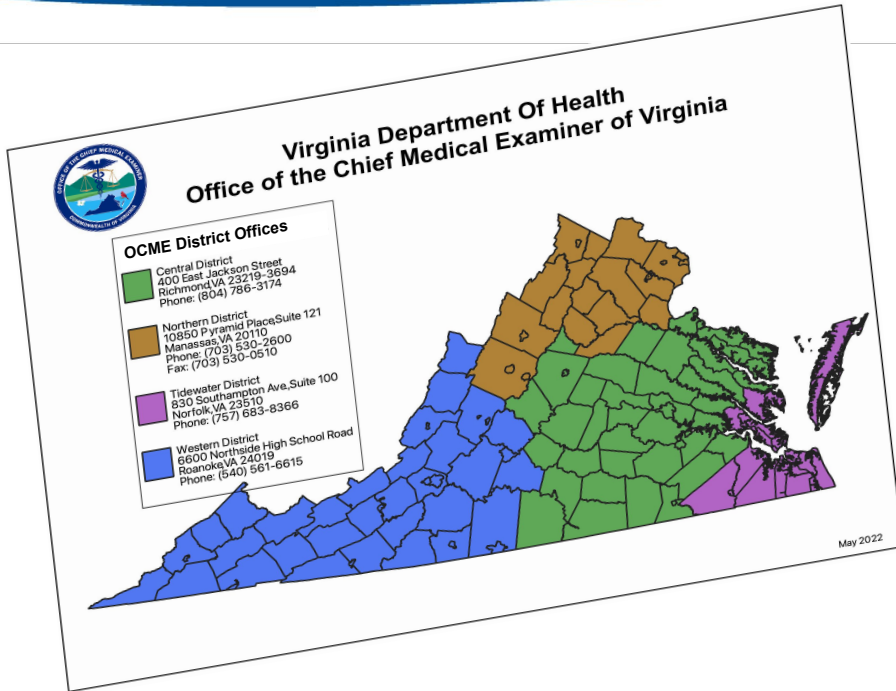
Disease Outbreaks, Sheltering
Operations, Opioid Epidemic, Mass
Casualty Events, OCME Partnership



Future Endeavors

DSS Partnership
Rad Response Teams
HAM Radio Teams
Digitalization Project

MRC & OCME Partnership



OCME requested assistance from MRC volunteers to help maintain daily operations across the commonwealth.

- ★ Roanoke
- ★ Richmond
- ★ Manassas
- ★ Norfolk

VIRGINIA



Office of
**Emergency
Preparedness**

OCME Volunteer Positions



Support Roles for Non-Mass Fatality Events

Name	Description	Working Unit	Essential Responsibilities/ Activities
Medicolegal Death Investigator Assistant	Assist MDIs with medical and LE record requests, answering/responding to specific phone calls (FHs, family members, non-DOA cases). Administrative Tasks	MDI	Manage files, request medical records, etc.
Administrative Assistant	Assist admin with filing, answering phones, processing requests.	Admin	Processing Documents & Requests, special projects; assort library records.
Autopsy Assistant	Assist forensic autopsy technicians and forensic pathologists with daily operations. Assist the morgue with taking photography. Assist technicians with organization of toxicology and supplies and restock of the morgue area.	Morgue Services	Cleaning, organizing, re-stocking, body manipulation (assist in autopsies), administrative task, file organizing. Laundry, assist in body release.

VIRGINIA



Office of
**Emergency
Preparedness**

MRC State Team

- ★ State Level Direction and Program Support
- ★ Align MRC Program Goals with VDH Goals
- ★ Use data to inform leadership and stakeholders



Mike Wagner



Lara Cash



Karrie Carlsen

VIRGINIA



MRC Regional Coordinators

- ★ Direct support to MRC Units & LHDs
- ★ Support regional efforts
- ★ Coordinate regional deployments



Abigail Hobbs



Kate Bausman



Madison Davis



Rebecca Chester

VIRGINIA



In Conclusion...

VA MRC is...

- ★ Over 24,000 Strong
- ★ Adaptive and Flexible
- ★ Ready to support Public Health

"There is no job too important to entrust to a Volunteer."



If you had 40 more employee hours a week, what could you accomplish?

VIRGINIA



Office of
**Emergency
Preparedness**