

Volunteers Building Strong, Healthy and Prepared Communities



# Florida Medical Reserve Corps Network Program

## Strategic Plan

2011 to 2013

January 2011



## Trends and Conditions

Established in 2002, the Medical Reserve Corps (MRC) is administered by the Federal Office of the Civilian Volunteer Medical Reserve Corps (OCVMRC) and sponsored by the Office of the U.S. Surgeon General. Citizen Corps, a national network of volunteers dedicated to ensuring hometown security, is a partner program with the MRC. AmeriCorps, Citizen Corps, Peace Corps and the Senior Corps, are all part of the President's USA Freedom Corps. The USA Freedom Corps is an office of the White House, created to strengthen and expand volunteer services.

The Florida Department of Health established the Florida MRC Network in 2004. As of October 2010, there are 33 community based MRC Units serving 60 Florida Counties. The Florida MRC Network is comprised of medical and non-medical volunteers serving under the direction of the local County Health Department (CHD) Administrator/Director, Emergency Support Function Eight (ESF-8) - Public Health and Medical, and the Florida Medical Reserve Corps Network Program Office.

The Florida Medical Reserve Corps Network had 97% participation with either planning or response efforts during the H1N1 activation. The value of MRC Volunteer services provided exceeded \$500,000 and over 10,000 service hours. During H1N1, as part of the Public Health response, teams of local MRC Volunteers had to be quickly and efficiently mobilized and implemented. Their dedication to augment existing medical services during the H1N1 activation led to significant measurable results.

The State Emergency Responders and Volunteers of Florida (SERVFL) registry became operational in October 2007. SERVFL is used by local and state SERVFL Administrators to create missions, credentialing, ID cards, and activation/deployment of MRC Volunteers and specific Florida Department of Health ESF-8 Responders.

SERVFL has approximately 14,330 accounts (both MRC Volunteers and ESF-8 Responders) as of October 2010. The top 10 health/medical professionals registered in SERVFL are Registered Nurses, Physicians, Certified Nursing Assistants, Licensed Practical Nurses, EMT-Basic, Advanced Registered Nurse Practitioners, Massage Therapists, Paramedics, Pharmacists, and Mental Health Counselors.

The top 10 non-health/medical professionals registered in SERVFL are Management, Administrative Assistants, Teachers, Clerical, Accountants, Fire Fighters, Bookkeeping, Accounting or Auditing Clerks, Secretaries, Military, and Social and Community Service Managers.

The Florida Medical Reserve Corps Network is always looking for Medical and Non-Medical Volunteers that want to join our team by registering at [www.servfl.com](http://www.servfl.com).

# Florida MRC Network Program Vision, Mission, Strategic Priorities, MRC Program Goal, and Values

VISION	The Florida MRC Network Program will exceed program expectations and be ready to effectively respond when needed
MISSION	To augment local community health and medical services staff with pre-identified, trained and credentialed MRC volunteers
STRATEGIC PRIORITIES	Volunteer and Leadership Development; Training and Exercising; Preparedness and Response; Sustainment of the Volunteer Management System; and MRC Regional Plan Development and Implementation
MRC PROGRAM GOAL	Ensure through collaboration, training, and exercising that MRC volunteers; in the Florida MRC Network Program are ready to respond
VALUES	Integrity; Commitment to Volunteer Service; Excellence; Teamwork

## Florida MRC Network Program Five Operational Goals and Supporting Local Strategies

### Goal 1: Ensure a skilled MRC volunteer workforce

**Objective 1.1: By December 31, 2013, ensure a skilled MRC volunteer workforce to provide defined services based on the applicable MRC Volunteer Job descriptions**

- Assess needs and allocation of resources
- Identify ancillary support roles through collaboration, training and exercises with community and healthcare partners as defined within the Local MRC Unit Training and Exercise Plan

#### **Implementation of Strategies**

Providing a skilled MRC workforce will ensure a more effective and comprehensive deployment of MRC Volunteers who have successfully completed mandatory MRC training courses (IS/ICS 100 and 700 courses as defined and MRC Core Competencies)

MRC Volunteers will participate in training and exercises with other community and public health partners utilizing the established ICS Structure and MRC Volunteer Job Action Sheets.

A comprehensive training and exercise plan, based on identified community needs, provides clear direction and assists in determining how the proposed training can best meet the local needs of the MRC Unit.

## **Goal 2: Maintain the SERVFL (ESAR-VHP) registry**

### **Objective 2.1: Through December 31, 2013, enhance the SERVFL (ESAR-VHP) registry to effectively support Florida's disaster planning and response**

- Educate and train MRC Volunteers to use SERVFL through missions, meetings, trainings and exercises posted within the registry
- Exceed ESAR-VHP federal requirements

#### **Implementation of Strategies**

The SERVFL application will continue to be expanded, broadening its capabilities to mission and track MRC Volunteers, to better meet the needs of local MRC Units and the State MRC Network Program Office.

Training opportunities will be offered to the program users as SERVFL program enhancements are implemented.

Federal ESAR-VHP required performance reports are submitted annually by the State ESAR-VHP Coordinator to ensure that program requirements are being met and where possible exceeded.

The State Emergency Responders and Volunteers of Florida (SERVFL) State Registry Administrator will schedule tests and exercises utilizing identified SERVFL components that will require local MRC Coordinator participation.

## **Goal 3: Provide MRC support to CHDs and ESF-8**

### **Objective 3.1: By December 31, 2013, align local plans and activities to provide MRC support to the local County Health Departments (CHDs) and Emergency Support Function 8 (ESF-8)**

- Assist public health partners through expansion of collaborative efforts for planning, training, and exercising
- Support Florida's local CHDs during an all hazards response through augmentation of CHD staff
- Support Florida's Emergency Response Team, ESF-8 - Health and Medical Efforts, when activated

#### **Implementation of Strategies**

Requests received for MRC Volunteer support from the CHD and ESF-8 is one measurable benchmark to the success of the Florida MRC Network. MRC Volunteers are not activated/deployed until the CHD Director/Administrator has been provided with the mission specifics and has given approval.

MRC Unit Action Plans are a collaborative effort between the Local CHD Director/Administrator and the local MRC Coordinator, with input as needed from the CHD Public Health Preparedness Planner and public health partners. The Florida MRC Network Program Office annually reviews all MRC Action Plans and provides technical assistance to the local MRC Coordinators upon request.

## **Goal 4: Increase the number of MRC Volunteers**

### **Objective 4.1: By December 31, 2013, increase the number of MRC Volunteers through Regional and Local MRC recruitment and mentoring efforts**

- Implement local and regional MRC recruitment events
- Increase the number of MRC mentors
- Consider every event that includes MRC Volunteer Services as a MRC recruitment opportunity

#### **Implementation of Strategies**

A comprehensive MRC recruitment and advertising program, which includes planned participation in community events, provides opportunities to enhance recruitment of volunteers and increases the awareness of the Florida MRC Network.

The expansion of the MRC Mentor Program is based on pairing established MRC Coordinators who have demonstrated and met program benchmarks with new MRC Coordinators. Their collaboration should result in the expansion of the Florida MRC Network.

## **Goal 5: Increase Florida's MRC Network representation**

### **Objective 5.1: By December 31, 2013, increase Florida's MRC Network representation, collaboration, visibility and influence at the Local, Regional, State and National levels**

- Identify and participate on committees and groups that are important to the continued growth of the Florida MRC Network
- Increase Local, Regional, State, and National MRC points of contact to align preparedness, planning and response efforts.
- Provide input into policy decisions that could impact the expansion of the Florida MRC Network at the Local, Regional, State, and National levels.

#### **Implementation of Strategies**

Regional plans need to be enhanced to focus on how Florida MRC Units will interact within the same Region when responding to a catastrophic event. This pre-planning effort will provide a more effective and efficient response and use of limited resources and leverage resources and partnerships to represent local, regional, state MRC efforts. This will provide opportunities to share Florida's MRC network best practices and successes while providing insight from our MRC partners for the future growth and alignment of the program.

## **Measuring Performance**

The Florida MRC Network has three key indicators that measure the success of the program. Performance measurement is needed to determine how resources are being allocated and how to continuously find ways to improve the Florida MRC Network Program. The performance measures will be reported from SERVFL and a MRC Dashboard with program indicators is updated quarterly for senior management.

Annual percentage increase of new MRC Volunteers

2009-10	2010-11	2011-12	2012-2013
25%			

Percentage of medical professionals registered in SERVFL with a primary Emergency Credential Level of Three (3) or Higher

2009-10	2010-11	2011-12	2012-2013
67%			

Total number of missions in SERVFL

2009-10	2010-11	2011-12	2012-2013
78			

Continued expansion of the Florida MRC Network Program will be contingent upon several factors: Ongoing ASPR grant funding for the Florida MRC Network Program that is provided to support local and state MRC Program needs, MRC program alignment with the mission of the local CHDs as it relates to MRC Volunteer activations/deployments, an increase in the number of MRC Volunteers that have completed the required training and are able to respond to Emergency and Non-Emergency MRC missions, sustainment of the SERVFL System Registry, and support from senior management and our public health partners at the state and local levels.

Anyone that wants to volunteer and meets our minimum program requirements, can register at [www.servfl.com](http://www.servfl.com) and become a part of the Florida MRC Network Program Team.