

PHEP Volunteer Management Performance Measures Overview

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Objectives

- ❑ **Describe the Volunteer Management performance measures (PM) and reporting requirements**
- ❑ **Explain the alignment of PMs to the functions**
- ❑ **Describe methods for PM implementation**
- ❑ **Understand the data monitoring strategy**
- ❑ **Understand how to put PMs into practice**

PHEP PM 15.1

- Measure:** The awardee health department has plans, processes, and procedures in place to manage **volunteers** supporting a public health or medical incident [Yes/No]

Measure Applies To:	Circumstances for Reporting:	For Response Only:	Other Considerations:
<input checked="" type="checkbox"/> States	<input type="checkbox"/> Annual Reporting	<input type="checkbox"/> Incident	<input type="checkbox"/> Optional
<input checked="" type="checkbox"/> Directly Funded Localities	<input checked="" type="checkbox"/> If PHEP Funds Allocated to the Capability or Contracts Plan *	<input type="checkbox"/> Exercise	<input type="checkbox"/> Accountability
<input checked="" type="checkbox"/> Territories or Freely Associated States	<input type="checkbox"/> If Emergency Response Required Use of this Capability, Regardless of Funding	<input type="checkbox"/> Planned Event	<input type="checkbox"/> Data Collected By

* BP1 EXCEPTION: Mid-Year Reporting Required in BP1 for Baseline Data, Irrespective of Funding

PHEP PM 15.2

- ❑ **Measure:** Proportion of PHEP-funded LHDs that have plans, processes, and procedures in place to manage volunteers supporting a public health or medical incident

Measure Applies To:	Circumstances for Reporting:	For Response Only:	Other Considerations:
<input checked="" type="checkbox"/> States	<input type="checkbox"/> Annual Reporting	<input type="checkbox"/> Incident	<input type="checkbox"/> Optional
<input type="checkbox"/> Directly Funded Localities	<input checked="" type="checkbox"/> If PHEP Funds Allocated to the Capability or Contracts Plan *	<input type="checkbox"/> Exercise	<input type="checkbox"/> Accountability
<input type="checkbox"/> Territories or Freely Associated States	<input type="checkbox"/> If Emergency Response Required Use of this Capability, Regardless of Funding	<input type="checkbox"/> Planned Event	<input type="checkbox"/> Data Collected By

** BP1 EXCEPTION: Mid-Year Reporting Required in BP1 for Baseline Data, Irrespective of Funding*

HPP-PHEP PM 15.1

- Measure:** Proportion of volunteers deployed to support a public health/medical incident within an appropriate timeframe

Measure Applies To:	Circumstances for Reporting:	For Response Only:	Other Considerations:
<input checked="" type="checkbox"/> States	<input type="checkbox"/> Annual Reporting	<input checked="" type="checkbox"/> Incident	<input type="checkbox"/> Optional
<input checked="" type="checkbox"/> Directly Funded Localities	<input type="checkbox"/> If PHEP Funds Allocated to the Capability or Contracts Plan	<input checked="" type="checkbox"/> Exercise	<input type="checkbox"/> Accountability
<input checked="" type="checkbox"/> Territories or Freely Associated States	<input checked="" type="checkbox"/> If Emergency Response Required Use of this Capability, Regardless of Funding *	<input checked="" type="checkbox"/> Planned Event	<input checked="" type="checkbox"/> Data Collected By: HPP and/or PHEP

** Mid-Year and End-of-Year Reporting Required, Irrespective of Funding*

PHEP Volunteer Management Measures: Alignment to Functions

- ❑ The PHEP Volunteer Management measures align to the following associated functions:

Measure	Coordinate volunteers (Function 1)	Notify volunteers (Function 2)	Organize, assemble, dispatch volunteers (Function 3)	Demobilize volunteers (Function 4)
PHEP 15.1	X	X		
PHEP 15.2	X	X		
HPP-PHEP 15.1			X	X

Reporting Requirements

❑ PHEP 15.1

- ❑ Applies to States, Directly Funded Localities, and Territories or Freely Associated States
- ❑ If PHEP Funds Allocated to the Capability Plan

❑ PHEP 15.2

- ❑ Applies to States with Local Health Departments
- ❑ If PHEP Funds Allocated to the Capability or Contracts Plan (to support local level work in this capability)

❑ BP1 Exception

- ❑ Mid-Year Reporting Required for Baseline Data, Irrespective of Funding

Reporting Requirements

❑ HPP-PHEP 15.1 Joint Measure

❑ Reporting for this measure is required:

- For all awardees
- At mid-year and/or EOY for BP1, as long as two data points are recorded
- Annually

❑ Awardees may report the numerator and denominator of this measure by incident, planned event or exercise at the state, sub-state regional or local level.

❑ Awardees should include at least two incidents/exercises/planned events

PHEP Volunteer Management Measures: Intent

- ❑ Why are these data important?**
 - ❑ Identify key chokepoints and bottlenecks which inhibit timely deployment of volunteers, including key planning elements which contribute to timely deployment**
 - ❑ Assess the timeliness of implementing key stages of volunteer management (from receipt of request to deployment)**

PHEP Volunteer Management Measures: How to Apply PHEP 15.1: (Awardee)

- ❑ In order for an Awardee to receive “Yes” it must have plans, processes, and/or procedures in place for all of the following elements:**
 - ❑ Receiving volunteers**
 - ❑ Determining volunteer affiliation, including procedures for integrating or referring non-registered or spontaneous volunteers**
 - ❑ Confirming volunteer credentials**

PHEP Volunteer Management Measures: How to Apply PHEP 15.1: (Awardee) (cont'd)

- ❑ **In order for an Awardee to receive “Yes” it must have plans, processes, and/or procedures in place for all of the following elements:**
 - ❑ Assigning roles and responsibilities to volunteers
 - ❑ Providing Just-in-Time Training for volunteers
 - ❑ Tracking volunteers
 - ❑ Out-processing volunteers

PHEP Volunteer Management Measures: How to Apply (PHEP 15.1)

Example 1: Centralized state without regional/district public health offices

- ❑ The awardee decides to build its volunteer management capability during BP1 and allocates PHEP funds to achieving this goal.
- ❑ At the beginning of BP1, the awardee meets with the state's Volunteer Coordinator (partially funded by PHEP) to discuss their planned activities for the year and PHEP PM 15.1.

PHEP Volunteer Management Measures: How to Apply (PHEP 15.1)

Example 1: Centralized state without regional/district public health offices

- ❑ During the meeting, the awardee and volunteer coordinator determine that they already have plans/procedures in place for 5 of the 7 PHEP 15.1 data elements.
- ❑ The awardee and volunteer coordinator decide they will develop procedures for the two missing elements during BP1.
- ❑ **Question: If the awardee completes plans/procedures for the final two missing elements for PHEP 15.1 during BP1, will they receive a “YES” for this measure?**

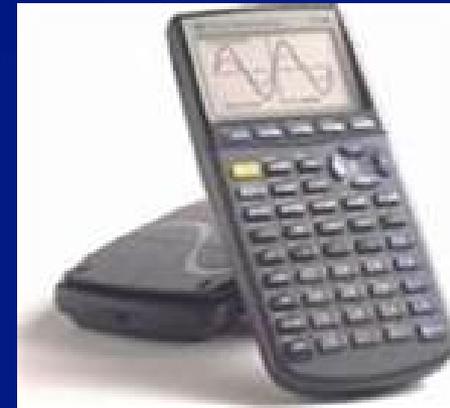
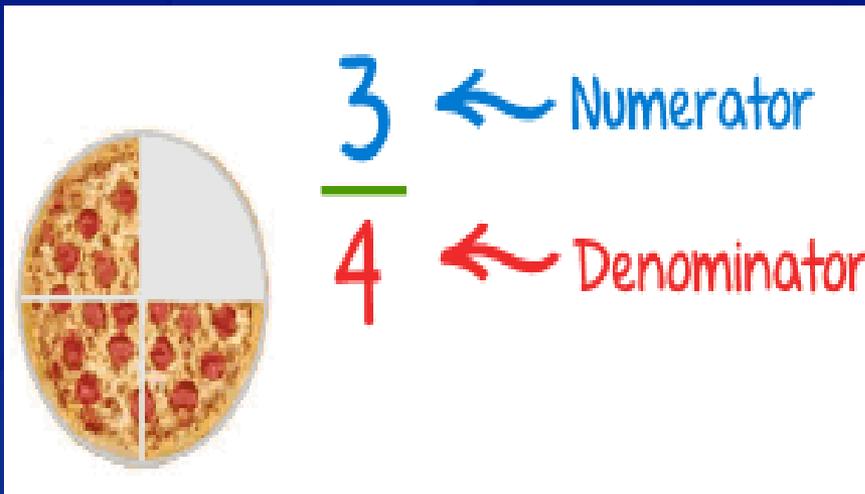
PHEP Volunteer Management Measures: How to Apply (PHEP 15.1)

Example 1: Centralized state without regional/district public health offices

- ❑ During the meeting, the awardee and volunteer coordinator discover that they already have plans/procedures in place for 5 of the 7 PHEP 15.1 data elements
- ❑ The awardee and volunteer coordinator decide they will develop procedures for the two missing elements during BP1.
- ❑ **Answer: Yes, the awardee will then have plans/procedures in place for all 7 of the needed data elements for PHEP 15.1**

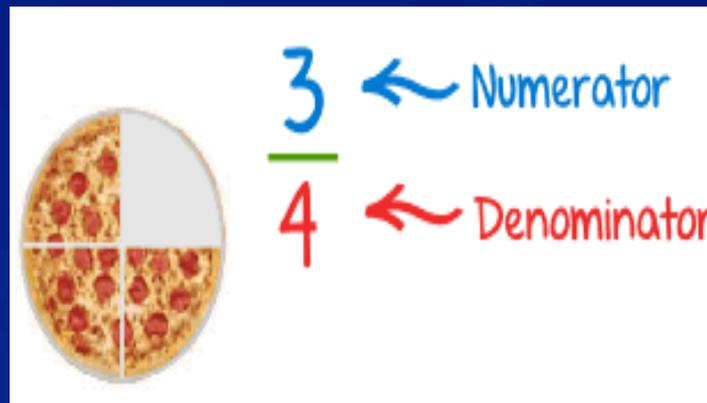
PHEP Volunteer Management Measures: How to Apply PHEP 15.2: (LHDs)

- A proportion metric has a numerator and denominator



PHEP Volunteer Management Measures: How to Apply PHEP 15.2: (LHDs)

- ❑ **Denominator = Number of LHDs funded to work on Volunteer Management**
- ❑ **Numerator = Number of LHDs funded to work on Volunteer Management that have addressed all of the Volunteer Management performance measure elements**



PHEP Volunteer Management Measures: How to Apply PHEP 15.2: (LHDs)

- ❑ For a LHD to be included in the numerator, plans and/or procedures must be in place for all of the following elements:**
 - ❑ Receiving volunteers**
 - ❑ Determining volunteer affiliation, including procedures for integrating or referring non-registered or spontaneous volunteers**
 - ❑ Confirming volunteer credentials**

PHEP Volunteer Management Measures: How to Apply PHEP 15.2: (LHDs) (cont'd)

- ❑ For an LHD to be included in the numerator plans and/or procedures must be in place for all of the following elements:**
 - ❑ Assigning roles and responsibilities to volunteers
 - ❑ Providing Just-in-Time Training for volunteers
 - ❑ Tracking volunteers
 - ❑ Out-processing volunteers

PHEP Volunteer Management Measures: How to Apply (PHEP 15.2: LHDs)

- ❑ Facilitate a collaborative planning meeting with LHDs funded to work on Volunteer Management at the start of the budget period.**



PHEP Volunteer Management (VM) Measures: How to Apply (PHEP 15.2)

Example 1: State with LHDs

- ❑ To build its VM capability in BP1, the awardee will allocate PHEP funds to 6 of its 10 LHDs to do VM-related work
- ❑ The goal for the end of BP 1 is for 3 of the 6 funded LHDs to address all of the 7 required elements
- ❑ However, at the end of BP 1 only 2 out of the 6 funded LHDs have all 7 of the required elements for meeting PHEP PM 15.2 in place.
- ❑ **Question: What is the numerator and denominator for this measure?**

PHEP Volunteer Management (VM) Measures: How to Apply (PHEP 15.2)

Example 1: State with LHDs

- ❑ To build its VM capability in BP1, the awardee will allocate PHEP funds to 6 of its 10 LHDs to do VM-related work
- ❑ The goal for the end of BP 1 is for 3 of the 6 funded LHDs to address all of the 7 required elements
- ❑ However, at the end of BP 1 only 2 out of the 6 funded LHDs have all 7 of the required elements for meeting PHEP PM 15.2 in place.
- ❑ **Answer: Numerator = 2 and Denominator = 6**

Questions?

PHEP Volunteer Management Measures: How to Apply (HPP-PHEP 15.1)

Example 1: Outdoor public tasting event with public health risks (heat and food-related) requiring health volunteers on site

- ❑ Awardee X and the HPP Director determine that the appropriate timeframe for volunteers to arrive is by the pre-event meeting (08:00 on the day of the event)
- ❑ 20 volunteers were requested, 10 state and 10 city
- ❑ 15 state and city volunteers attend the pre-event meeting, and 5 city volunteers arrive later during the event.
- ❑ **Question: For this measure, what would be reported as the numerator and denominator?**

PHEP Volunteer Management Measures: How to Apply (HPP-PHEP 15.1)

Example 1: Outdoor public tasting event with public health risks (heat and food-related) requiring health volunteers on site

- ❑ Awardee X and the HPP Director determine that the appropriate timeframe for volunteers to arrive is by the pre-event meeting (08:00 on the day of the event)
- ❑ 20 volunteers were requested, 10 state and 10 city
- ❑ 15 state and city volunteers attend the pre-event meeting, and 5 city volunteers arrive later during the event
- ❑ **Answer: Numerator = 15 and Denominator = 20**

PHEP Volunteer Management Measures: How to Apply (HPP-PHEP 15.1)

Example 2: State with quickly approaching hurricane requiring public health and medical volunteers in short timeframe

- ❑ State public health emergency director and HPP director work together to send deployment notifications to 400 potential volunteers to arrive by 08:00 the next morning
- ❑ By 08:00 then next morning, 160 requested volunteers arrive on scene along with an additional 100 unregistered and spontaneous volunteers
- ❑ **Question: For this measure, what would be reported as the numerator and denominator?**

PHEP Volunteer Management Measures: How to Apply (HPP-PHEP 15.1)

Example 2: State with quickly approaching hurricane requiring public health and medical volunteers in short timeframe

- ❑ State public health emergency director and HPP director work together to send deployment notifications to 400 potential volunteers to arrive by 08:00 the next morning
- ❑ By 08:00 then next morning, 160 requested volunteers arrive on scene along with an additional 100 unregistered and spontaneous volunteers
- ❑ **Answer: Numerator = 160; Denominator = 400**

Questions?

PHEP Volunteer Management Measures: Monitoring

- ❑ **The following elements should be monitored:**
 - ❑ Missing data
 - ❑ Documentation to support / verify reported data
 - ❑ Extremely high or low percentages (e.g., 100%)
 - ❑ Averages varying greatly from national average
 - ❑ Consistency between qualitative and quantitative data

Questions?

PHEP PM Training Schedule for Awardees

❑ November

- ❑ November 1, 2012: 1:30 p.m. - 2:45 p.m., Mass Care**
- ❑ November 8, 2012: 1:30 pm - 2:45 p.m., Responder Safety and Health**
- ❑ November 15, 2012: 1:30 p.m. - 2:45 p.m., Community Recovery**
- ❑ November 29, 2012: 1:30 p.m. - 2:45 p.m., Fatality Management**

❑ December

- ❑ December 6, 2012: 1:30 p.m. - 2:45 p.m., Non-Pharmaceutical Intervention**